

# HPE POINTNEXT TECH CARE

## CONTENTS

Important note.....	4
Top questions .....	4
What is HPE Pointnext Tech Care?.....	4
Why is HPE Pointnext Services introducing HPE Pointnext Tech Care?.....	4
When will HPE Pointnext Tech Care be introduced?.....	4
What will the HPE Pointnext Tech Care experience feel like for customers?.....	4
What are the key features of HPE Pointnext Tech Care?.....	5
What are the service level choices within HPE Pointnext Tech Care?.....	5
Will the HPE Pointnext Tech Care experience vary by product?.....	5
What value does HPE Pointnext Tech Care provide over warranty?.....	5
Can the value of HPE Pointnext Tech Care be extended with other HPE Pointnext Services?.....	5
Do HPE Pointnext Tech Care customers have to be connected?.....	5
How will HPE Pointnext Tech Care pricing work?.....	5
How does the new OS portfolio compare to the competition?.....	5
How does HPE Pointnext Tech Care compare to HPE Datacenter Care?.....	6
Will HPE GreenLake customers benefit from HPE Pointnext Tech Care?.....	6
Will HPE products benefit from HPE Pointnext Tech Care?.....	6
How are partners impacted by HPE Pointnext Tech Care?.....	6
When can we start to notify our customers of this change?.....	6
Will training and collateral be available?.....	6
How can I get further information?.....	6
Product coverage and release schedule.....	6
How will HPE Pointnext Tech Care be released?.....	6
What sales motions will be enabled in each release?.....	6
Is HPE Pointnext Tech Care available for products not supported by Pointnext Technology Services?.....	6
What is the extent of product coverage within a product category?.....	6
Will HPE Pointnext Tech Care be available for SAP HANA?.....	7
Will HPE Pointnext Tech Care be available on multivendor products?.....	7
Will HPE Pointnext Tech Care include all the HPE SimpliVity OS upgrades?.....	7
Packaging.....	7
Will new HPE Pointnext Tech Care SKUs be created?.....	7

## Frequently asked questions

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Are the attach/up-front and contractual SKUs the same?.....	7
Will there be a part-only service-level option?.....	7
Will ITRR and SAOR be enabled?.....	7
What product lines will HPE Pointnext Tech Care be booked to?.....	7
Will there be flexible and fixed packaged support services for HPE Pointnext Tech Care?.....	7
Will we change the name for attach services?.....	7
How will post warranty packs be handled?.....	7
When will SKUs get loaded to the order management system?.....	7
Quoting and ordering.....	8
Can a customer only purchase HPE Pointnext Tech Care at the point of product sale?.....	8
How will up-front product attach quoting work?.....	8
Between release 1 and 2, what service will be attached in mixed environments?.....	8
How will open quotes be handled?.....	8
How will contractual quoting work?.....	8
How long do we plan to sell HPE FC, HPE PC, and HPE Proactive Care Advanced?.....	8
Are there products where HPE Pointnext Tech Care will be mandatory?.....	8
Pricing.....	8
How is HPE Pointnext Tech Care pricing structured?.....	8
What is the pricing strategy for HPE Pointnext Tech Care?.....	8
When will pricing be available?.....	8
Product support experience.....	8
Will the HPE Pointnext Tech Care customer experience vary by product?.....	8
What will the HPE Pointnext Tech Care experience feel like for customers?.....	8
What are the key features of HPE Pointnext Tech Care?.....	9
What value does HPE Pointnext Tech Care provide over warranty?.....	9
Can the value of HPE Pointnext Tech Care be extended with other Pointnext Technology Services?.....	9
How does HPE Pointnext Tech Care support workloads?.....	9
What is the general technical guidance feature?.....	9
Does HPE Pointnext Tech Care include assigned resources?.....	9
What service level and incident severity does 6-hour HW repair commitment apply to?.....	9
What is outage management, and is it different to enhanced call handling?.....	10
HPE Datacenter Care.....	10
How does HPE Pointnext Tech Care compare to HPE Datacenter Care?.....	10
What benefits will HPE Pointnext Tech Care provide to HPE Datacenter Care?.....	10
When will HPE Pointnext Tech Care be added into HPE Datacenter Care?.....	10
What is the difference between general technical guidance, assigned technology specialist, and expert on demand?.....	10
Digital customer experience (DCE).....	10
What is the DCE value proposition for customers?.....	10
When will customers get the new digital support experience?.....	10
How are we controlling access to our digital content?.....	11
Are Tech Tip videos only available to customers with the new OS portfolio?.....	11
If you can Google and get to forums, how does entitlement work?.....	11
HPE InfoSight.....	11
What role does HPE InfoSight play in HPE Pointnext Tech Care?.....	11



