memory express
020 8453 9700

Memory Express Ltd
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HP Care Pack 3 Year 4 Hour 24x7 Hardware Exchange 24x7 Software Support for 3800 Series Switches

HP Care Pack services offer upgraded service levels to extend and expand your standard product warranty with easy-to-buy, easy-to-use support packages that help you make the most of your hardware and software investments. They let you choose the support levels that meet your business requirements, from basic to mission-critical. They help you contain TCO. And they offer you coverage options for all key IT areas.

All Supportpacks must be purchased within 180-days of Hardware purchase date with the agreement start date being the Hardware purchase date (and NOT Supportpack purchase date). Supportpack registration should be done within 10-days of its purchase and is a must before receiving any support from HP. HP Supportpack are available from commercial computer resellers. Product numbers ending with A are physical HP Supportpack. Product numbers ending with E are electronic HP Supportpack available through select resellers. Product numbers ending with VV are HP Supportpack available through Select Express. Post-warranty: Product numbers ending with PA are physical HP Supportpack product numbers ending with PE are electronic HP Supportpacks available through select resellers.

Type	Extended Warranty
Services Provided	Exchange
Contract Period	3 Year
Response Times	4 Hour
Service Coverage	24x7

Features

* **Choice of service levels to meet specific business needs**
* **Choose from pick-up and return through to 6-hour call-to-repair 24x7**
* **Fast, qualified response increasing uptime and maximising performance**
* **Purchasing HP Care Pack service with HP product reduces total cost of ownership**
* **HP Care Pack Services delivered through accredited network of partners or by an HP engineer ensuring the best possible service**
* **Extend your hardware warranty coverage for key systems and devices**
* **Obtain easy-to-buy, easy-to-use extended warranty services**
* **Provides 4-hour response for HP hardware**
* **Improve hardware performance and uptime**

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* Increase the return on your HP and multivendor hardware investments

* Enjoy consistent service coverage across geographically dispersed sites

* Provides 2-hour response on software support through telephone access to highly trained support personnel

* Updates HP software and select third party software at a predictable cost

* Provides advantageous subscription savings on software updates

Specification

General

HP Care Pack services offer upgraded service levels to extend and expand your standard product warranty with easy-to-buy, easy-to-use support packages that help you make the most of your hardware and software investments. They let you choose the support levels that meet your business requirements, from basic to mission-critical. They help you contain TCO. And they offer you coverage options for all key IT areas.

Information

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Support

Type	Extended Warranty
Services Provided	Exchange
Contract Period	3 Year
Response Times	4 Hour
Service Coverage	24x7

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Compatibility	3800 Series Switches

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About Memory Express

Although we started out selling just Memory the best part of fifteen years ago, we have diversified organically over the years at the request of our customers. We specialise in Networking, Storage and Disaster Recovery and have the knowledge, experience and strategic partnerships to provide you with the service and value you demand - quality products, reasonably priced and delivered on time.

Memory Express can offer you a full range of installation and configuration services for hardware and software as well as detailed, accurate advice on all aspects of your IT projects. You'll be glad to know that we don't have a room full of school leavers trying to sell products they don't understand - all our staff are seasoned IT specialists and have an average length of service of over ten years. We won't just push you towards the solution we feel like selling; we'll help you to find the one you need.

Meanwhile, online, we offer one of the largest product ranges of any UK IT supplier. Showing near live stock, in depth product information and keen pricing, we're sure you'll find what you need. We also have matched memory upgrades for over 50,000 models of computer, server, printer, phone and camera, guaranteeing you the right memory, first time. All this is backed up by the same great service you'd expect when dealing with us over the phone. For our regular business customers, we provide T3, our corporate purchasing portal which provides a truly corporate focused buying experience.

We're conveniently located in Park Royal, London's Technology Business Park, allowing us to reach all areas of the UK quickly and efficiently. Many of our City based corporate clients benefit from same day delivery and we can offer next day delivery to established customers throughout the British Isles. Online delivery tracking and status information means that you need not worry about the whereabouts of your order.

We're proud to have built up a wide variety of partnerships with quality vendors and many of our staff hold certifications from top tier manufacturers including Microsoft, Acronis, Symantec and VMWare.

Our clients vary in size from SMEs to many of the UK's largest corporates, government departments, schools and universities, and we're pleased to say that most have been our customers for many, many years - we believe in long term business relationships, not turning a quick profit. Why not contact us now to see how we can help you get the quality of service they already enjoy?