

LYCEE FRANÇAIS CHARLES DE GAULLE

RENEWAL OF Server support agreement

Specifications

INTRODUCTION

In order to continue the refurbishment of our schools in London, the Lycée Français Charles de Gaulle intends to renew its HPE Proactive Care support agreement for its servers.

Please find the specifications below.

HPE SUPPORT AGREEMENT RENEWAL

Account ID: **CEGB00-17636N-01**

Service Agreement ID: **108428447552**

Contract Length: **3 year**

Renewal date: **26.06.2023**

H1K93AC HPE 24/7 PROACTIVE CARE

HPE Hardware Maintenance Onsite Support

- Hardware Problem Diagnosis
- 24 hrs, Day 7
- Onsite Support
- Parts and Material provided
- 4 Hr Onsite Response
- 24 hrs, Day 6
- 24 Hrs Std Office Days
- Holidays Covered
- No Usage Limitation
- Access to Adv Tech Specialists
- Remote Delivery SVC Advanced

HPE Collaborative Remote Support

- Basic Software Phone Support
- Collaborative Call Managemnt
- 24 Hours, Day 1-7 Phone Supp
- Standard Response Time

HPE Software Updates SVC

- HPE Recommended Doc Upd Method
- License to Use & SW Updates
- HPE Recommended SW Upd Method

HPE Software Technical Unlimited Support

- 24 Hrs Day 6
- Holidays Covered
- 24 Hrs Day 7

- 24 Hrs Std Office Days
- SW Technical Support
- SW Electronic Support
- Standard Response
- Access to Adv Tech Specialists