## Frequently asked questions

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How will we engage on critical alerts from HPE InfoSight? .....	11
Will HPE InfoSight be available on all products? .....	11
How does the HPE InfoSight experience differ for customers with no warranty, warranty, or support? .....	11
Does HPE Pointnext Tech Care customers need to be connected? .....	11
Will there be a document indicating which features are tied to being connected? .....	11
What is the go-forward strategy to increase customer connectivity? .....	11
How do we position digital deliverables for dark site or secure site customers? .....	12
Sales .....	12
How does the OS portfolio change make it easier to sell? .....	12
How will new attach levels work? .....	12
Partners.....	12
Can partners sell the new OS portfolio? .....	12
How will authorized delivery partners benefit from this new experience? .....	12
Can partners deliver the new OS portfolio? .....	12
How will PRSD partners be integrated in the system? .....	12
Will partners have access to chat and can they submit cases on behalf of their customers? .....	12
How can partners benefit from DCE when acting on behalf of customers? .....	13
Will there be any changes to the current registration and connection processes? .....	13
What are we doing with partners to make connectivity better? .....	13
Installed base.....	13
What happens to HPE Foundation Care and HPE Proactive Care? .....	13
What happens to customer solutions in place today? .....	13
When are we planning to start IB migrations to HPE Pointnext Tech Care? .....	13
What happens if the customer does not want the new OS support portfolio? .....	13
Which HPE Pointnext Tech Care service levels will be quoted for HPE FC-HPE PC migration? .....	13
How does IB migration work for partners? .....	13
Will customers have a mix of new and legacy support services during the transition? .....	13
What will happen to the HPE Proactive Care and HPE Proactive Care Advanced reports? .....	13
Communication and resources .....	13
When will the data sheet be available? .....	13
Will there be a comparison guide for HPE Pointnext Tech Care? .....	14
Will there be a deliverables document for each product group? .....	14
Will the perfect attach guide be updated? .....	14



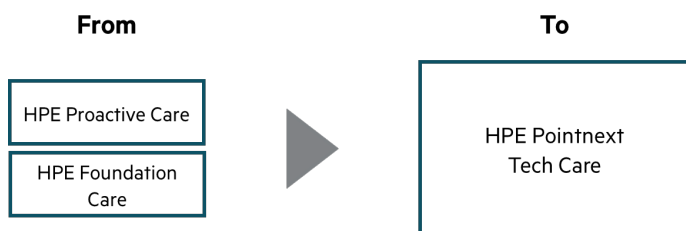
## IMPORTANT NOTE

For those countries that require consultation with works councils or other employee representatives, this is not intended to provide country-specific complete information and in no way reflects that final decisions that have been made at a country level. With respect to such countries, final decisions are subject to prior consultation with works councils and other employee representatives, as required, and in compliance with local laws.

## TOP QUESTIONS

### What is HPE Pointnext Tech Care?

HPE Pointnext Tech Care is a new service offering that aligns with the modern needs and focus of our customers today. It's a radical departure from providing just break-fix services and drives toward a new value experience where we are helping our customers get the most from HPE products over their whole lifecycle. It replaces HPE Foundation Care and HPE Proactive Care, with one simple product support experience that will make it easier for customers and partners alike.



### Why is HPE Pointnext Services introducing HPE Pointnext Tech Care?

The current Operational Services (OS) portfolio has been in place since 2012 and has served us well, delivering excellent customer satisfaction and financial performance. However, digital transformation and the increased frequency at which new technologies emerge continues to disrupt this aging support model. Our customer's attention is shifting to how to optimally run workloads. While break-fix is still critical, the service is becoming a commodity. The new HPE Pointnext Tech Care service is a radical departure from the old break-fix model, bringing a new level of customer centricity that supplements the current needs of our customers.

### When will HPE Pointnext Tech Care be introduced?

There are two releases of HPE Pointnext Tech Care planned. Release 1 is expected to start in April on ProLiant DL servers. Tech Care will then be made available in May on some key storage products. Release 2 is expected in July 2021 and shall enable HPE Pointnext Tech Care on all remaining products supported by HPE Pointnext Services. The release schedule dates are indicative and subject to change.

As HPE Pointnext Tech Care gets rolled out, product attach selling of HPE Foundation Care and HPE Proactive Care will be discontinued. Once the rollout is complete, HPE Foundation Care and HPE Proactive Care installed base customers will progressively migrate over to HPE Pointnext Tech Care, as their contracts are renewed.

### What will the HPE Pointnext Tech Care experience feel like for customers?

Feedback from our customers has been clear. They want our help to get the most from their HPE products over its lifecycle. They want this to be simple to buy, have digital self-serve capabilities, and be an easier path to our experts and their knowledge. HPE Pointnext Tech Care has been developed from the ground up to be a customer-centric, digitally enabled service experience like no other. It's simple, intuitive, helpful, and competitively differentiated.

Highlights include the following:

- Eliminate the unpredictable so that IT just works with no surprises
- Augment human capabilities with AI for faster, better informed decisions
- Go beyond problem identification, continually improving IT
- Improve business outcomes



**What are the key features of HPE Pointnext Tech Care?**

HPE Pointnext Tech Care represents a radical departure from the current product support portfolio.

Benefits include:

- Single support experience that adapts seamlessly for each HPE product type
- A digital experience providing automated and proactive AI insights; self-serve and self-solve capabilities
- Easier access to our experts and their knowledge, with real-time collaboration and tech-tips video library
- General technical guidance from our experts on operational best practices over its lifecycle
- Portfolio of standardized and modular supplemental product lifecycle services

**What are the service level choices within HPE Pointnext Tech Care?**

We've made it simple. There's only one decision that customer need to make: which one of the three service levels do they want?

