

# IT Support Saga: A Tale of Two IT Pros



IT-wise, it was a pretty rough week for Reuben, who faced down a bad storage drive bay, a misbehaving hypervisor, a power problem, and a hardware update. But it was much worse for Mike, who faced similar challenges but who didn't have Proactive Care support services from HPE Pointnext to fall back on. Let's see how the week went for each of them.

## Mike's Day

without HPE Proactive Care

## Reuben's Day

with HPE Proactive Care

### A SAN Gone Wrong

#### Problem:

Mike spent a whole day troubleshooting a mysterious storage problem before figuring out it was a bad circuit board. He then had to wait overnight for the replacement part.



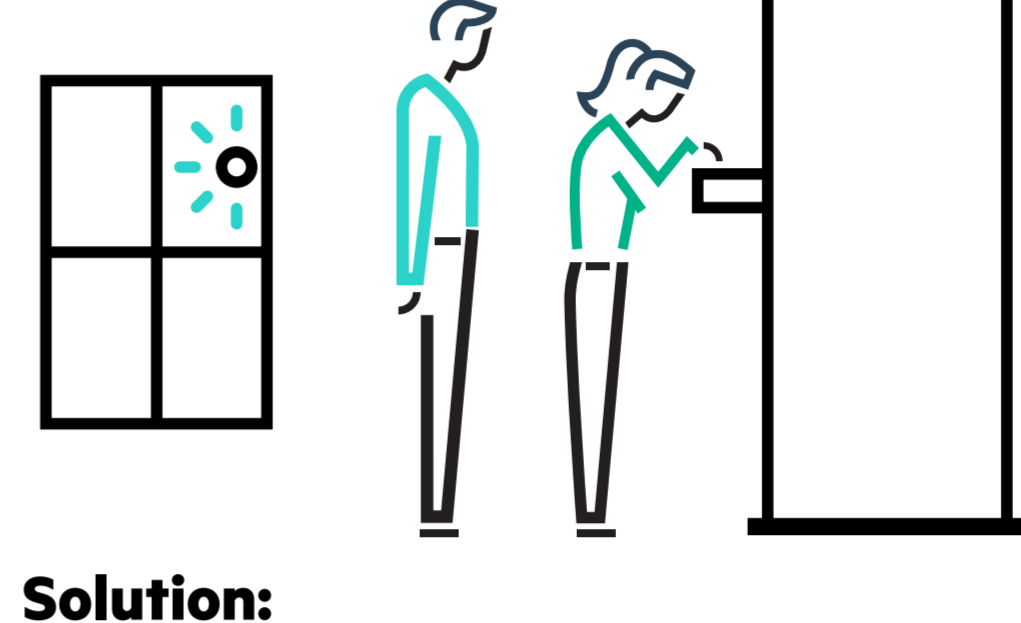
#### Solution:

Once the part arrived, it took Mike a while to swap it out, since he wasn't familiar with the unit. But hiring an outside expert to install it would have meant even more time and expense.

Troubleshooting:	8 HOURS
Shipping:	24 HOURS
+ Installation:	2 HOURS
<b>Total:</b>	<b>34 HOURS</b>
<b>Costs:</b>	<b>\$385 + SHIPPING</b>

#### Problem:

Reuben called his 24/7 HPE support line at the first sign of storage trouble. Even though Reuben was unfamiliar with the unit, the support expert guided him through the troubleshooting process and identified the problem right away.



