Expertise when you need it
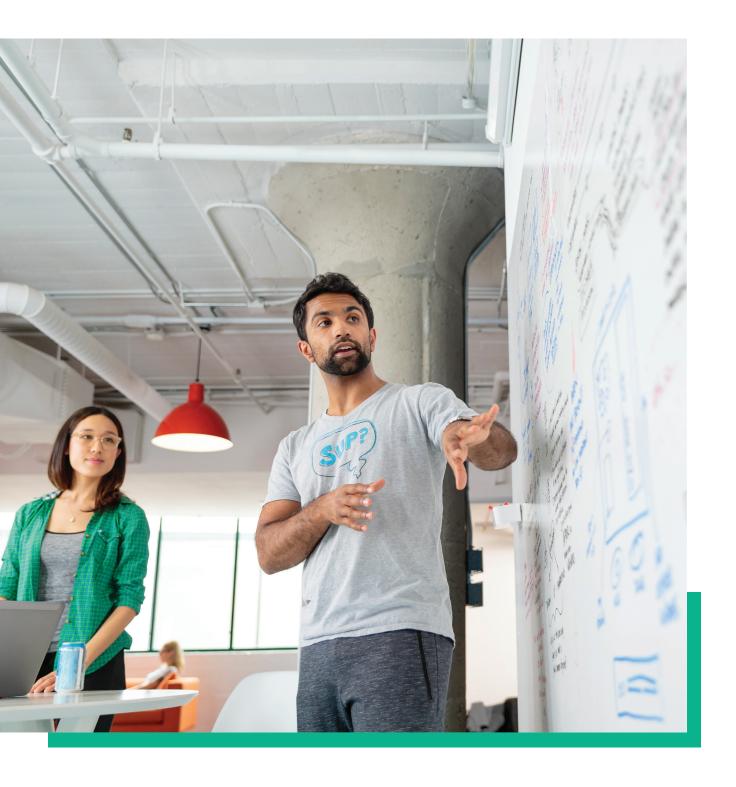
Service Credits by HPE Pointnext

Flexible, cost-effective technical services

Flexible service delivery for planned or unplanned business needs.

HPE Pointnext can provide technical expertise to help customers through every step of the technology journey. From advisory and design, to retiring and sanitizing, and every stage in between. Service Credits by HPE Pointnext give you the flexibility and power to direct resources when and where you need them.

Solution highlights
- Overcome budget constraints
- Resolve complex technical issues rapidly
- Adapt quickly when requirements change
- Complement in-house IT skills
- Keep the environment up to date
- Get cost-effective access to experienced service specialists
- Make the most out of your servers, blades, virtualization technology, SANs, and more

Designed for today's digital economy

Obtain services when and where you need without budget disruption.

Every day companies are learning the hard way that IT is a critical contributor to your organization's growth, stability, profitability, and even reputation. In today's competitive environment a stable and reliable, IT environment is still necessary but no longer enough to quickly respond to market trends and stay cost-effective during changing business decisions or company needs.

IT resources now not only need to be available, but they need to be flexible to respond to evolving requirements. This need for flexibility doesn't usually come with increased funding or more staff. This is where Service Credits by HPE Pointnext can support and supplement your own IT experts with specialists tasked to support particular business needs. Service Credits provide flexible services and technical skills to meet your IT demands as your business evolves. With a menu of services you can tailor to suit your needs, you can meet project requirements, catch up on delayed initiatives, or even pass off operational tasks like firmware management or performance audits to maintain peak performance of your existing infrastructure.

The method of purchasing Service Credits is what allows for the flexible deployment of resources. By purchasing Service Credit package you can better plan annual budgets, but have the freedom to obtain services when and where you need them.

Why choose HPE Pointnext
Leverage experienced certified experts for assistance with a wide range of HPE and multivendor technology. Whether you need to accelerate their digital transformation or get it jump-started, we can help transform business faster and more easily than ever thought possible, and be ready for what's next.

