

June 21, 2017

To Whom It May Concern,

Over the past year, HPE has made significant enhancements to our services portfolio and the services delivery experience while driving down the cost to you, our customer. HPE continues to make research and development investments resulting in key operational improvements such as making our intellectual property available on entitlement based systems. This practice protects HPE assets and benefits HPE, its Authorized Support Partners, and our customers.

Access to HPE's software and software updates, including HP-UX software, and upgrades are available through HPE and our authorized partners only. HPE has decommissioned several web sites that allowed access without entitlement. This action is protecting HPE and long term customer investments. Entitled customers who download Software updates, documentation and other revision information through the HPE Support Center eliminate potential failures and disruption.

Selecting a services partner is a strategic business decision. While HPE and its partners are able to cover global installations with consistent services worldwide, there are many third party maintainers claiming these capabilities but without the HPE authorization that provides this experience. Only HPE and our authorized support providers provide benefits such as:

- HPE Proprietary Diagnostics
- Certified HPE Parts inventory and logistics process.
- HPE refined escalation process and HPE Labs access
- HPE Customer Engineer and Response Center Training
- Remote Monitoring and call placement capabilities via HPE' Insight Remote Support Online tools at HPE Support Center.

Only HPE can provide a differentiated support experience. Only HPE customers with a Service Agreement ID and software update agreement have access to Proliant firmware updates, HP-UX fixes and "patches" on the HPE Support Center. HPE has the round-the-clock and round-the-globe support that your business needs. While many TPMs claim to offer coverage that is "just like" HPE coverage, their service offering may be significantly different from HPE's, or it may be a custom service that is hard to deliver consistently across your technology environment and sites. You should inquire about the resources available geographically to respond to your service events and whether those resources will be able to provide consistent 24x7 coverage for your business.

Hewlett-Packard Enterprise confirms that Hewlett-Packard Enterprise (including any subcontractors with which HPE has contracted to assist HPE in manufacturing these products on HPE's behalf) ("HPE") is the sole manufacturer/support provider of the products quoted.

Regards,

Christy Ware
HPE Technology Services Account Manager

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