#### Solution:

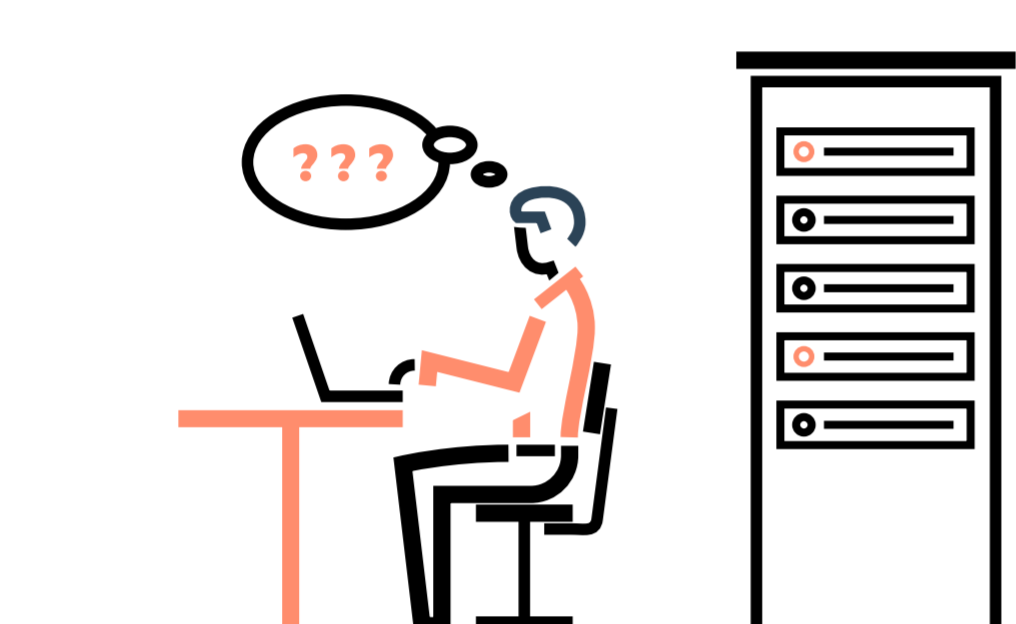
Thanks to HPE Proactive Care Advanced coverage, an HPE authorized representative arrived onsite within four hours and replaced the part.

Troubleshooting:	30 MIN
Shipping:	4 HOURS
+ Installation:	30 MIN
<b>Total:</b>	<b>5 HOURS</b>
<b>Costs:</b>	<b>\$0</b>

### The Unavailable Hypervisor

#### Problem:

When Mike encountered a hypervisor that wouldn't boot up, he had to do all the legwork himself—troubleshooting storage, networking, and server resources to identify the culprit. It took all day to determine it was a software issue.



#### Solution:

It took yet another day to solve the software problem and restore the server, as this was the first time Mike had ever dealt with this particular issue.

Troubleshooting:	8 HOURS
Software Installation:	4 HOURS
+ Server restoration:	4 HOURS
<b>Total:</b>	<b>16 HOURS</b>

#### Problem:

When Reuben was greeted with an unavailable hypervisor, he picked up the phone and called HPE. The support expert helped him quickly pinpoint the software cause, even though this issue was a new one for Reuben.



#### Solution:

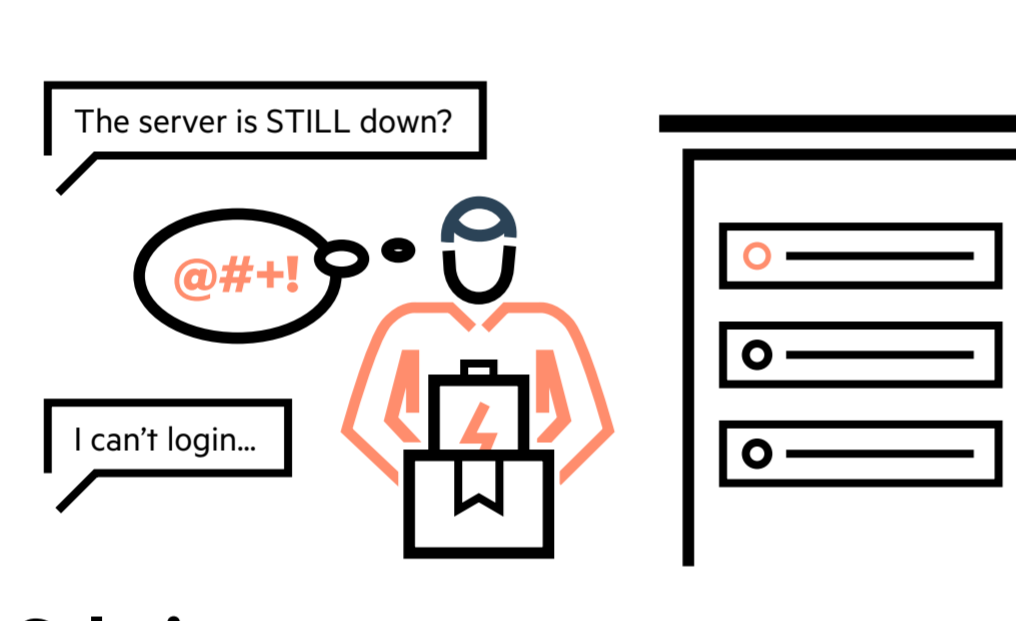
Assisting remotely, HPE quickly resolved the software problem and restored the server to its pre-problem state.

