SERVICES & SUPPORT
TO PRODUCTS
Hewlett Packard Enterprise

www.hpe.com

Content

Account Services

Hewlett Packard Enterprise (HPE) is one of the largest leading solutions and services organizations in the Information Technology industry worldwide.

The support services we offer are focused on helping you use your data center infrastructure in an agile and simple way, increasing the availability of services and your business.

Also, with our portal **Digital Customer Experience** we empower our clients through a user account to use a series of options where they can manage their equipment from a preventive perspective, proactive, and support events, likewise notifies you of relevant issues that you will surely use in your IT infrastructures.

GEOGRAPHIC COVERAGE

In **Latin-America**, service support covers the following countries:

Puerto Rico

Caribe y Centro América

Brazil

Mexico

Colombia

Peru, Bolivia y Ecuador

Chile

Argentina, Paraguay & Uruguay

SERVICE LEVELS

The following table shows the different scopes of HPE Support Service according to your contract:

ALCANCES	Fabric warrantee	Contract of paid support		
		BASIC	ESSENCIAL	CRTITICAL
Attention from 8 am to 5 pm, Monday to Friday, business hours (Only business days).	✔	✔		
Displacement to site in confirmed hardware failure (does not include solution time)	✔	✔	✔	
Service 24 hours a day, 7 days a week (including holidays)			✔	✔
On-Site Solution Time Commitment for confirmed Hardware failure.				✔
Coverage commitment up to 80km from the point of support designated by HPE				✔
Coverage commitment up to 160km from the HPE-designated point of support	✔	✔	✔	
For incidents of severity 1 (direct connection with a product specialist)			✔	✔
Support Case Opening	*DCE	Telephone / *DCE **Automatic		

For more information, please consult the **DATA SHEET** corresponding to your product, where you can find in detail the scope of your acquired level of service, as well as responsibilities and limitations to it, among other important points.

*DCE - Digital Customer Experience – please review page 08.
**Automatic – For more detail, please review page 11.

¿What does it take to report an incident?

Have linked the Hardware and/or Software with the following information:

Equipment´s information:
- Equipment serial number
- Product number (optional).
- Contract number , Reference, SAR, SAID.

Software´s information:
- Contract identifier

Información de su empresa:
- Company Name.
- The address of the computer.
- Description of the incident.
- Level of impact on your business.
- Contact details: name, telephone, email; if it is necessary to coordinate care on site.

The lack of any of the data mentioned above, may delay the opening and attention.

Recommendations to expedite your service

To report equipment virtually with DCE, it is important to ensure that your equipment is updated in the DCE contracts section.
Obtain the logs of the reported equipment (in case of doubt, contact your support team).
Choose the method of your preference for communication (phone or mail).
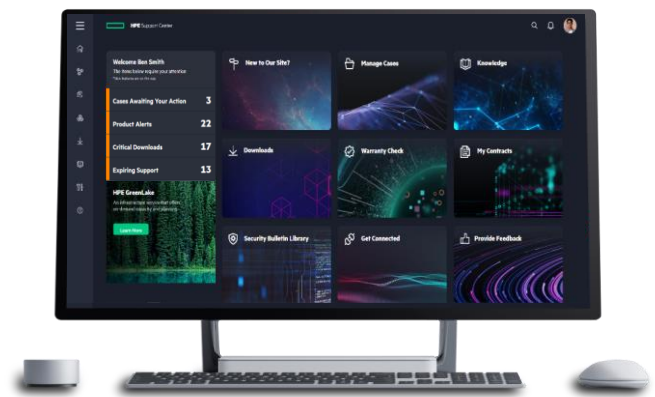Be attentive to emails or calls in the course of your service.

Options for cases´ opening

1 **Virtual:** For all type of Equipment and Services (Warranties or Contracts.

Digital Customer Experience

2 **Automatic:** Connected equipment for auto reporting some detected issues, it has an advantage to prevent incident in junction to proactive options published on DCE, y decrease affectation time by 24x7 automatic incidents. Use our secure technologies of HPE OneView Remote Support o IRS.

3 **Telephone:** Just for Active contracts.

