



HPE POINTNEXT TECH CARE

Get more from your IT with an AI powered and digitally enabled service experience that drives your business forward.



**HPE InfoSight
automatically predicts
and resolves 86%
of problems before
you even know there
is an issue.¹**

IT'S TIME TO REDEFINE TRADITIONAL IT SUPPORT

Nobody wants to spend time managing and fixing their IT infrastructure. They just want it to work so that more time can be spent on innovating and moving the business forward. That's why we are changing the definition of IT operational support.

INTRODUCING HPE POINTNEXT TECH CARE

HPE Pointnext Tech Care is an entirely new service experience for your HPE products. You gain fast access to product-specific experts, an AI-driven digital experience, and general technical guidance to enable constant innovation. We've reimaged IT support from the ground up to deliver faster answers and greater value. By continuously searching for better ways to do things—as opposed to just fixing things that break—HPE Pointnext Tech Care helps you focus on achieving your business goals.

The service delivers comprehensive support that includes:

- General technical guidance
- Product-specific experts
- An AI powered digital experience

GENERAL TECHNICAL GUIDANCE

To drive innovation and augment areas where you have skill gaps, we provide general technical guidance on operating and managing your products. We give you the freedom to engage HPE Pointnext Services experts on your terms—outside the scope of break/fix—so you can leverage best practices, known issues, and proven strategies to do things better and drive your business forward. At launch, you will be able to engage HPE Pointnext Services for usage and process support, configuration support, and capacity management—with more topics and workloads being added throughout the life of your service contract.

¹ IDC Datacenter Operational Survey, January 2019.

1 in 3

decision-makers are challenged to support digital transformation because their teams are busy supporting legacy IT.²

64%

of global organizations say they need to invest in hiring or retraining to upgrade their IT staff skills, the #1 priority.³

² HPE Hybrid IT Datacenter Transformation Survey, 2019.

³ Based on actual customer data collected by the HPE Nimble Storage Support organization. See also psnow.ext.hpe.com/doc/a00018503ENW.

LEARN MORE AT
hpe.com/services/techcare

Make the right purchase decision.
Contact our presales specialists.



Chat



Email



Call



HPE support



Get updates

“With all the data and AI capabilities in support offerings today, customers may not only eliminate downtime, but also optimize systems to get the most out of their technology investments.”

– Rob Brothers, Program Vice President for Data Center and Support Services, IDC

PRODUCT-SPECIFIC EXPERTS RELY ON EXPERTISE THAT DRIVES YOUR BUSINESS FORWARD

To simplify operations and reduce unplanned downtime, HPE Pointnext Tech Care provides faster access to a technical resource that specializes in your specific product. You choose how you want to access this expertise—by phone, by chat, or through videos, moderated forums, and more. Matching the service experience with your particular product eliminates the need for multiple service options and complex escalations. We’ve automated and streamlined all break/fix activities so that your IT teams can spend more time focusing on driving the business forward.

AI-POWERED DIGITAL EXPERIENCE

HPE Pointnext Tech Care leverages an AI driven operations framework to provide an entirely new customer experience. The new HPE Support Center enables digital engagement, multiple communication options, on-demand intelligence, enhanced self-solve solutions, and actionable AI insights. This means that you can simplify tasks like managing contracts, warranties, and cases. This new customer engagement platform recognizes who you are and what products you have installed, so you can quickly access personalized data. [HPE InfoSight](#) enables cloud-based machine learning, pattern recognition, log analysis, and capacity management warnings to provide predictive support that actively detects problems and either provides the solution automatically or facilitates opening a case to fix the problem.

With HPE Pointnext Tech Care, you gain significant benefits that can help drive your business success:

- Easier process for buying and selecting the right service, with a simplified service portfolio
- Faster outcomes at every stage, via a digitally enabled customer experience that provides automated AI insights and self-serve and self-solve capabilities
- Direct access to product-specific HPE experts—no more navigating complex escalations
- Expert guidance on usage, configuration, alerts, and best practices to help you get the most from your HPE products
- Support in the context of the actual workload, not just the covered product
- A personalized services solution to meet your unique needs

GET A PERSONALIZED, SIMPLIFIED SERVICE EXPERIENCE

HPE Pointnext Tech Care is personalized to anticipate needs, enable faster access to specialized expertise, deliver more self-help features, and provide general technical guidance to drive innovation.

Learn how you can make a positive and tangible impact on your IT operating model and business. For more information, contact your HPE sales rep or authorized channel partner of choice.