



## HPE SERVICES

### Hustle for that service-deal muscle

Services aren't just optional add-ons. They're essential revenue drivers that deserve thoughtful investment.

Help customers get the most of their HPE products by supporting their workloads with **HPE Pointnext Tech Care**.

► UNDERSTAND THIS SOLUTION

Because positive experiences create repeated revenue



### BEAT THE CLOCK! ELIMINATE ISSUES BLOCKING TRANSFORMATION

28%

of organisations have experienced data centre downtime due to human error.<sup>1</sup>

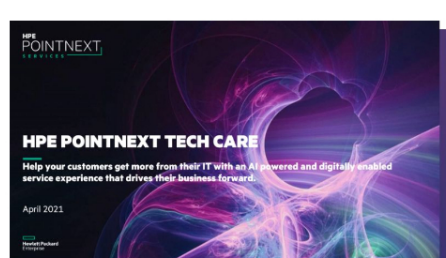
1 in 3

decision-makers are challenged to support digital transformation because their teams are busy supporting legacy IT.<sup>2</sup>

64%

of global organisations say they need to invest in hiring or retraining to upgrade their IT staff skills, the #1 priority.<sup>3</sup>

<sup>1</sup> HPE Pointnext Tech Care, 2021. <sup>2</sup> HPE Hybrid IT Datacenter Transformation Survey, 2019. <sup>3</sup> Based on actual customer data collected by the HPE Nimble Storage Support organisation.



Understand how to sell **HPE Pointnext Tech Care** with this exclusive Partner Sales Guide

↓ GET THE GUIDE



## 5 great reasons to energise your **HPE Pointnext Services** business with Ingram Micro

With an array of Support Services available, we'll work with you to unlock the real value of as-a-Service business through customer experience. Take advantage of HPE Pointnext Services' unparalleled delivery, capable of supporting entire multivendor environments.

### WHAT'S YOUR FLAVOUR?

#### Boost-Success

The right mix of IT support options can improve efficiency and productivity with faster problem-resolution, more stable operational infrastructure and increased agility.

#### Boost-Growth

Lack of internal capabilities and insufficient resources are your opportunity to sell HPE Pointnext Services and increase long term revenue with no upfront investment.

#### Boost-Sales

Take a long-term view of the customer sales journey – see where the gaps are, as opportunities to introduce lifecycle services to benefit both you and your customers.

#### Boost-Loyalty

HPE Pointnext Services are your opportunity to enhance your capabilities and deepen long-term relationships with customers through lifecycle services.

#### Boost-Experience

The portfolio of global support services provide faster time to resolution by accelerating access to the resources specialist expertise customers need.

Refreshingly good and boost your recurrent business – start selling HPE Pointnext Services today



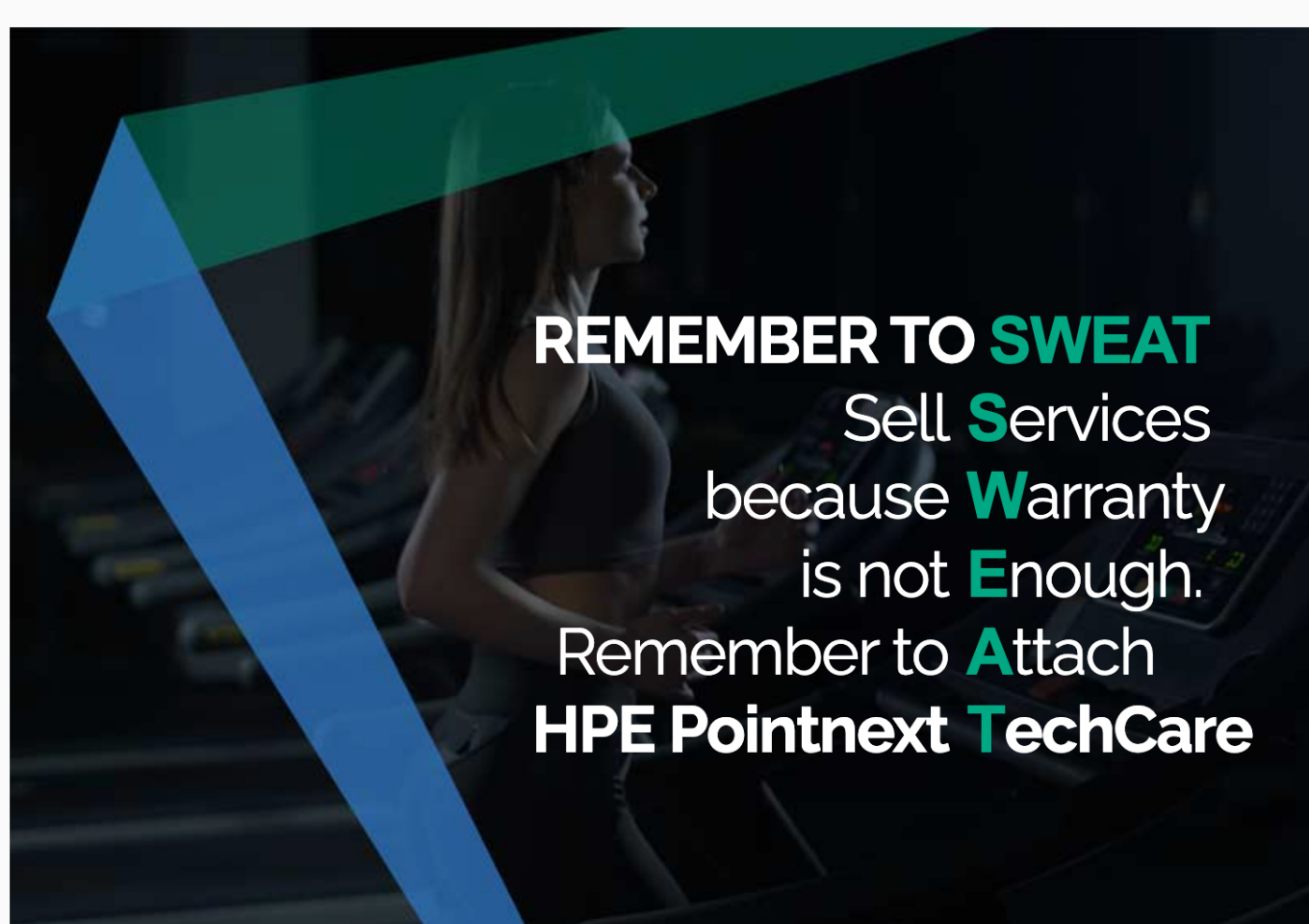
Scaleable Expertise for your IT Journey Overview