Troubleshooting:	1 HOUR
Software Installation:	1 HOUR
+ Server restoration:	1 HOUR
<b>Total:</b>	<b>3 HOURS</b>

### A Powerful Power Problem

#### Problem:

When a critical server shut down, Mike checked electrical components, including the outlets, the power supply, and even the temperature in the server room. The problem turned out to be a faulty power supply, and he had no replacement on hand.



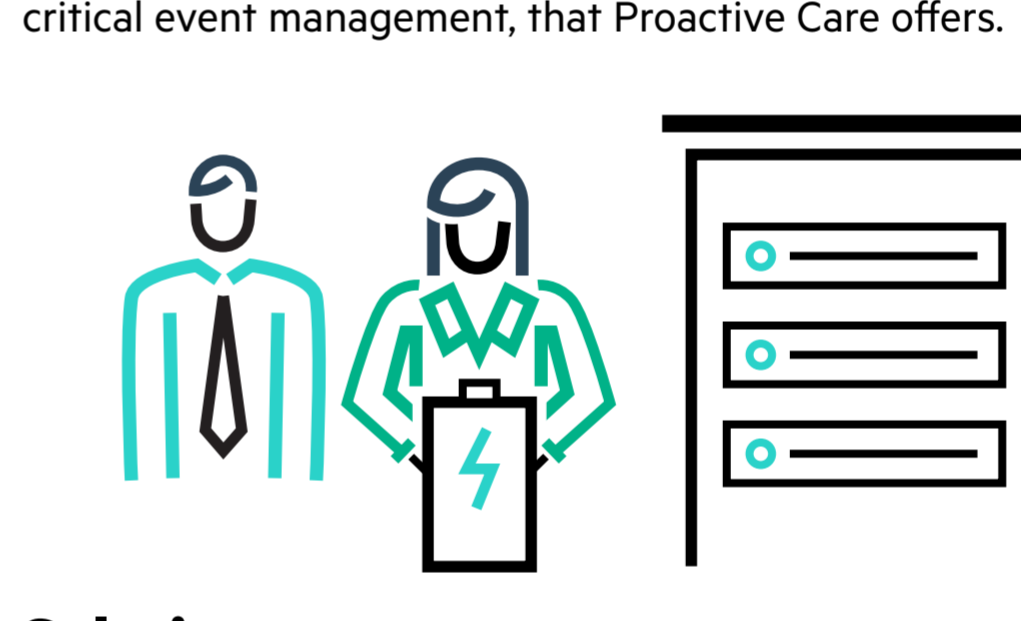
#### Solution:

He had the part overnighted and in the meantime borrowed a power supply from a less critical system—which still left users complaining.

Troubleshooting:	30 MIN
Shipping:	24 HOURS
+ Installation:	30 MIN
<b>Total:</b>	<b>25 HOURS</b>
<b>Costs:</b>	<b>\$430+ SHIPPING</b>

#### Problem:

When one of Reuben's critical servers shut down unexpectedly, he suspected it was a power issue and spent 30 minutes tracking down the source of the problem. When he pinpointed a faulty power supply and realized he had no replacement on hand, he called HPE, taking advantage of the enhanced call handling, including critical event management, that Proactive Care offers.



#### Solution:

Thanks to HPE Proactive Care Advanced coverage, an HPE authorized representative was onsite within 4 hours, replacement in hand.

Troubleshooting:	30 MIN
Shipping:	4 HOURS
+ Installation:	30 MIN
<b>Total:</b>	<b>5 HOURS</b>
<b>Costs:</b>	<b>\$0</b>

### A Firmware Fiasco

#### Problem:

It's Friday, and Mike has nearly made it through the week. He attempts a quick hardware update and then—BOOM. Incompatibility issues! Turns out Mike hasn't updated the firmware on this particular box in who knows how long.



#### Solution:

So much for leaving early today. Once Mike updates the firmware, he has to restart the entire hardware update process.

Troubleshooting:	1 HOUR
+ Firmware update:	1 HOUR
<b>Total:</b>	<b>2+ HOURS</b>

#### Problem:

Reuben is looking forward to leaving the office a little early, since it's Friday. He just has to do one quick hardware update first—BOOM. Done! Wait, that's not a problem...



