



HPE Break & Fix Support Services by Bechtle.

Your HPE Preferred Service Partner for Break & Fix Support Services.

As a certified HPE Pointnext Services - Ready Gold Partner and authorised HPE Ready for Services Delivery Partner, Bechtle fulfils HPE's high requirements and offers a first-class service. With access to HPE training, resources and support, we are able to provide high quality hardware support services. Our Service & Support team consists of experienced and certified technicians who are regularly trained on the latest systems, enabling us to keep our support services at the cutting edge of technology.

Hardware support for a wide range of HPE product segments.

We provide our customers with hardware support and service for a wide range of product segments. These include:

HPE Server Systems

- HPE ProLiant and BladeSystem Server
- HPE Synergy Composable Infrastructure
- HPE Apollo Systems
- HPE Moonshot Systems
- HPE Edgeline Converged Edge Systems
- HPE SimpliVity Hyperconverged Infrastructure

HPE Storage Systems

- HPE MSA Storage
- HPE StoreEasy NAS Systems
- HPE StoreVirtual Storage
- HPE StoreEver Tape Storage
- HPE StoreFabric

YOUR ADDED VALUE WITH BECHTLE AS A PREFERRED SERVICE PARTNER.

- Our Service & Support team is based in Switzerland.
- Direct communication between you and our technicians without intermediate steps or international barriers.
- Our technicians have in-depth knowledge of HPE products and solve even complex problems quickly and professionally.
- As an HPE partner with Platinum status, we have direct access to HPE's team of experts for demanding challenges.

Your strong IT partner.
Today and tomorrow.

BECHTLE

We are pleased to be able to offer you all services for hardware faults within the scope of the HPE warranty period or your support contract at no additional cost. As your new contact for HPE service orders, we will carry out all necessary repairs to your HPE products reliably and efficiently. We offer you transparent and fair cost estimates for repairs that are outside the warranty or are necessary due to damage that is not covered. Please note that repair times depend on the availability and procurement time of the necessary manufacturer spare parts. We will do our utmost to repair your systems quickly and professionally.



Registration - Bechtle as HPE Preferred Service Partner.

Previously, all HPE product faults were resolved directly by the HPE support organisation. Since the outsourcing of the HPE support organisation, all repairs have been carried out by an external HPE contractor. In agreement with HPE, we can now be your new contact partner. As an authorised HPE Preferred Service Partner, we are ready to provide you with comprehensive support. To activate this partnership, we simply ask for your consent. After receiving and signing the declaration of consent, we will immediately register you as our customer with HPE and send you a confirmation of your registration.



Hardware fault messages and support.

Please note that you can continue to report your hardware faults directly to HPE. As soon as we are registered as a Preferred Service Partner, these will be forwarded to us automatically. We recommend that you use this channel, as it contains all the necessary information such as response time, device information, contact details and problem descriptions.

You can report your hardware faults via the following channels:

FAULT REPORTS VIA HPE.

24/7 HPE Support.

- Web: support.hpe.com
- Phone: +41 848 800 724

FAULT REPORTS DIRECTLY TO BECHTLE.

Support on weekdays | Mo-Fr | 08:00-17:00.

- Mail: bpos@bechtle.com
- Phone: +41 800 852 100

24/7 Support *.

- Phone: +41 800 852 100

* The 24/7 support only applies to devices that have a 24x7 HPE support contract with a response time of 4HR or CTR 6HR.

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Basel | Bern | Mägenwil | Morges | Petit-Lancy | Pratteln | Rotkreuz | St.Gallen

Your strong IT partner.
Today and tomorrow.

