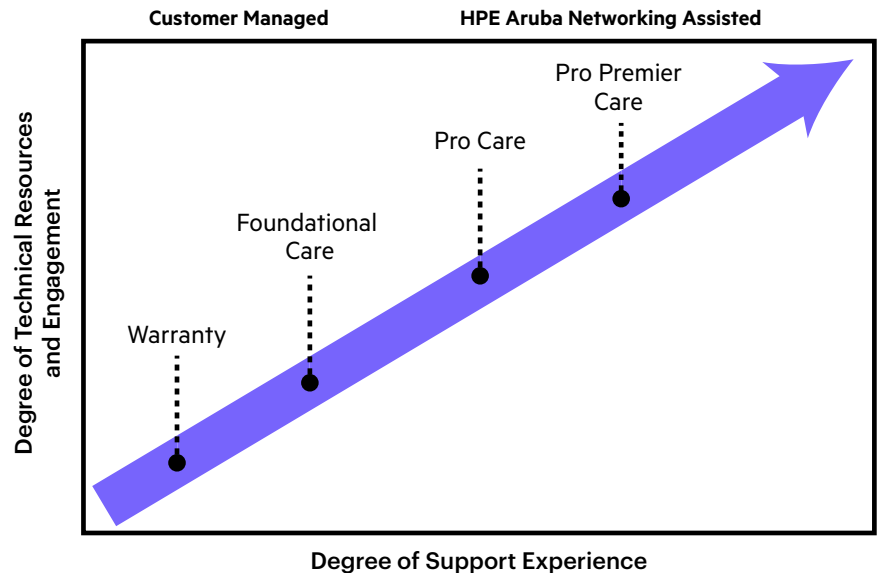




# **HPE Aruba Networking Premium Support Services**

## Features

- “Know Me, Know My Network” personalized support
- Fast entitlement through Premium Welcome Center
- Prioritized case handling via premium services engineer (PSE) who is single POC for each case
- Solution support—only one case per incident
- Incident management support
- Customer Success Manager assists with onboarding and reporting
- Custom support portal dashboard and quarterly case analysis reports



To capture new end-users and markets, create new services, and grow revenues, organizations must invest in new digital technologies. The digital transformation can increase network complexity which in turn can necessitate more effort to manage your growing network. Network complexity could also introduce degradations, outages or vulnerabilities that can result in significant downtime. Each hour of downtime can cost an enterprise up to hundreds of thousands of dollars in penalties, employee productivity, and end-user satisfaction. A solution to reduce costly and unacceptable downtime is more proactive service management.

Whether you plan to expand locations, add more products, migrate from another vendor to HPE Aruba Networking, or transition from on-premises to cloud, premium support services offer a differentiated support experience. Through HPE Aruba Networking Pro Care and HPE Aruba Networking Pro Premier Care, you receive 24x7x365 prioritized incident, and proactive support with fast-track entitlement and escalation.

## Benefits

- Fastest access to premium services engineers
- Significant reduction in MTTR<sup>1</sup>
- Reduced number of overall cases to manage
- Significant potential savings in time and labor cost
- Fast, coordinated response for Severity 1 and 2 issues
- Faster time-to-value and increased ROI
- Allows more strategic activities with less time required for troubleshooting

## HPE Aruba Networking Pro Care

HPE Aruba Networking Pro Care is a cost-effective enhanced support experience that increases IT efficiencies and network uptime by resolving cases faster. Pro Care provides fast-track entitlement through our Premium Welcome Center, direct access to premium services engineers who act as a single point of contact (POC) for case management, solution support, incident management for high severity issues, access to a designated customer success manager, and a custom dashboard in the HPE Networking Support Portal for current and historical case management tracking (see Figures 1 and 2).

## HPE Aruba Networking Pro Premier Care

HPE Aruba Networking Pro Premier Care is focused on delivering these outcomes: potential decrease in downtime and mitigation of configuration vulnerabilities.

In addition to the features of HPE Aruba Networking Pro Care, Pro Premier Care also includes proactive baselining of your network, expanded customer success management services, quarterly operational reviews, and access to webinars focusing on identifying scenarios that could lead to network degradation and outages and how to prevent them.