- **Critical:** 24x7 remote support, outage management process for critical cases, and 6-hour hardware call to repair (CTR)
- **Essential:** 24x7 remote support and 4-hour hardware on-site response
- **Basic:** 9x5 remote support and next business day (NBD) hardware on-site response

The Critical, Essential, and Basic service levels map to CTR, 24x7, and NBD in the existing OS portfolio. Defective Media Retention (DMR) and Comprehensive Defective Media Retention (CDMR) versions of these service levels are available.

**Will the HPE Pointnext Tech Care experience vary by product?**

HPE Pointnext Tech Care has a consistent set of features across all supported products. Software is an essential element to the operation of our advanced products like HPE 3PAR, HPE Primera, and HPE Synergy. As a result, HPE Pointnext Tech Care will seamlessly adapt for each product type, extending the scope to cover the hardware and software in the products where it's needed.

**What value does HPE Pointnext Tech Care provide over warranty?**

Warranty is a product feature designed to address manufacturing defects. HPE Pointnext Tech Care brings significant additional value over the warranty experience, helping customers get the most from their product with expert advice, digital self-service, and improved time to resolution.

**Can the value of HPE Pointnext Tech Care be extended with other HPE Pointnext Services?**

The HPE Pointnext Tech Care core experience is standardized and optimized for each product type. However, we have assembled a broad range of additional lifecycle services that wrap around the HPE Pointnext Tech Care experience to help off-load some of the customer's day-to-day operational responsibilities. These are sold independently of HPE Pointnext Tech Care and are tailored to the specific product needs. For support at the data center or whole environment level, the customer would need to upgrade to HPE Datacenter Care.

**Do HPE Pointnext Tech Care customers have to be connected?**

The HPE Pointnext Tech Care experience provides the most value when customers are connected. The AI insights provided by HPE InfoSight complements the new features included within HPE Pointnext Tech Care. However, it's not a requirement. Disconnected customers will still have access to digital features via the new support portal, access to experts and general technical guidance, and hardware on-site support and parts. What customers may miss are the tailored recommendations, real-time monitoring, predictive alerts, prompted resolutions, auto case submission, and workload insights that are available from a connected product. It's our strong recommendation that all customers connect, so they can take full advantage of the breadth of the service.

**How will HPE Pointnext Tech Care pricing work?**

HPE Pointnext Tech Care is priced on a per device basis. It varies by product and service level chosen, in the same way HPE Foundation Care and HPE Proactive Care do today.

**How does the new OS portfolio compare to the competition?**

HPE Pointnext Tech Care represents a significant leap forward for the OS portfolio, putting HPE in a strong competitive position. Helping our customers get the most from their HPE products is an industry gamechanger. Our value-based engagements and actions will separate us from traditional support offerings that are focused solely on reactive, break-fix outcomes. Features such as AI-based digital support, general technical guidance lifecycle services, and easier access to experts is just the beginning. Continual innovation is a foundational element within the service, allowing us to react faster to customer needs, continue to expand our new approach to product support, and enhance the overall HPE product experience.



**How does HPE Pointnext Tech Care compare to HPE Datacenter Care?**

Briefly, HPE Pointnext Tech Care is attached to and focused on the HPE product. Whereas the scope of HPE Datacenter Care is much broader looking at the whole IT environment. Customization, environment-wide services, and assigned resources such as account support manager (ASM) are only available in HPE Datacenter Care.

A core element in HPE Datacenter Care agreements is the support for HPE products. For these supported products, HPE Datacenter Care currently uses HPE Foundation Care. As HPE Foundation Care gets replaced by HPE Pointnext Tech Care, the new features will be carried over to HPE Datacenter Care.

**Will HPE GreenLake customers benefit from HPE Pointnext Tech Care?**

HPE GreenLake customers benefit from HPE Pointnext Tech Care. Every HPE GreenLake deal includes HPE Datacenter Care, and HPE Datacenter Care shall be updated to include HPE Pointnext Tech Care as the underlying support level on the products under the HPE Datacenter Care agreement. This means HPE GreenLake customers will get the new value created by HPE Pointnext Tech Care. This extra value shall make the HPE GreenLake value proposition even more compelling and accelerate HPE's transition to an as-a-service company.

**Will HPE products benefit from HPE Pointnext Tech Care?**

Customer are looking beyond individual product specifications and putting more emphasis on the whole ownership experience. Products + services = experience. HPE Pointnext Tech Care brings a new level of experience for the product teams, creating competitive differentiation and enhancing customer loyalty.

**How are partners impacted by HPE Pointnext Tech Care?**

Tier 1 and 2 partners can sell HPE Pointnext Tech Care just as they do today with the current OS portfolio. HPE shall also continue its commitment to delivery partners through the HPE Partner Ready for Service Delivery Program, which is maintained in the new OS portfolio.

**When can we start to notify our customers of this change?**

To ensure consistency in messaging, the marketing team shall provide all external communications for our customers. A major marketing launch is planned for March 23, 2021 to announce HPE Pointnext Tech Care.

**Will training and collateral be available?**

In the lead up to launch, a broad set of resources will be available. This will include sales training, sales podcasts, FAQs, customer presentations, solution brief, and data sheet.

**How can I get further information?**

For further information, see the [HPE Pointnext Tech Care seismic briefcase](#) or contact your HPE Pointnext representative.