VIRTUAL – DCE
(Digital Customer Experience)

When you have an event or incident to report, our suggestion is that you use our Digital Customer Experience (DCE) platform, it is a modern and intuitive tool that enables you to:

- Create and manage your cases in a simplified way.
- It offers recommendations to solve the problems directly.
- It helps to quickly integrate the necessary files to analyze the reported problems.
- The new virtual agent and knowledge bases will support you with troubleshooting support and self-service capabilities.
- You will also be able to check the status of your contract or guarantee that you have previously linked.
- It will alert you of important updates to avoid problems in your infrastructure.

Important, attention on:

Access to factory warranty service. Requests for support that are not associated with a contractual obligation for paid support will be handled ONLY through the HPE Support Portal via the link: **DCE**.

Notice of change in IVR. In recent months, the telephone menu or IVR has been updated giving indications about the change to warranty service via Digital Customer Experience, likewise if the call from a warranty device is answered by a support engineer, the change will be indicated, inviting you to open the case through our DCE.

What remains in the traditional way? (see page 14)
- What remains in the traditional way? (see page 14)
- Aruba remains your current contact scheme.
- Nimble remains your current contact scheme.
- NonStop remains your current contact scheme.
- Any team with a support contract.
- Equipment with extended support warranty (contractual obligation paid).

VIRTUAL – DCE
(Atención de garantía)

https://support.hpe.com/help/es/Content/contractsAndWarrantiesMain.htm

Introducción
Buscar
Contratos y garantías
Comprobación de la garantía
Administración de casos
Mi entorno de TI
Configuración y datos de perfil

Contratos y garantías

Para algunas características del Centro de soporte de HPE, debe tener un contrato o una garantía activos que cubran un producto específico para acceder a las descargas de HPE, a la información y a las herramientas. Obtiene este acceso cuando vincula su perfil del Centro de soporte de HPE con su contrato o garantía. El perfil puede vincularse a un contrato o a una garantía de estas tres maneras:
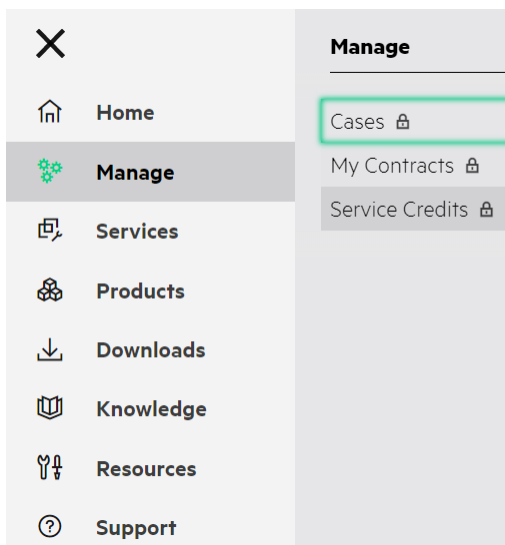
- Vincula su perfil del Centro de soporte de HPE con un contrato de soporte, un soporte incluido o la garantía.

- Otro usuario vinculó su perfil del Centro de soporte de HPE a un contrato de soporte, al soporte incluido o a una garantía, y creó un recurso compartido de contrato y garantía que lo incluye como miembro.

- Puede conectar los dispositivos de soporte remotos a Insight Online, y los contratos o las garantías para esos dispositivos se vinculan de manera automática para usted.

> **Note:** Los contratos y las garantías se administran a través del sitio web del Administrador de acuerdos de soporte de HPE. Para llegar al sitio, haga clic en **Mi entorno de TI** > **Contratos y garantías** > **Administrador de acuerdos de soporte de HPE**.

⬆ Vincular contratos y garantías

Puede vincular tres tipos de contratos y garantías. Expanda la sección debajo de la sección correspondiente al tipo de contrato o garantía que desea vincular. Si tiene una gran cantidad de contratos y garantías para vincular, HPE le recomienda usar Herramienta de enlace Lotes.

