

Hewlett Packard Enterprise



Get the most from your IT and the expertise to guide you further

Expand your capacity for innovation

Deliver a quality experience to your customers

Faster time to value

One accountable partner for your IT environment

Lowered risk and cost

The HPE Datacenter Care experience

HPE Datacenter Care is a personalized, flexible, and cost-effective, relationship-based approach to data center support and operations. It provides you with the resources and care you need to make the most of your IT environment and evolve to hybrid IT—a service tailored to meet your business needs.

HPE Datacenter Care can provide:

An assigned account team with access to local and global experts

The right level of hardware and software support for all devices

HPE's enhanced call experience with priority access

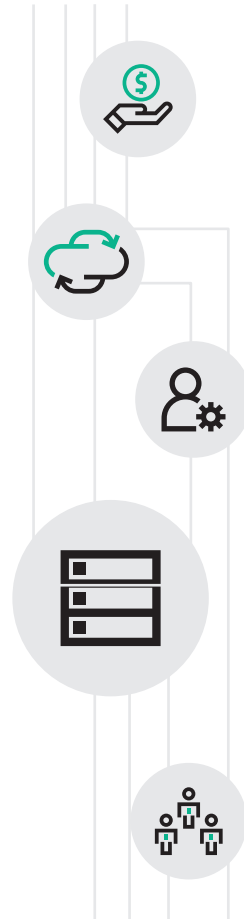
Proactive, optimized and operational support services options

Education and consulting services options

Options for hybrid IT, Flexible Capacity, DevOps, and more

HPE Datacenter Care

We care about your success through IT



The benefits you derive from HPE Datacenter Care:



Agility and innovation

- Move to your preferred style of hybrid IT, with advisory expertise to evolve safely
- Rely on Hewlett Packard Enterprise for routine tasks and free up resource for innovation
- Automate the infrastructure, with support for DevOps



IT stability and security

- Improve IT stability and faster time-to-resolution with an assigned account team
- Include multivendor support—same as Hewlett Packard Enterprise
- Connect to Hewlett Packard Enterprise to prevent outages before they happen



Maximize the value of IT

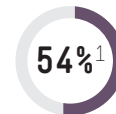
- Avoid business outages with support for critical workloads
- Receive support aligned to your business needs, to the way that you operate
- Help to optimize IT operations

HPE provides mission critical level support with HPE Datacenter Care to Sky, UK's leading entertainment and home communications company

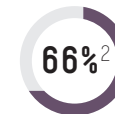
“We are a very delivery-focused business. We don't want to hear about SLAs, we want the support partner to be flexible, responsive and expert. HPE does what's needed to maintain our business.”

- Alastair Davie, head of Shared Platforms, Sky

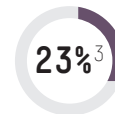
Numbers speak



IT organizations that reduced time to resolve issues with HPE Datacenter Care



Outages that can be prevented before they happen with HPE Proactive Care Services



Improvement in productivity of IT staff seen by customers with HPE Datacenter Care

Resources

For more on HPE Datacenter Care, visit hpe.com/services/datacentercare

For more on the Sky case study, visit h20195.www2.hp.com/v2/GetDocument.aspx?docname=4AA5-0020EEW&doctype=success%20story&doclang=EN_GB&searchquery=&cc=us&lc=en

¹ From a survey conducted on Hewlett Packard Enterprise's behalf, April 2015

^{2,3} IDC, Business Value Enabled by HPE Datacenter Care Service, April 2015