**PRODUCT COVERAGE AND RELEASE SCHEDULE****How will HPE Pointnext Tech Care be released?**

There are two releases of HPE Pointnext Tech Care planned. Release 1 is expected to start in April on ProLiant DL servers. Tech Care will then be made available in May on some key storage products. Release 2 is expected in July 2021 and shall enable HPE Pointnext Tech Care on all remaining products supported by HPE Pointnext Services. The release schedule dates are indicative and subject to change.

As HPE Pointnext Tech Care gets rolled out, product attach selling of HPE Foundation Care and HPE Proactive Care will be discontinued. Once the rollout is complete, HPE Foundation Care and HPE Proactive Care installed base customers will progressively migrate over to HPE Pointnext Tech Care, as their contracts are renewed.

**What sales motions will be enabled in each release?**

Release 1 and 2 shall enable attach selling. Installed base quoting shall be enabled with release 2.

**Is HPE Pointnext Tech Care available for products not supported by Pointnext Technology Services?**

HPE Pointnext Tech Care is only available for products supported by Pointnext Technology Services. Products that are supported by product business units are out of scope, an example would be Aruba. However, customers can still get joint quotes that cover Pointnext Technology Services supported products and products supported by other BUs.

**What is the extent of product coverage within a product category?**

When HPE Pointnext Tech Care is enabled on a product category, it will be done for all active products in that category (that is, products currently sold by the product BU). To enable IB customers to migrate at renewal, in general HPE Pointnext Tech Care shall also be set up contractually on end-of-life products unless the product has gone end of service life, in which event it is no longer supported by Pointnext Technology Services. Enablement of end-of-life products shall occur in release 2. There may be exceptions to the general approach indicated in this statement.



**Will HPE Pointnext Tech Care be available for SAP HANA®?**

HPE Pointnext Tech Care shall be available for SAP HANA and is expected to be available in release 2.

**Will HPE Pointnext Tech Care be available on multivendor products?**

The Technology Services led support business for multivendor products such as Dell servers will not move to HPE Pointnext Tech Care. These will continue to be sold with the existing OS portfolio. However, HPE Pointnext Tech Care shall be available for multivendor product SKUs developed by the product BU that get sold with HPE products such as ISV products such as VMware® and Microsoft that are configured with HPE servers.

**Will HPE Pointnext Tech Care include all the HPE SimpliVity OS upgrades?**

HPE Pointnext Tech Care does not change the software licensing and update availability for HPE SimpliVity platforms.

**PACKAGING****Will new HPE Pointnext Tech Care SKUs be created?**

HPE Pointnext Tech Care shall be sold as a new set of packaged support services for product attach sales as well as new contractual packages for renewals and migration. HPE Pointnext Tech Care packages shall be created for each unique combination of service level (Basic, Essential, and Critical), service-level option (DMR, CDMR), and duration (3, 4, 5 years).

**Are the attach/up-front and contractual SKUs the same?**

In line with the practice used in the current OS portfolio, the first six digits will be the same. Contractual SKUs end with the letter C and up-front SKUs end with the number representing the number of years for the package.

**Will there be a part-only service-level option?**

HPE Pointnext Tech Care service levels (Basic, Essential, and Critical) are available across all products and include on-site and parts. HPE Pointnext Tech Care Basic and Essential service levels may be available with parts only in the future for select products only such as some network products. Separate HPE Pointnext Tech Care SKUs are used with this offering.

**Will ITRR and SAOR be enabled?**

HPE Pointnext Tech Care shall enable In-Country Technical Remote Resource (ITRR) and Special Access On-Site Resource (SAOR) service features the same way they are enabled in the current OS portfolio. This provides continuity for those countries using these service features. Current process approval requirements continue to apply.

**What product lines will HPE Pointnext Tech Care be booked to?**

HPE Pointnext Tech Care is a per device offering that shall be booked to support product lines in the same way that HPE Foundation Care and HPE Proactive Care are booked today. For example, HPE Pointnext Tech Care when sold on HPE Primera products will be booked to PLRN.

**Will there be flexible and fixed packaged support services for HPE Pointnext Tech Care?**

Flexible and/or fixed packaged support services shall be set up for HPE Pointnext Tech Care on a product in alignment with the existing OS portfolio (for example, HPE Foundation Care) on that product.

**Will we change the name for attach services?**

HPE Pointnext Services attached support services shall continue to be called packaged support services.

**How will post warranty packs be handled?**

Post warranty fixed packaged support services shall be introduced as HPE Pointnext Tech Care gets rolled. These shall be available on products where post warranty services are available with the current OS portfolio.

**When will SKUs get loaded to the order management system?**

SKUs shall be loaded into the system prior to the release date, but these SKUs only become available for quoting on a product once HPE Pointnext Tech Care is priced on that product in the system, which will not occur until the release date.



## QUOTING AND ORDERING

### Can a customer only purchase HPE Pointnext Tech Care at the point of product sale?

Like the existing portfolio, customers can purchase HPE Pointnext Tech Care at the point of product sale using the packaged version or subsequent to the product sale using the contractual version.

### How will up-front product attach quoting work?

HPE Pointnext Tech Care is a per device offering that will be available as flexible and fixed packaged services. Up-front product attach quoting tools such as OCA and OCS will enable easy configuration. Products will quote with a default service level of HPE Pointnext Tech Care, as determined by the Basic-Standard-Optimized guidelines for each product, just as it does today with the existing portfolio.