My Contracts> Warranty / Contract

Home	Manage
Manage	Cases 🔒
Services	My Contracts 🔒
Products	Service Credits 🔒
Downloads	
Knowledge	
Resources	
Support	

1. Please go to the DCE portal **DCE**.
2. The first time you must "**Create an Account"** and fill the requested fields to access.
3. Verify warranty status selecting on parallel lines on the left side of your screen , the displayed option **Resources> Warranty Validation**.
4. Link your products to the user profile selecting parallel lines on the left side of your screen and then select displayed option **Products> My Products**.
5. Create a support case selecting on parallel lines on the left side of your screen and then the displayed option **Manage > Cases> Create Case> Select a Product** (it display just previously linked products to your profile), the click on the product and then NEXT. Continue with steps described on the link: **public video**.
6. Additional Video to navigate on the platform: **video portal DCE**.

VIRTUAL – DCE
(Digital Customer Experience)

1
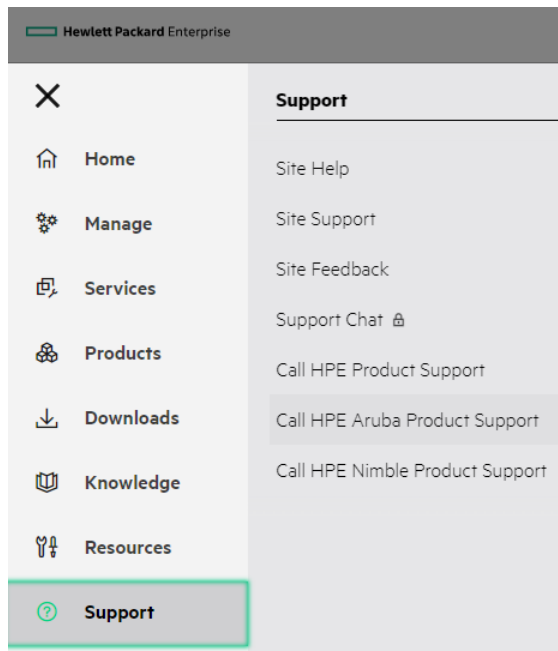
Virtual [DCE](#) can be a new digital experience for you. If you have any questions or difficulties, you can raise them using the option: **Site Support and** wait for the answer in your preferred contact email.

We remind you that you must ensure that your equipment is up to date in the [DCE](#) contracts section and have at hand all the information that we suggest at the beginning of this section, since it will be necessary for the creation of the service event (see Page 6).

Support Center

Site Support

The Hewlett Packard Enterprise Support Center team is dedicated to making your online support experience the best that it can be. Please provide us information to help you with the HPE Support Center activities.

Topic

Select

Description

Describe the task you were performing when the issue occured

Attach one file (e.g. a screenshot) as supporting data for your description. [Note: text or image files only - limit 3MB.]

⬆ Upload Files | Or drop files

☐ Is the issue with the portal preventing you from logging in and creating a technical support case for a supported product?

② Automatic Opening
(Only for connected equipment)

For automated reporting of hardware incidents, depending on the equipment purchased, HPE requires you to enter the HPE InfoSight tool or enable an IRS console, which allows you to securely monitor your existing infrastructure in your computer center.

The details and requirements to use the connectivity and remote monitoring tolos can be found in the following link:
- **HPE Get Connected to Remote IT Support Services**

The details and requirements for the installation of the IRS, can be located in the following link:
- **IRS 7.10 Quick Installation Guide**

③ Telephonic opening
(Exclusive for contracts)

