Your mission-critical network requires 24x7x365 attention and needs the backing of Foundation Care for Aruba support services. Foundation Care provides essential support entitlements, a range of flexible options for hardware replacement, and is the gateway service that allows you access to additional support services such as Aruba Customer Engineering, Aruba ProCare, and Professional Services.

GAIN PRIORITY ACCESS TO ARUBA TECHNICAL ASSISTANCE CENTER (TAC) ENGINEERS

The Aruba TAC is your most important asset for reporting and resolving Aruba network issues, and for obtaining advice on software and best practices. Aruba TAC engineers are trained to aggressively resolve your hardware and software issues. They understand business challenges associated with networking, and use their comprehensive troubleshooting and network-design expertise to resolve problems quickly.

Foundation Care subscribers receive priority response, available 24 hours a day, 365 days a year, by phone and online. With priority software support, in addition to access to all maintenance releases, Aruba TAC also provides guidance on which software releases to install, avoiding potential problems. To ensure that TAC responds as quickly as possible, automatic escalation alerts to senior management are triggered on all priority issues.

KEEP YOUR NETWORK SOFTWARE UP-TO-DATE

Foundation Care support provides you with access to all feature and maintenance releases of Aruba software, important for enabling network device compatibility across your network and for sustaining efficient network performance.

TAC engineers can offer you advice on which software releases are available, and which are important to download for your particular devices and configuration. Software is available for download at any time, from the Aruba Support Portal. Also, when you need network patches or fixes, you receive prioritized attention to resolve the issue and get your network functioning at maximum performance.
SELECT FROM THESE FLEXIBLE SERVICE LEVELS

Foundation Care offers flexible levels of service for hardware and onsite support, so you can select what you need to complement your team capabilities and meet your budget requirements:

<table>
<thead>
<tr>
<th>Parts and labor for hardware replacement</th>
<th>NBD* Exchange</th>
<th>4 Hour Exchange</th>
<th>NBD Onsite</th>
<th>4 Hour Onsite</th>
<th>Call to Repair (CTR) 6 Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>NBD delivery of parts only</td>
<td>4 hour delivery of parts only</td>
<td>Parts and NBD onsite labor</td>
<td>4 hour onsite labor; parts 4 hour - NBD</td>
<td>Parts and onsite labor, operational within 6 hours of call on critical outages</td>
<td></td>
</tr>
</tbody>
</table>

*Next Business Day (NBD)

All Foundation Care service levels offer shipment of replacement network equipment. Aruba offers onsite support to replace equipment and resolve network issues. Hardware-only service levels are also available to support deployments of Aruba Central managed devices.

ARUBA CENTRAL AND HARDWARE ONLY OPTIONS

Aruba products that are assigned an Aruba Central subscription are fully supported and include:

- 24x7 priority technical support for troubleshooting.
- Software updates and upgrades for Aruba Central and all Aruba hardware products managed by Aruba Central.
- Options to upgrade parts replacement for all hardware managed by Aruba Central with a Foundation Care for Aruba contract, adding either next business day exchange or 4-hour onsite service.

ARUBA PRO CARE

Organizations with Foundation Care for Aruba are also eligible to purchase Aruba Pro Care, a “Know Me, Know My Network” support service. It reduces mean-time-to-resolution and the number of cases to manage by assigning a Senior TAC Engineer who also serves as the single point of contact for each case. Upgrade today to reduce the time your IT team spends troubleshooting.

PROFESSIONAL SERVICES

From assessment and design, through migration and deployment, and into operation, you can increase, and sustain, the value of your Aruba technology with our team of Aruba experts and purpose-built tools. Talk to your Aruba partner or account manager to learn about our SKU-based services, in addition to discussing custom engagements.

MORE INFORMATION

For more information, including terms and conditions and a glossary of support terminology, visit our Support Services Central page. To learn more about our full range of Aruba Global Services including Support, Professional and Consumption service options, please go to the Aruba Support and Services site.

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

© Copyright 2021 Hewlett Packard Enterprise Development LP. The information contained herein is subject to change without notice. The only warranties for Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Hewlett Packard Enterprise shall not be liable for technical or editorial errors or omissions contained herein.

SB_FoundationCareForArubaSupportServices_RVK_112921   a00111733enw

Contact Us   Share