### Between release 1 and 2, what service will be attached in mixed environments?

Between release 1 and 2 of HPE Pointnext Tech Care, OCA and OCS will automatically quote HPE Pointnext Tech Care for products where HPE Pointnext Tech Care is available, and HPE Foundation Care or HPE Proactive Care for those products yet to move to HPE Pointnext Tech Care. During this transition period, customers will be able to get one quote covering a mix of new and existing services. In most cases, there is no need to create separate quotes.

### How will open quotes be handled?

Quotes made in the lead up to the introduction of HPE Pointnext Tech Care on a product will still be orderable provided they are ordered within the validity period, which is typically 90 days.

### How will contractual quoting work?

HPE Pointnext Tech Care will be available for contractual selling. Requests for quotes can be done in the usual way via a customer support information form (CSIF) request to Global Operations.

### How long do we plan to sell HPE FC, HPE PC, and HPE Proactive Care Advanced?

HPE Proactive Care Advanced was discontinued in November 2020. HPE Foundation Care and HPE Proactive Care will be discontinued on each product as HPE Pointnext Tech Care is introduced on that product. Installed base customers will then migrate to the new OS portfolio at contract renewal.

### Are there products where HPE Pointnext Tech Care will be mandatory?

It is expected that services-attached unbuildable rules will continue to be used with HPE Pointnext Tech Care where HPE determines it is necessary to enforce a mandatory minimum service attach for a product.

## PRICING

### How is HPE Pointnext Tech Care pricing structured?

HPE Pointnext Tech Care is priced on a per device basis and will vary by product, in the same way HPE Foundation Care and HPE Proactive Care do today. The current OS portfolio prices some products at the box level (for example, HPE ProLiant DL servers) and other products at the component level (for example, HPE Synergy, HPE Primera). HPE Pointnext Tech Care shall price using the same structure, so there is consistency between the old and new OS portfolio.

### What is the pricing strategy for HPE Pointnext Tech Care?

HPE is approaching pricing from a TCO perspective, considering the product and service, with HPE Pointnext Services and the product BU working together to create a solution that is competitive in the market.

### When will pricing be available?

Pricing will be available in the quoting or ordering system such as OCA and NGQ when HPE Pointnext Tech Care is launched on a product.

## PRODUCT SUPPORT EXPERIENCE

### Will the HPE Pointnext Tech Care customer experience vary by product?

HPE Pointnext Tech Care has a consistent set of features that apply to the products it covers. There will be one data sheet for the service that outlines that feature set. Customer problems and requests naturally vary by products because the complexity of each product varies. So even though HPE Pointnext Tech Care features apply universally to the products they cover, the customer experience of those deliverables will scale and adapt as needed to address the complexity of each individual product.

### What will the HPE Pointnext Tech Care experience feel like for customers?

Feedback from our customers has been clear. They want our help to get the most from their HPE products over its lifecycle. They want this to be simple to buy, have digital self-serve capabilities, and be an easier path to our experts and their knowledge. HPE Pointnext Tech Care has been developed from the ground up to be a customer-centric, digitally enabled service experience like no other. It's simple, intuitive, helpful, and competitively differentiated.





Highlights include the following:

- Eliminate the unpredictable so that IT just works with no surprises
- Augment human capabilities with a virtual agent for faster, better informed decisions
- Go beyond problem identification, continually improving IT
- Improve business outcomes

#### **What are the key features of HPE Pointnext Tech Care?**

HPE Pointnext Tech Care represents a radical departure from the current product support portfolio.

Benefits include:

- Single support experience that adapts seamlessly for each HPE product type
- A digital first experience enabling automated and proactive AI insights; self-serve and self-solve capabilities
- Easier access to our experts and their knowledge, with real-time collaboration and tech-tips video library
- General technical guidance from our experts on operational best practices over its lifecycle
- Portfolio of standardized and modular supplemental product lifecycle services

#### **What value does HPE Pointnext Tech Care provide over warranty?**

Warranty is a product feature designed to address manufacturing defects. HPE Pointnext Tech Care brings significant additional value over the warranty experience, helping customers get the most from their product with expert advice, digital self-service, and improved time to resolution.

#### **Can the value of HPE Pointnext Tech Care be extended with other Pointnext Technology Services?**

The HPE Pointnext Tech Care core experience is standardized and optimized for each product type. However, we have assembled a broad range of additional lifecycle services that wrap around the HPE Pointnext Tech Care experience to help off-load some of the customer's day-to-day operational responsibilities. These are sold independently of HPE Pointnext Tech Care and are tailored to the specific product needs. For support at the data center or whole environment level, the customer would need to upgrade to HPE Datacenter Care.

#### **How does HPE Pointnext Tech Care support workloads?**

Workloads are represented by the applications and platform software running on HPE infrastructure. Customers want HPE to provide infrastructure support that is workload aware. HPE InfoSight has developed telemetry that captures and analyzes workload data, enabling customers to receive alerts and recommendations. A key new feature of HPE Pointnext Tech Care is general technical guidance. Customers can contact HPE to get advice about workload related information generated by HPE InfoSight.