Country	Phone	Country	Phone	Country	Phone
Anguilla	+1 678 259 9110	Curacao	+1 678 259 9110	Panama	001 800 507 3799 011+001+ 800 507 3799
Argentina	0 800 444 7867	Dominica	+1 678 259 9110	Paraguay	+1 678 259 9109
Aruba	+1 678 259 9110	Dominican Republic	+1 678 259 9109	Perú	0800 53603
Bahamas	+1 678 259 9110	El Salvador	+1 678 259 9109	Puerto Rico	1 844 752 2843
Barbados	+1 678 259 9110	Grenada	+1 678 259 9110	St. Kitts and Nevis	+1 678 259 9110
Belize	+1 678 259 9110	Guatemala	1 800 375 0048	St. Lucia	+1 678 259 9110
Bermuda	+1 678 259 9110	Guyana	+1 678 259 9110	St. Maarten	+1 678 259 9110
Bolivia y Ecuador	+1 678 259 9109	Haiti	N/A, web support only	St. Vincent	+1 678 259 9110
Brazil	0800 055 6405	Honduras	+1 678 259 9109	Suriname	+1 678 259 9110
British Virgin Islands	+1 678 259 9110	Jamaica	1 833 937 1956	Trinidad and Tobago	+1 678 259 9110
Cayman Islands	+1 678 259 9110	México	800 501 9800	Turks & Caicos	+1 678 259 9110
Chile	800 201 702	Montserrat	+1 678 259 9110	U.S. Virgin Islands	1 844 845 8164
Colombia	01 800 5190061	Netherlands Antilles	+1 678 259 9110	Uruguay	000 413 598 5573
Costa Rica	0800 012 2182	Nicaragua	001 800 2202553		

*Some calls may have some restrictions and charges that depend on your phone carrier

If there are changes in the pone, you can check the ipdates in the following Link.

¡Meet HPE calls you!

As part of the implementation of the DCE (Genesys) telephony program, a new way to access HPE Pointnext technical support is announced.

HPE Calls you, it is another option to receive the attention you require, you can visit the league corresponding to your country just by filling out a short form.

País	HPE Contact Page
Argentina	www.hpe.com/ar/contact
Bolivia	www.hpe.com/bo/contact
Brazil	www.hpe.com/br/contact
Chile	www.hpe.com/cl/contact
Colombia	www.hpe.com/co/contact
Ecuador	www.hpe.com/ec/contact
Mexico	www.hpe.com/mx/contact
Paraguay	https://www.hpe.com/lamerica/es/contact-hpe-paraguay.html
Peru	www.hpe.com/pe/contact
Puerto Rico	www.hpe.com/pr/contact
Uruguay	www.hpe.com/uy/contact

For Nicaragua, Honduras, El Salvador, Guatemala, Costa Rica and Panama they can use any of the leagues and select their country.

It works from any device with internet access: cell phone, tablet or computer.

Proactive Services

Use the credits and keep your infrastructure updated and healthy through proactive activities:

- Servers & Operative Systems
- Storage, data privacy, backups
- networks
- Software
- Environment
- Security ir cloud service

To request proactive activities and/or credit redemption, please send your request to the following email: TAMsRquests@hpe.com