DOWNLOAD



HPE PointNext Tech Care Solution Brief

DOWNLOAD



**REMEMBER TO SWEAT**  
Sell **Services**  
because **Warranty**  
is not **Enough**.  
Remember to **Attach**  
**HPE Pointnext TechCare**

HPE POINTNEXT

### Customers expect to be at the centre of IT support

Concerns about operational complexity, lack of internal capabilities and insufficient resources are your opportunity to sell HPE Pointnext Services.

Understand the benefits of HPE Pointnext Tech Care with our handy solutions guide.

↓ DOWNLOAD

## BECAUSE WARRANTY IS NOT ENOUGH

HPE Pointnext is available through two service levels.  
HPE Pointnext Tech Care is the perfect solution for your small business customers.

### Warranty



#### WARRANTY IS NOT ENOUGH

Warranty is just an attribute for HPE products so support is limited:

- When issues escalate your customer's business is at serious risk
- Software is limited to media replacement (within 90 days)
- No service level commitment – logged calls are only during local office hours

YOU NEED POINTNEXT

### HPE Pointnext Tech Care



#### PERFECT FOR SMEs

Give customers more with an AI powered, digitally enabled service that drives business forward.

- Access product-specific experts
- Get the most from HPE products
- Saves time and resource

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### HPE Pointnext Data Centre



#### ENTERPRISE LEVEL SUPPORT

HPE Pointnext Services experts deliver a holistic and personalised, proactive support.

- Targeted to business outcomes
- Agile, cloud-like model
- Optimise day-to-day tasks

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## FITNESS PLANS

HPE Pointnext Tech Care is available to tailor to customers business needs

### Basic

★★★★★

- ☑ Access to an expert in 2 hours
- 🏠 9x5 Next business day onsite response

### Critical

★★★★★

- ☑ Direct connection to experts in 15 minutes
- ⚠ 24x7 6hr hardware repair
- 📅 Outage management

### Essential

★★★★★

- ☑ Direct connection to experts in 15 minutes
- ⚠ 24x7 4hr onsite response

## KEEP GOING AND REAP THE REWARDS!

### Benefits for Partners



**Increase loyalty** as a trusted advisor



**Increase profits** with recurrent income streams



**Partner discounts & promotional payments**

### Benefits for Customers



**Faster business outcomes** at every stage of the lifecycle



**Direct access to product-specific HPE experts** – no more navigating complex escalations



**Free up your IT Teams** to provide more value to the business



End service hesitancy with HPE Pointnext Tech Care!  
Contact your Ingram Micro Account Manager

INGRAM MICRO

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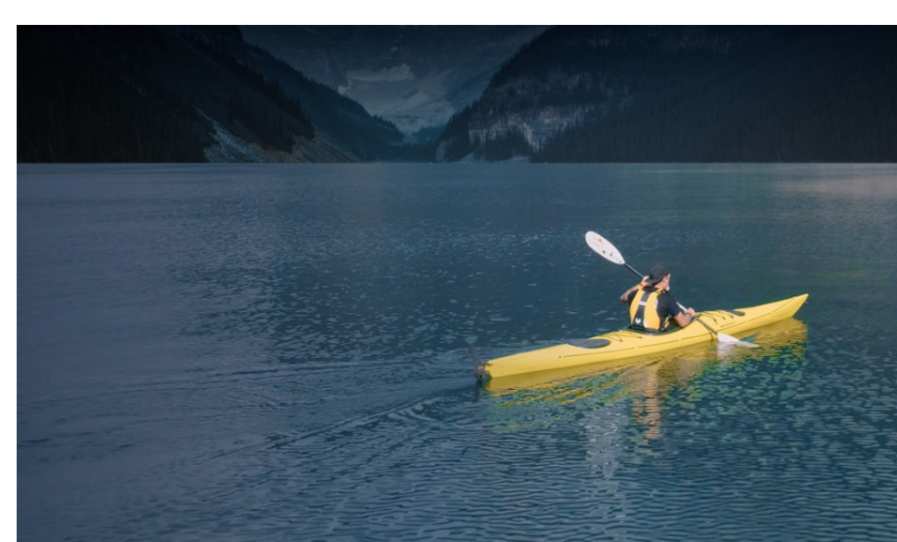
## Understand the intelligence behind HPE infrastructure



AI-driven automation to help simplify the management and maintenance of hybrid environments is now available across the HPE server portfolio. Unlock the potential of data with **HPE InfoSight** through **HPE Pointnext Tech Care**.

FIND OUT MORE

## Take services to the next level with HPE GreenLake



Everything-as-a-Service consumption offers business agility, increased control and lower TCO, allowing customers to pay only for what customers use! Develop consumption-based business and profit with **HPE GreenLake**.

FIND OUT MORE