#### **What is the general technical guidance feature?**

General technical guidance is a feature of HPE Pointnext Tech Care designed to address customer enquiries regarding the operation and management of their product. This feature may cover areas such as product usage, best practice management and maintenance, capacity management, and configuration.

This feature provides the greatest value when the customer configures HPE InfoSight, as it allows HPE to understand the vitals of the supported product when providing guidance. This feature is a great differentiator for HPE that helps customers achieve outcomes from their IT investment. General technical guidance is general in nature. Customers looking for specific advice and assistance that is personalized for their environment can purchase HPE Datacenter Care as an alternative or complement HPE Pointnext Tech Care with Advisory & Professional Services.

#### **Does HPE Pointnext Tech Care include assigned resources?**

HPE Pointnext Tech Care is delivered by pooled resources. Customers that require personalized assistance from assigned resources such as an account support manager (ASM) should purchase HPE Datacenter Care.

#### **What service level and incident severity does 6-hour HW repair commitment apply to?**

The 6-hour CTR commitment is only available with the HPE Pointnext Tech Care Critical service level. The commitment applies to severity 1 and 2 incidents under that service level.



**What is outage management, and is it different to enhanced call handling?**

Outage management is an addition to the standard HPE escalation processes. It's part of HPE Pointnext Tech Care Critical service level and helps minimize business impact and accelerate resolution. When a customer identifies an outage that impacts their business, HPE will invoke an enhanced outage management process. Technology-specific specialist resources will be engaged to drive incident resolution and proactively update nominated customer stakeholders.

Enhanced call handling was available with HPE Proactive Care. It did not include any special process for a product outage scenario.

**HPE DATACENTER CARE****How does HPE Pointnext Tech Care compare to HPE Datacenter Care?**

Briefly, HPE Pointnext Tech Care is attached to and focused on the HPE product. Whereas the scope of HPE Datacenter Care is much broader, looking at the whole IT environment. Customization, environment-wide services, and assigned resources such as account support managers (ASMs) are only available in HPE Datacenter Care.

A core element in HPE Datacenter Care agreements is the support for HPE products. For these supported products, HPE Datacenter Care currently uses HPE Foundation Care. As HPE Foundation Care gets replaced by HPE Pointnext Tech Care, the new features will be carried over to HPE Datacenter Care.

**What benefits will HPE Pointnext Tech Care provide to HPE Datacenter Care?**

HPE Datacenter Care currently includes HPE Foundation Care as the underlying support offering, on each product covered by the agreement. As HPE Pointnext Tech Care gets rolled out, the HPE Foundation Care support element will be replaced, resulting in the benefits flowing through to our HPE Datacenter Care customers.

**When will HPE Pointnext Tech Care be added into HPE Datacenter Care?**

As HPE Pointnext Tech Care gets rolled out, the HPE Foundation Care support element will be replaced, resulting in the benefits flowing through to our HPE Datacenter Care customers. To enable this, new SKUs will be created for HPE Datacenter Care Standard Add-On and HPE Datacenter Care Custom.

**What is the difference between general technical guidance, assigned technology specialist, and expert on demand?**

General technical guidance provides general advice from pooled resources. This means the resource the customer contacts will not have prior knowledge of the customer's environment or an established relationship with the customer. The information provided by general technical guidance is general in nature and will require validation by the customer to determine if it is suitable to their specific needs. It will be provided to HPE Datacenter Care customers through the underlying HPE Pointnext Tech Care support element.

Assigned technology specialist is available as an option to HPE Datacenter Care customers that are looking to personalize the advice they receive and to make it specific for their environment or use case. Because they are assigned to the customer, the specialist knows their environment and can tailor advice and assistance accordingly. This option is available for select products such as HPE Synergy.

Expert on demand is a new feature for HPE Datacenter Care that extends the value of general technical guidance by providing the ability to extend the assistance provided by expert resources beyond general advice. Customers looking to engage resources on a transactional basis for extended periods of time to provide specific advice or assistance, can do so using the expert on demand option. An example might be analyzing and supporting the customer with a change to their environment.

General technical guidance and the expert on demand option are similar in that both use pooled resources while the assigned technology specialist option provides a named resource that is assigned to a customer.

**DIGITAL CUSTOMER EXPERIENCE (DCE)****What is the DCE value proposition for customers?**

DCE is enabling a digital-first platform helping customers to have access to insights, self-solve independence that is augmented with AI supervision, with access to experts on demand on the customers channel of choice and providing the ability to take action at point of need to reduce time to resolution or to optimize business outcomes for the customer.

**When will customers get the new digital support experience?**

Customers can now start to use the experience with many of the new digital support features in the digital customer experience platform. Progressively, more digital support features will become available through the support portal to customers with support agreements. Features include Tech Tip videos, moderated forums, expert chat, firmware-software dashboards, and incident history dashboards. The new support portal is being designed to integrate with HPE InfoSight to create a seamless customer experience.



**How are we controlling access to our digital content?**

Nonpublic enhanced digital content will be restricted to those customers with a support agreement through controls integrated into the new support portal. Content is categorized prior to publication to ensure correct audience visibility while adhering to intellectual capital management and compliance guidelines.

**Are Tech Tip videos only available to customers with the new OS portfolio?**

Customers with authenticated support agreements will have access to the full set of Tech Tip videos for the products covered by their support agreement.

