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HPE  
POINTNEXT

STI INFOTECH  
PRIVATE LIMITED  
(Formerly SYSTEM TECH)

REDINGTON



## Choose HPE Support Solutions & See Your Business Transform

### Why warranty is not enough?

- Warranty is not 24x7\* support
- Diverse components may have diverse warranty levels
- Customer Self Repair (CSR) comes with no-onsite help
- No parts stocking at local depot
- Software has only media replacement within 90 days

Choose the right solution for better service experience

Feature	Warranty	Foundation Care	Proactive Care	Proactive Care Advanced
Replacement parts & material	✓	✓	✓	✓
HW support levels	No	CTR / 24x7 / NBD	CTR / 24x7 / NBD	CTR(assigned)/24x7/NBD
ISV Collaborative Support	No	✓	✓	✓
Enhanced call experience	No		✓	✓
Critical Event Manager	No			✓
Proactive Resources	No		Pooled TAM	Assigned ASM
Remote Support Technology	Recommended	Recommended	Required	Required
Incident Reports	No		Quarterly	Quarterly
FW/SW Version Mgmt	No		Semi-annual	Semi-annual
Proactive Scan	No		Semi-annual	Semi-annual
Support Planning & Reviews	No			Semi-annual
Technical advice & services	No			10 credits per device**

For more details, please [Click Here](#)