<sup>1</sup> Compared to HPE Aruba Networking Foundational Care

These elements will help drive potential outcomes including:

- Reduction of effort needed to manage network operations, network expansion, product upgrades, and platform or product migration
- Decrease in downtime
- Mitigation of security vulnerabilities

**Table 1.** Premium support service features

Feature	Pro Care	Pro Premier Care
Direct access to premium services engineers (PSE)	Yes	Yes
Incident management for Severity 1 and 2 issues	Yes	Yes
Customer success manager (CSM)	Yes	Yes
Custom support portal dashboard and quarterly analytics	Yes	Yes
Personalized customer success plan		Yes
Proactive baseline review by premium support team		Yes
Quarterly operational reviews		Yes
Quarterly preventative webinars		Yes
Open case review add-on service		Optional
Edge Lifecycle Services add-on service		Optional



**Figure 1.** From the HPE Networking Support Portal landing page, select “Quarterly Case Metrics” to see an overview of your cases based on closed date, or you can click “View All” to see all cases.

## Achieve your network management goals without delays

No matter how well you prepare to stay on top of your technology releases, migrating from a different solution, or deploying new devices, we know that things don't always go according to plan. Plus, day-to-day operational requirements don't just disappear when you have a tight deadline. It's almost impossible to "keep the lights on" and complete new projects at the same time. Premium support services help you balance your IT and DevOps workloads by allowing you to leave most of the troubleshooting to us so you can stay focused on completing your high-impact projects.

HPE Aruba Networking Pro Care and Pro Premier Care will never route you through an AI bot, instead providing you fast access to services engineers, 24x7x365. Our PSEs will be your single point of contact (POC) to help you through any issues that may arise. As a result, you benefit from accelerated call handling and enhanced case management, streamlined to resolve your case as quickly as possible so you can get your project completed on time.

**Note:** Pro Care and Pro Premier Care support HPE Aruba Networking products only.

## Keep your mission-critical network running optimally, from the edge to the data center

Networks are more important than ever. When an anomaly or degradation occurs, you need it resolved quickly. With basic support agreements, finding the right person who understands your mission-critical environment can be tough. As a premium support customer, you enter a partnership with our support team from the moment you onboard by collaborating with our Customer Success Management team. With this team, we understand your goals and service level objectives (SLO). Through our "Know me, know my network" process and documentation, our team ensures we understand your current environment and desired future state. We work with you to achieve these goals as we provide rapid resolution to problems that may arise along the way.

Our premium services engineers understand mission-critical network environments and excel at handling multi-product cases. HPE Aruba Networking Pro Care and Pro Premier Care saves you additional time by reducing the number of cases opened using a solution support approach to address complex cases. That is, even when multiple products are involved in an issue, only one case is opened so you do not have to manage and monitor multiple cases, helping you to be more productive.

## Gain access to your premium services engineer quickly

Automation often makes product support impersonal. Not so with premium support. When you call for support, you benefit from rapid entitlement through our Premium Welcome Center to a premium services engineer who is your sole point of contact for your case.

This assigned engineer:

- Has many years of experience resolving multi-product issues
- Has a deep understanding of HPE Aruba Networking best practices and how to implement them
- Interfaces with HPE Aruba Networking subject matter experts (SMEs) as needed, including development teams and other PSEs

During troubleshooting, it's possible that the PSE assigned to your case is off shift. During these times, your case transfers to a PSE on the next shift, without losing any continuity of case resolution.

## Use case analytics to help guide network changes

Premium support customers receive quarterly reports to help plan for network management. You can view case analytics from an overall perspective or by product group to drill down into case details. For Pro Premier Care customers, the CSM provides your quarterly case management reports. The custom dashboard in the HPE Networking Support Portal also provides valuable information.



**Figure 2.** This screen shows historical case activity based on the case opened date. For example, Total Cases Created by Product Group shows the number of cases opened in the period by product.

## Benefit from proactive and personalized elements to mitigate vulnerabilities

During HPE Aruba Networking Pro Premier Care on-boarding, the CSM will develop a Customer Success Plan for you based on discussions with your team. This plan will document your objectives and provide a guide for how the service will be managed.