**If you can Google™ and get to forums, how does entitlement work?**

Forums will contain general information but will provide links to detailed documentation and videos for customers to follow. This digital IP will require customers to log in to DCE, so they can access the enriched content based on entitlement and level of service.

**HPE INFOSIGHT****What role does HPE InfoSight play in HPE Pointnext Tech Care?**

HPE InfoSight provides key information on the health and performance of the customers' systems, real-time monitoring, predictive alerts, and recommendations. Cases can be automatically created by HPE InfoSight integrated with the new support portal, enabling a customer to quickly address non-critical issues and engaging HPE to quickly address critical issues even before the customer knows there is an issue, saving valuable time and resources for the customers' IT operation teams. Where available, workload data capture, visualization, and alerts are also enabled by HPE InfoSight.

**How will we engage on critical alerts from HPE InfoSight?**

Critical alerts detected by HPE InfoSight will automatically create a support case, which will be processed and managed by HPE call centers.

**Will HPE InfoSight be available on all products?**

HPE InfoSight is available on many products today and will continue to be enhanced and made available on more HPE products over time. The current products supported represent most of the units currently sold.

For those products not covered by HPE InfoSight, customers will gain access to new non-connected digital capabilities through the new support portal. Existing remote connectivity and support tools, such as IRS or C-track, will remain for those products. Customers will also be able to access new knowledge and expert capabilities of the new OS portfolio services.

**How does the HPE InfoSight experience differ for customers with no warranty, warranty, or support?**

Features and functionality of HPE InfoSight will increase with the customer's entitlement level.

- Customers without warranty will receive alerts and basic information on simple HW events and FW-SW updates.
- Customers with warranty will additionally receive access to automated warranty cases and warranty self-support resources.
- Customers with HPE Pointnext Tech Care will have access to the full capabilities of HPE InfoSight including advanced predictive support and workload insights.

**Does HPE Pointnext Tech Care customers need to be connected?**

The HPE Pointnext Tech Care experience provides the most value when customers are connected. The AI insights provided by HPE InfoSight complements the new features included within HPE Pointnext Tech Care. However, it's not a requirement.

Many features of HPE Pointnext Tech Care such as forums, Tech Tip videos, expert chat, outage management, response center support, and hardware repair and parts are not dependent on products being connected. General technical guidance does not require connectivity but scales with connected devices, that is, more detail is available due to the HPE InfoSight intelligence, alerts, and recommendations.

It's our strong recommendation that all customers connect, so they can take full advantage of the breadth of the service.

**Will there be a document indicating which features are tied to being connected?**

Deliverables and features that are dependent on proprietary service tools (including HPE InfoSight) are identified in the HPE Pointnext Tech Care data sheet.

**What is the go-forward strategy to increase customer connectivity?**

The integrated digital experience introduced in HPE Pointnext Tech Care provides an incentive for customers to connect. In parallel, HPE Pointnext Services have initiated a program called Grow Connect to help drive higher connectivity rates on new purchases as well as the installed base.



**How do we position digital deliverables for dark site or secure site customers?**

Customers that can't connect to HPE can still purchase HPE Pointnext Tech Care and get compelling value. Customers can still get access to digital features via the new support portal: access to experts, general technical guidance, and hardware on-site support and parts.

**SALES****How does the OS portfolio change make it easier to sell?**

The new OS portfolio is much simpler. Sales can quickly select the right service for a customer because there is clear differentiation between two services—HPE Pointnext Tech Care and HPE Datacenter Care.

- HPE Pointnext Tech Care is a standard offering with a data sheet and a fixed per product price that is designed to provide product centric support that helps the customer get the most from their HPE technology investment. Generally, it will be the default product attach offering, as it is optimized for transactional selling.
- HPE Datacenter Care provides an environment-wide personalized support engagement with significant configuration options. HPE Datacenter Care can be sold as a custom SOW or packaged service. The packaged version has been extended by introducing additional HPE Datacenter Care Starter Packs intended for smaller customers, enabling HPE to increase the addressable market.

**How will new attach levels work?**

The same rules that apply to the existing OS portfolio (for example, HPE Foundation Care) will continue to apply to new OS portfolio.

The Basic-Standard-Optimized (BSO) recommendations and the auto-attach services are being updated to quote HPE Pointnext Tech Care instead of HPE Foundation Care and HPE Proactive Care, and HPE Datacenter Care instead of HPE Proactive Care Advanced. The legacy services will be discontinued, and no new configurations can be created.

**PARTNERS****Can partners sell the new OS portfolio?**

Tier 1 and 2 partners will be able to sell the services just as they do today.

**How will authorized delivery partners benefit from this new experience?**

The goal is to have a compelling experience in place to help drive better outcomes for our customers. This will increase customer loyalty resulting in higher attach and renewal sales.

This new portfolio will help partners in several ways:

- The existing HPE Support Center and support case manager will remain fully functional and HPE authorized delivery partners will continue to experience partner-specific benefits and insights on this portal. While HPE partners will not have access to the new experience in the initial release, the compelling experience for our customers will help drive better outcomes and increase customer loyalty, resulting in higher attach and renewal sales benefitting both HPE partners and HPE.
- The new digital customer experience is based on industry-leading AI-based support technology will predict potential issues. This will provide HPE authorized delivery partners with more data when going on-site, which will increase their first-time fix success rate. This information will also facilitate channel upselling by enabling partners to identify current and future needs of their customers. Further analysis will be performed to identify channel delivery strategy through the DCE platform.