Worldwide presence
Tap into a global delivery organization with consistent delivery capability in more than 170 countries.

Customized or standard
Choose the ultimate in flexibility with standard deliverable packages or custom services tailored to meet your needs.

Credits are available immediately and for the length of your service contract
In an attempt to provide more value and flexibility the HPE Service Credit program now makes purchased credits immediately available and remain available for the length of your service agreement with HPE. If you need more credits, you are free to add additional credits to support ongoing or unplanned needs.

Remote Credit Advisor to help you understand and best utilize the most appropriate Service Credits
All Service Credit packages come with access to a Remote Credit Advisor to help you understand and select services from our menu. This gives you faster access to technical resources capable of assisting you with credit usage advice and service choices.

Option of adding an account support manager (ASM) for one year to deliver a more personalized service
HPE Service Credits packages also provide you with the option of adding an assigned ASM, who is focused on technical and operational improvements specific to your business environment. An HPE ASM can help you with Credit Planning and initiation, delivery, and review.

If you already have an Assigned Support Manager as part of your Proactive Care Advanced or Data Center Care service contract, that ASM will be responsible for credit management activities.

Manage your Service Credits online through the HPE Support Center portal
The HPE Support Center gives you instant, one-stop, personalized, and secure access to the information and tools you need to keep your IT environment optimized. With 24x7 online access, you get the flexibility and control to select and manage the services expertise you require, when you require it. The HPE Support Center online portal provides comprehensive information at your fingertips 24x7, allowing you to confirm your credit balance, and select and schedule services fast.

And the entire **HPE Support Center** portal experience is available as part of your HPE standard warranty, HPE packaged services, or contractual support agreement with Hewlett Packard Enterprise.

Over 100 defined services or your own custom tasks

With new defined services being added all the time, and the ability to create custom deliverables based on you business's own needs, HPE Service Credits represent the most flexible and efficient method of deploying of IT recourses. Below are just some of the 100+ predesigned menu items available.

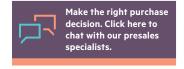|	Server	Storage	Networking	Software	Cloud
Infrastructure	• Optimization, firmware and patch management • Capacity planning • Performance analysis and availability • HPE SimpliVity 380 remote software and firmware update service	• Capacity planning • Efficiency analysis • Configuration design and performance analysis • Data profiling analysis • Data Migration • Data Sanitization Service	• Network firmware and software analysis • Predictive wireless site surveys • Wireless site survey with high level design	• HPE Systems Insight Manager • Microsoft®, Linux® performance analysis • SAP® Performance and Capacity Management • SAP Trend Analysis	• Cloud workshops • Cloud assessment • Cloud planning • Cloud implementation • For public and private environments
Assessments	• ITSM Assessments, focused on people, process, and technology, to deliver critical IT services • Assessments to identify: Operational risk, possible improvements in IT performance, reduce downtime and complexity across server, storage, and networking				
Resource & technical assistance	• Leverage HPE resources to resolve a specific technical challenge, operational activities or supplement in-house skills • Utilize HPE Service Credits to fund an account support manager to enhance your ongoing support				

Figure 1. Suggested services

Turn to Hewlett Packard Enterprise for better results

With Service Credits by HPE Pointnext, you get a scalable, customizable, proactive service experience. With access to a wide range of expertise on leading technology and industry best practices, you maximize the return on your technology investments.

Hewlett Packard Enterprise offers comprehensive services to complement your IT needs. Our service domains include server blades, **servers**, virtualization, **storage**, SAP, Oracle, Microsoft, power and cooling, ITSM and Information Technology Infrastructure Library (ITIL®), security, and education.

We provide you with the flexibility to buy and choose the services you need, when you need them, and to make any necessary adjustments to your choices when your business requirements change. And all of this is available at an affordable price.

Make the right purchase decision. Click here to chat with our presales specialists.

Learn more at
hpe.com/services

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Sign up for updates

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