Our premium services engineers will conduct a baseline review for Pro Premier Care customers that provides a high-level view of key aspects of the network and personalized recommendations based on HPE Aruba Networking best practices. The review includes:

- Software awareness and defect reports
- Configuration standardization report

- Personalized product and security advisories
- Personalized end-of-life, end-of-sale, and end-of-support notifications

Quarterly operational reviews will examine key performance indicators (KPI), any impact to your customer success plan, and modifications needed to address potential issues. Pro Premier Care customers also have the option to purchase add-on services:

- Regular open case reviews to increase awareness and network availability, and reduce risk by avoiding potential network degradations.
- Edge Lifecycle Services to facilitate your organization’s shift towards proactive network management, offering continuous optimization, security enhancements, and operational efficiencies.

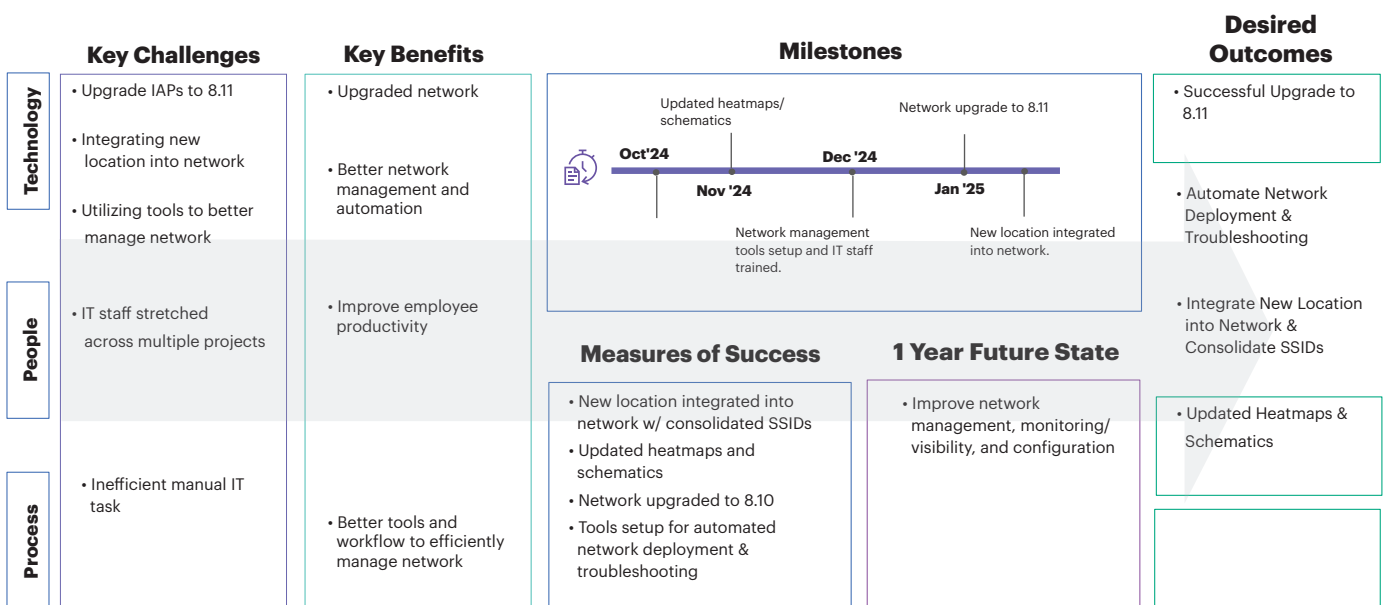


Figure 3. Sample customer success plan

## Enhance visibility and control with the HPE Networking Support Portal

The HPE Networking Support Portal (NSP) provides an easy-to-use platform to manage your entire support experience. From tracking cases and processing RMAs to viewing contract status and accessing key documentation, NSP helps reduce delays and improve accuracy. Premium support customers gain added value through personalized dashboards, quarterly insights, and faster access to expert support, enabling more informed decisions and better alignment with business goals.

## How to order premium support

HPE Aruba Networking Pro Care and Pro Premier Care are add-ons to your existing HPE Aruba Networking Foundational Care contract and HPE Aruba Networking Central subscription. To order, please consult with your HPE Aruba Networking account manager or authorized partner to determine the support level that is right for you.



## About HPE Services—Aruba Networking

HPE Services—Aruba Networking simplifies and accelerates the network technology lifecycle, enabling your network to scale with better predictability and cost-effectiveness. Whether you operate your own network and need to improve your IT efficiencies, or you want to offload some of the burden, we have the services you need to reach your goals.

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