**Can partners deliver the new OS portfolio?**

HPE will continue its commitment to partners through the HPE Partner Ready for Service Delivery (PRSD) Program. This program is maintained in the new OS portfolio and available to partners who are qualified and authorized service providers under the program. Requirements to participate in the PRSD program remains the same.

**How will PRSD partners be integrated in the system?**

Currently qualified PRSD partners will continue to hold their credentials for the product segments that they are qualified for and will continue to be eligible to repair those products. Partners can access available telemetry and analytics on HPE InfoSight with permission and authorization from their customers.

**Will partners have access to chat and can they submit cases on behalf of their customers?**

HPE will accept and act on cases where entitlement can be confirmed. Partners can submit cases using the customer's entitlement information where they have an agreement with the customer to do so.



**How can partners benefit from DCE when acting on behalf of customers?**

Partners will continue to be able to access the vast array of knowledge, documentation, and firmware downloads on the HPE Support Center, as well as the wide range of training available on The [Learning Center](#). In addition, Technology Services backline support is available should partners require consultation or assist with a repair case. Further analysis will be performed to identify channel delivery strategy through the DCE platform.

**Will there be any changes to the current registration and connection processes?**

The new OS portfolio will not require change to the current registration and connection processes. However, HPE is separately looking at how to improve these processes.

**What are we doing with partners to make connectivity better?**

Remote device connectivity will further enhance and differentiate the customer's experience taking advantage of all features available on HPE Pointnext Tech Care, such as real-time analytics, predictive alerts, and best practice recommendations. Data from connected devices will help increase delivery partners' success rate on repairs as well as upselling opportunities.

**INSTALLED BASE****What happens to HPE Foundation Care and HPE Proactive Care?**

As HPE Pointnext Tech Care gets rolled out, product attach selling of HPE Foundation Care and HPE Proactive Care will be discontinued. HPE Foundation Care and HPE Proactive Care installed base customers will migrate to HPE Pointnext Tech Care when their contracts are renewed.

**What happens to customer solutions in place today?**

Customers with HPE Foundation Care or HPE Proactive Care on products today will continue to receive this service until their contract comes up for renewal. At that point, these customers will migrate to HPE Pointnext Tech Care.

Customers with HPE Proactive Care Advanced on products today will continue to receive this service until their contract comes up for renewal, at which time these customers will migrate to HPE Datacenter Care.

**When are we planning to start IB migrations to HPE Pointnext Tech Care?**

Installed base migration quoting starts July 2021 when release 2 is implemented. Because renewal contracts are quoted six months in advance, the first renewals are expected to take effect in January 2022.

**What happens if the customer does not want the new OS support portfolio?**

The strategy is to offer HPE Pointnext Tech Care and HPE Datacenter Care to customers that are attaching support to products or where customers are migrating their contracts at renewal. Customers that do not want either of these choices would only get warranty support if the product is still within the warranty period. Legacy services such as HPE Foundation Care will no longer be available.

**Which HPE Pointnext Tech Care service levels will be quoted for HPE FC-HPE PC migration?**

The service levels of the new and old OS portfolio map directly, that is, Basic to NBD, Essential to 24x7, and Critical to 6-hour CTR.

**How does IB migration work for partners?**

The IB contract migration processes currently used by partners will continue to be used when HPE Pointnext Tech Care is introduced.

**Will customers have a mix of new and legacy support services during the transition?**

Customers will have a mix of new and legacy support services in their environments until HPE Pointnext Tech Care has fully rolled out and customers migrate at renewal. Because installed base customers may have many years to run on their contracts, it will take some time to complete the transition.

**What will happen to the HPE Proactive Care and HPE Proactive Care Advanced reports?**

Proactive Scan, FW-SW version, and Incident Summary reports that are received by HPE Proactive Care and HPE Proactive Care Advanced customers will be replaced by HPE Pointnext Tech Care dashboards within DCE and HPE InfoSight. While we work on getting our customers access to these new reports, the existing reports will continue to be delivered.

**COMMUNICATION AND RESOURCES****When will the data sheet be available?**

The HPE Pointnext Tech Care data sheet will be published with the release 1 launch. The data sheet will be available in English and a number of other languages such as French, German, Italian, Spanish, Portuguese, Japanese, Korean, and Chinese.



## Frequently asked questions

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### **Will there be a comparison guide for HPE Pointnext Tech Care?**

A comparison table will be available that lists the features of HPE Pointnext Tech Care and services such as HPE Foundation Care and HPE Proactive Care.

### **Will there be a deliverables document for each product group?**

HPE Pointnext Tech Care capabilities are generally consistent across all products, so there won't be a separate data sheet by product group. Where a capability is not available on a product for some reason, it will be indicated in the data sheet or an addendum. A link will be provided to the latest HPE InfoSight device coverage since the platform is not available on all products.

### **Will the perfect attach guide be updated?**

The guide will be updated in stages to cover the progressive rollout of HPE Pointnext Tech Care and discontinuation of HPE Foundation Care and HPE Proactive Care.

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