#### Solution:

Turns out Reuben's firmware was already up to date thanks to a proactive alert from HPE Proactive Care, so his hardware update went off without a hitch—and he's off to begin his weekend.

Troubleshooting:	0 HOURS
+ Firmware update:	0 HOURS
<b>Total:</b>	<b>0 HOURS</b>

### Your IT Support Partner

#### Solve

Proactive Care can help you solve problems faster with:

- 24x7 monitoring
- Pre-failure alerts
- Enhanced call handling and start-to-finish case management
- Fast, accurate problem detection
- Automated call logging parts dispatch

#### Prevent

Prevent problems before they occur with tailored reports, expert reviews, and recommendations, including:

- Proactive system scans
- Firmware and patch analysis
- Incident and trend analysis

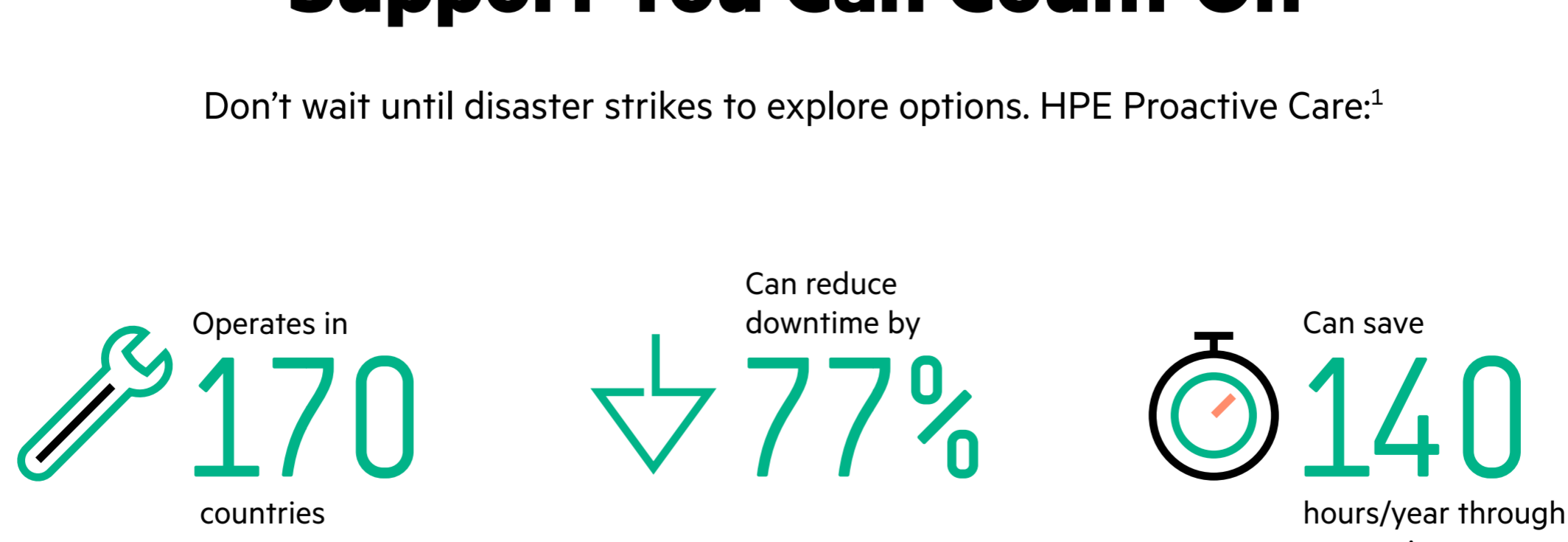
#### Control

Stay informed and in control with:

- A personalized dashboard
- A global knowledge base
- A community of experts including HPE, vendor partners, and peers

### Support You Can Count On

Don't wait until disaster strikes to explore options. HPE Proactive Care:<sup>1</sup>



### Line up your support team today

Get Started



#### Connect your products to HPE

By connecting, you will receive 24x7 monitoring, pre-failure alerts, automatic call logging, and automatic parts dispatch. Proactive Care Advanced customers will benefit from tailored proactive reports and issue prevention activities. All these benefits are already available to you with your server, storage, and networking products when securely connected to HPE support.

Source:  
<sup>1</sup> <https://www.hpe.com/us/en/services/proactive-care-services.html>