

HPE CAREPACK SUPPORT SERVICES

Maximize the value of HPE support contracts

PIVOT'S UNIFIED PORTFOLIO OFFERING

Through our Unified Portfolio, we deliver solutions across the full lifecycle of our customer's technology investments.

SERVICE CHANNELS

-  Integration
-  Professional
-  Deployment
-  Workforce
-  Managed

SOLUTION DISCIPLINES

-  Workplace
-  Digital Infrastructure
-  Security
-  Cloud
-  Emerging Technology

SERVICES VALUE STREAM



PURCHASE SUPPORT DIRECTLY FROM PIVOT

The support contracts provided by equipment manufacturers are essential to IT operations in many organizations. These agreements go beyond basic hardware warranties to provide expert support at guaranteed service levels. They reduce the burden on in-house IT teams and increase the availability of the IT environment by providing access to technical resources who can help resolve problems impacting mission-critical IT equipment.

Maximizing the value of manufacturer support contracts can be challenging, however. Many IT teams lack visibility into costs and coverages, and struggle to manage support contracts across the full lifecycle of IT equipment.

HPE Carepack Support Services from Pivot Technology Solutions help to relieve these headaches. Customers can purchase support directly from Pivot at the time their HPE server is procured and installed. Working with one partner gives customers greater control over support costs and aligns support contract terms with equipment refresh cycles.

As an HPE Platinum partner, Pivot has the highest levels of training and certification in HPE products. Our experienced team serves as the single point of contact for HPE support requests — 24 hours a day, seven days a week, with four-hour response time. What's more, the engineers handling support requests will be familiar with the customer's environment, giving them unique insight that enables more rapid identification and remediation of issues.



PIVOT IS AN HPE PLATINUM PARTNER

As a Platinum partner, Pivot leverages its experience, deep industry knowledge, and vendor relationships to devise advanced IT solutions.

Pivot has invested significant resources in HP Enterprise technology to provide its customers with access to try-before-you-buy solution demos. At present, Pivot has full demo capabilities for Server, Storage and Compute Integration. For more information on HP Enterprise, visit www.hpe.com.



WHY HPE CAREPACK SUPPORT?

The standard warranty covering HPE's enterprise-class hardware products includes three years of onsite support. Replacement parts are delivered within one to five business days and installed during regular business hours. If a part is considered Customer Self Repair, any onsite services requested by the customer will incur an additional charge. While the standard warranty offers financial protection against hardware failure, it is not designed to minimize downtime.

Pivot's HPE Carepack Support Services enhance the standard warranty by providing 24x7 remote support and next-business-day resolution if onsite support is required. All support is delivered by Pivot's certified engineers, technicians and field service organization to ensure quality and efficiency.

Much more than a help desk, HPE Carepack Support is a best-in-class service offering based upon robust incident management methodologies. The Pivot team will respond to each support call within four hours and troubleshoot the problem remotely. Any needed parts will be ordered and shipped to the customer's site, and a technician dispatched to install the part and get the equipment back online.

Pivot also provides proactive care for servers connected through HPE Insight Remote Support. We leverage HPE's 24x7 monitoring and pre-failure alerts to rapidly diagnose many issues before they result in system failure or downtime. Our Level 2 engineers will open a support ticket, analyze the symptoms and determine what needs to be done to resolve the issue. If a replacement part is required, the engineer will order it and dispatch a technician to the customer's site for installation.

Pivot's Level 2 engineers remain available to assist the onsite technician as needed. If the Pivot team is unable to resolve the problem to the customer's satisfaction, they will engage HPE technical resources for assistance. Our collaborative approach ensures that all needed resources are brought to bear to ensure that issues are resolved quickly and accurately.

BUSINESS AND OPERATIONAL VALUE

Pivot offers competitive pricing on HPE support services, and the convenience of purchasing support at the time equipment is procured. HPE Carepack Support Services can be added to the same invoice as the equipment, simplifying the purchasing process and ensuring that the equipment is covered from the moment it is installed.

By purchasing HPE Carepack Support Services from Pivot, customers also gain greater continuity of support. The Pivot team is already familiar with the implementation, and we can ensure that technicians with knowledge of the customer's environment are dispatched for onsite support.

Pivot also takes responsibility for HPE support services throughout the lifecycle of the equipment to ensure that coverage is always in place. When a support agreement nears the end of its term, the Pivot team will work with the customer to determine whether to renew it or refresh the hardware.

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