HPE Aruba Networking Foundational Care

Your mission-critical network requires 24x7x365 attention and needs the backing of HPE Aruba Networking Foundational Care support services. HPE Aruba Networking Foundational Care provides essential support entitlements and a range of flexible options for hardware replacement. It is the gateway service that allows you access to additional features on the HPE Networking Support Portal and our premium support services.

Table 1. Features and benefits

Feature	Benefit
Priority access to HPE Aruba Networking TAC engineers 24x7x365	Increase the productivity of your IT team and network user community, without delays or limits in problem resolution from our network support team experts
Access to all HPE Aruba Networking software releases	Keep pace with technology advances and new features, with advice from our expert teams on which software feature and maintenance releases apply to your network environment
Flexible hardware and on-site support options	Select the right level of service needed to complement your capabilities and meet budget requirements
HPE Networking Support Portal	Increase operational efficiency and lower operational costs with immediate online access to software, simplified asset tracking, and online RMA
Total HPE Aruba Networking product coverage	Receive essential support for all your HPE Aruba Networking products such as wireless, switches, SD-WAN, security, network management, and location services
On-site support service	For the most complex network challenges, field engineers are available and can be dispatched by TAC to provide on-site assistance in resolving problems for our support customers

Gain priority access to HPE Aruba Networking technical assistance center (TAC) engineers

The HPE Aruba Networking TAC is a key asset for reporting and resolving HPE Aruba Networking product issues and for obtaining advice on software and best practices. They understand the business challenges associated with networking and use their comprehensive troubleshooting and network design expertise to resolve problems quickly. HPE Aruba Networking Foundational Care subscribers receive priority response over warranty customers, 24 hours a day, 365 days a year, through phone and online.

Keep your network software up to date

HPE Aruba Networking Foundational Care support provides access to all HPE Aruba Networking software feature and maintenance releases, patches, and fixes through the HPE Networking Support Portal. This is critical for enabling network device compatibility across your network and for sustaining efficient and secure network performance. TAC engineers can advise you on the available software releases and recommend which ones are important for your particular devices and configuration.

Select from these flexible service levels

Table 2. HPE Aruba Networking Foundational Care offerings*

	Next business day (NBD) exchange	4-hour exchange	NBD on-site	4-hour on-site	Call to repair (CTR) 6-hour	Hardware only (for HPE Aruba Networking Central customers)
TAC support			← 24x7 →			Included with HPE Aruba Networking Central
Software support and updates			← Yes →			Included with HPE Aruba Networking Central
HPE Networking Support Portal access			← Yes →			Yes
Parts and labor for hardware replacement	NBD delivery of parts only	4-hour delivery of parts only	NBD on-site labor; parts per service-level objectives (SLO)	4-hour on-site labor; parts per SLO	Parts and on-site labor, operational within 6 hours of call on critical outages	NBD exchange or 4-hour on-site

HPE Aruba Networking Foundational Care provides essential support entitlements, including a range of flexible options for hardware replacement, software updates, and TAC access. On-site support is available when an environment requires an on-site technician. HPE Aruba Networking shall use commercially reasonable efforts with service-level objectives (SLO) to provide you with hardware replacement services when available.

HPE Aruba Networking Central and hardware only options

HPE Aruba Networking products that are managed by an HPE Aruba Networking Central subscription are fully supported and include:

— 24x7 priority technical support for network troubleshooting, configuration, and administration support.

— Software updates and upgrades for HPE Aruba Networking Central and all HPE Aruba Networking hardware products managed by HPE Aruba Networking Central.

— Options to upgrade parts replacement for all hardware managed by HPE Aruba Networking Central with an HPE Aruba Networking Foundational Care contract, adding either next business day exchange or 4-hour on-site service.

* Geographic limitations may apply.

Improve operational efficiency with the HPE Networking Support Portal access

The HPE Networking Support Portal provides you with immediate access to the latest HPE Aruba Networking software, FAQs, field alerts, release notes, product documentation, and best practices. Through the HPE Networking Support Portal, you can also submit RMA requests online in as little as one minute! This vital technical information enables your team to manage your HPE Aruba Networking solution effectively.

More information

To check the exact service levels that are available in your geography, request information from your HPE Aruba Networking partner or account manager.

Learn more about terms and conditions and a glossary of support terminology

HPE Support Services Central

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