Support to:
Nimble, Aruba, Nonstop, Data Fabric

Tech Support

- **HPE Nimble Storage 24x7 (Specializaced Team: Nimble)**
  https://h20195.www2.hpe.com/v2/Getdocument.aspx?docname=a00050207enw
- **Aruba (Specializaced Team: Aruba)**
  https://asp.arubanetworks.com/
  https://www.arubanetworks.com/support-services/contact-support/
- **NonStop (Specializaced Team: NonStop)**
  https://www.hpe.com/psnow/doc/a50005298enw?from=app&section=search&isFutureVersion=true
- **Data Fabric/MapR https://support.hpe.com/hpesc/public/docDisplay?docId=a00091623en_us**
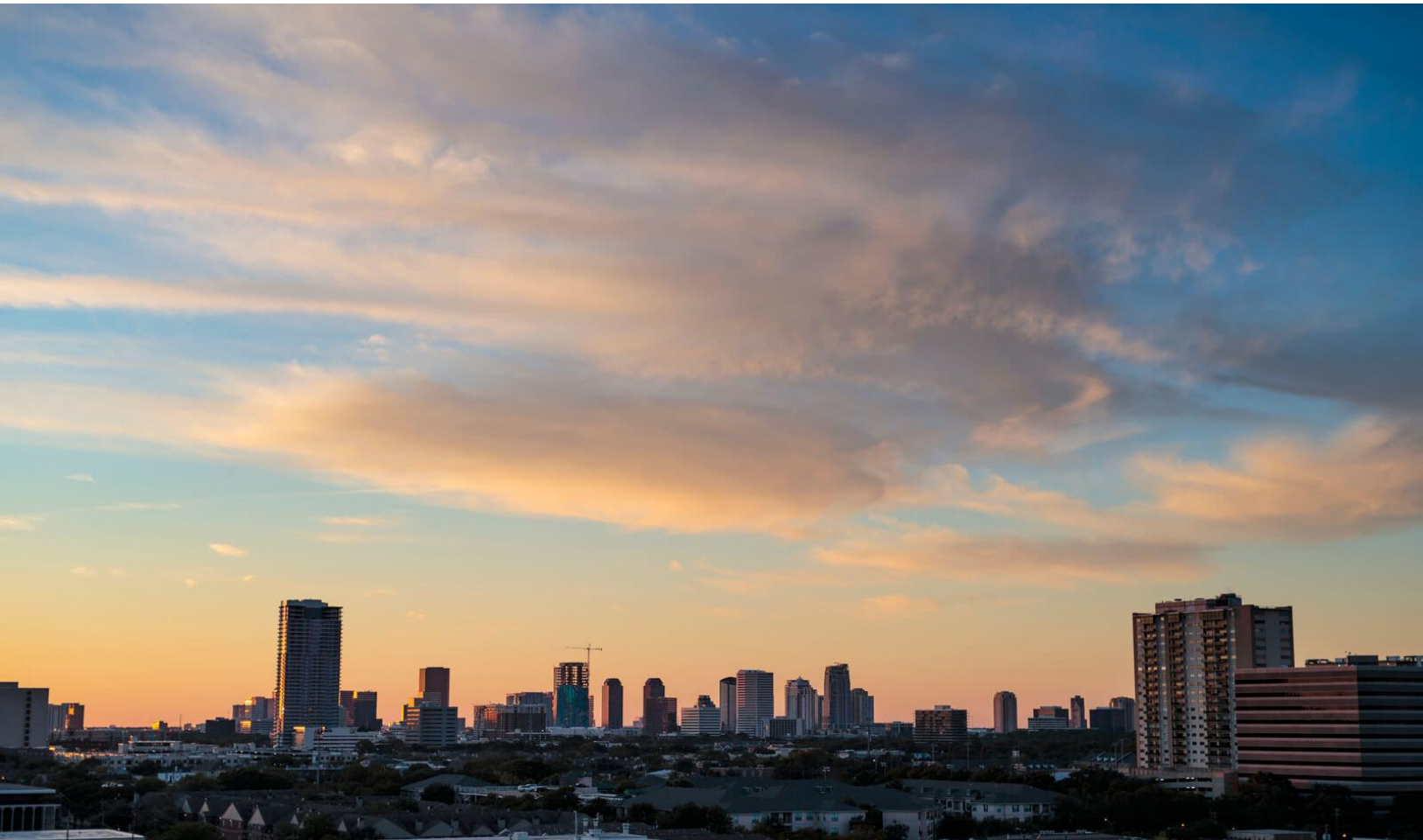
Proactive Update Alerts

Proactively receive alerts on updates to drivers, software, firmware, and customer-replaceable components in your registered e-mail.
Use this URL to register your mail and stay informed:
https://connect.hpe.com/mypreferences/?language=es

Recommendations for onsite support

Once it is determined that the visit is required for the repair of the equipment, we will be contacting you to:

- Confirm the general data provided (page 6).
-
- Specify if there are special access requirements.
-
- Request a service date for the technician to attend.

Note: The lack of any of the above points could delay the dispatch of the technician and/or the dispatch of the part.

Customer Experience

We want to know what is valuable to you in the service experience

At the end of your support ticket, we will invite you via e-mail to answer a satisfaction survey.

We appreciate the minutes you take to describe your experience.

The email where the invitations come from is:
service.experience@hpe.com

QUESTIONS?

In order to provide you with a better service and so that you can express any inconvenience during the process of attention, status of a case, etc., we put at your disposal the following email:

contacto-account.services.lac@hpe.com

We ask you to add the following information:

- Case number: (If you do not have an open case, place N/A)
- Country/City:
- Comments: (detailed description of the type of help or contact you need, team involved and information to contact you)