

Support Alerts

HPE Software Support moves to 24x7 Support

Dear Valued Customer,

In today's globalized and fast-moving world of IT, businesses need to run 24 hours a day, 7 days a week to remain competitive. Your clients are constantly online on weekends and after business hours. Many of our customers expect the same from their business partners to ensure business continuity.

In an effort to respond to enterprise software trends and our customer's evolving business demands, Hewlett Packard Enterprise Company ("HPE") is streamlining its HPE Software Enterprise Support offerings to provide a more focused approach to software support. As such, this letter serves to inform you that HPE will be discontinuing its HPE Software Enterprise Basic Support offering ("9x5 Support"): (i) effective 01 February 2017 for new support sales and (ii) effective 01 March 2017 for software support renewals. By discontinuing 9x5 Support, we are unifying and simplifying our HPE Software support portfolio to better meet your business needs in the always-on economy, while increasing our investment and focus on our HPE Software Enterprise Standard Support ("24x7 Support") offerings.

Join our HPE Software customers already experiencing the important business advantages of reduced down-time and increased productivity. Upon your move to 24x7 Support, you will experience:

- **Access to HPE Software Support 24 hours a Day, 7 days a Week** – whether it's a system down after-hours with significant impact to your business or a phone call you get over the weekend to resolve a minor service interruption, HPE Software Support is available to you.
- **Follow-the-Sun HPE Software Support** – when you have an urgent, high impact issue let us know and our team of expert technical engineers will manage your incident around the clock, around the globe.
- **Faster Initial Response Times for High Impact Incidents** – when there is a critical impact to your business, 24x7 Support offers accelerated initial response times for Impact Levels 1 – 3. The initial response times when production's down is 1 hour, major feature and function failure is 4 hours and minor feature and function failure is 6 hours.
- **Reduced Risk of Service Disruptions** – with 24x7 Support, you are better positioned to react to potential service interruptions. Engage us early and we'll work with you to ensure disruptions are kept to a minimum, allowing your business to continue uninterrupted.
- **Escalation Management Team** – reducing your risk further, our global escalation management team is available to you 24 hours a day, 7 days a week, including after-hours and on weekends.

Faster Business Outcomes – when you have a business partner there for you 24 hours a day, 7 days a week, responding to your critical issues and supporting your proactive efforts to avoid interruption, your time to value is improved as a result.

What does this mean for your HPE Software Support?

Upon renewal of your HPE software support contract, your support renewal quote will reflect the upgrade from 9x5 Support to 24x7 Support and you will experience the benefits of a service level uplift. Your newly converted HPE Software support renewal quote will reflect our pricing for 24x7 Support.

Questions?

If you have any questions about these changes or need assistance understanding the options available to you, please contact your local HPE Software Support Sales Representative or HPE Software Business Partner. In addition, for technical assistance and information please visit us online at HPE [Software Support Online](#).

We appreciate your business and look forward to continuing to serve your software support needs in the future.

Sincerely,
Deven Waghani

Vice President, Software Support
Hewlett Packard Enterprise

[1] HPE Software Enterprise Basic Support is also referenced as HPE Software Foundation Support (9x5)

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