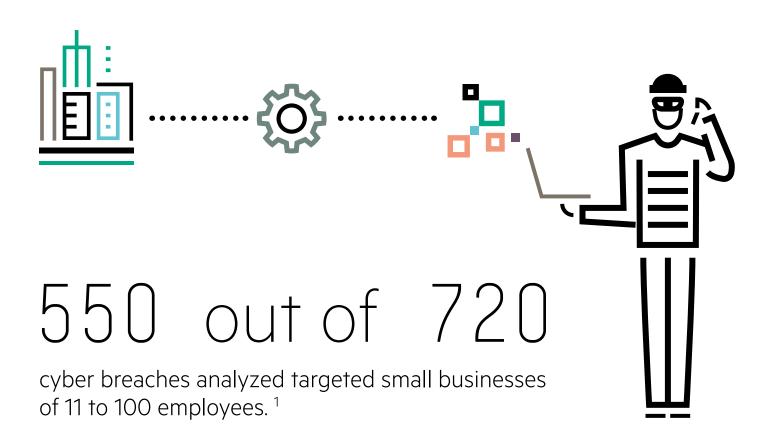
## Improve security. Increase profits. HPE Support Services from Just Right IT

Having the best IT solutions gives you a valuable head-start but product warranties are not enough. Smart, long-term IT support can save your business.





Over **80%** of SMBs have experienced downtime in the past

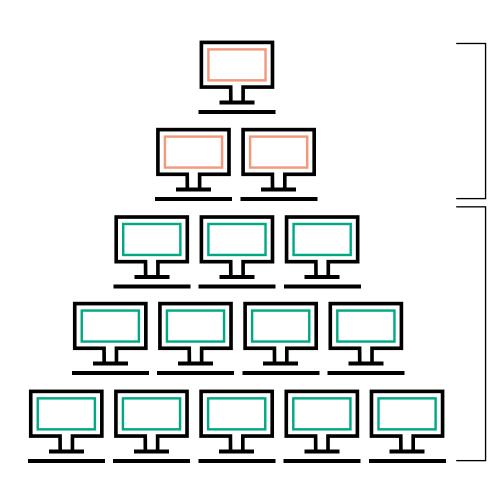


The estimated cost of downtime ranges from \$8,220/hour to \$25,600/hour <sup>2</sup>



**61%** of SMBs say that the typical fix for mission-critical applications needs to be **4 hours or less** <sup>3</sup>

However, the biggest cause of downtime may not be what you think. It is not all about fighting external threats. The people and processes inside your business can be a bigger danger to your bottom line.

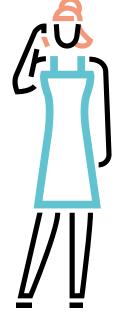


20%

of unplanned downtime is caused by hardware failures (memory, discs, fans, processors, networks).

is caused by sub-optimum

hardware configurations and compatibility, out of date software or firmware, and bad IT management.







JU 6

fast, round-the-clock support for when a crisis does occur.

fixed by customers simply uploading more recent firmware.

of all calls to HPE centers are

bad guys. The right support is now an essential part of helping your IT run efficiently—allowing you to be more productive, get products to market more quickly, and grow your business.

HPE Support Services offer forward-thinking solutions. Stop hardware failures before they can occur by keeping your IT up-to-date and well-managed; get

Keeping your business up and running is not just about keeping out the

## **Foundation care**Rapid reactive support, including:

 Hardware and basic support for key software

- **24/7 4-hour response**, 6-hour call-to-repair or next-business-day on-
- site support

## Prevent problems from occurring, including:

**Proactive care** 

Proactive services with reactive options

- Quick access to HPE Advanced Solution Center Specialists

Maintain and protect your business and unlock the profits tied up in

non-performing software and hardware. Gain peace of mind and reliable support. Learn more about HPE award-winning Support Services.

Learn more: jrit-offers.ext.hpe.com

 $\underline{\text{http://www.propertycasualty360.com/2015/05/27/small-mid-sized-businesses-hit-by-62-of-all-cyber?slreturn=1466424744}$ 

<sup>2</sup> International Data Corporation, "The Growth Opportunity for SMB Cloud and Hybrid Business Continuity." Carbonise-commissioned study, April 2015. <a href="https://www.carbonite.com/globalassets/files-white-papers/carb-idc-smb-cloud-growth-opportunity-report.pdf">https://www.carbonite.com/globalassets/files-white-papers/carb-idc-smb-cloud-growth-opportunity-report.pdf</a>

International Data Corporation, "The Growth Opportunity for SMB Cloud and Hybrid Business Continuity." Carbonise-commissioned study, April 2015. <a href="https://www.carbonite.com/globalassets/files-white-papers/carb-idc-smb-cloud-growth-opportunity-report.pdf">https://www.carbonite.com/globalassets/files-white-papers/carb-idc-smb-cloud-growth-opportunity-report.pdf</a>

