

# HP Software Technical Support Service

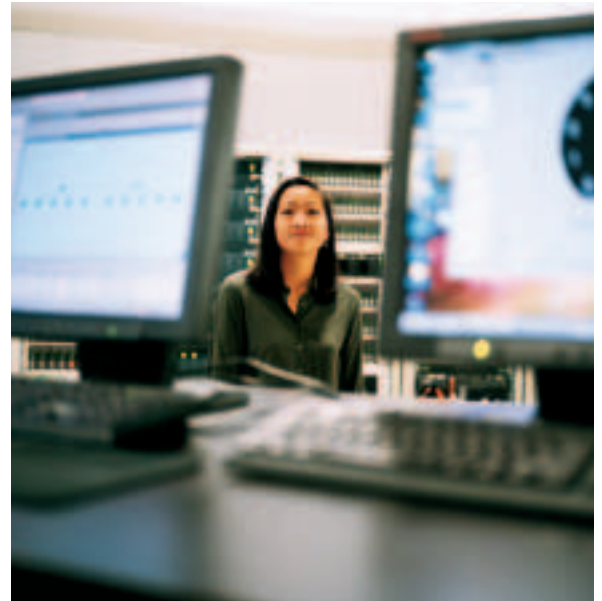
HP Customer Support Per Event Services



HP Response Centre professionals work with your IT team to diagnose and resolve software problems.

HP Software Technical Support Service provides comprehensive remote software support services for HP software and selected third-party software.

With HP Software Technical Support Service, your IT staff have fast, reliable access to HP Response Centres. Our professionals work with your IT team to provide advice on software features and use; problem diagnosis and resolution; software defect identification; and access to patches.



This service also provides electronic access to comprehensive support information, allowing any member of your IT staff to locate essential product and support information.

## Service benefits

This service enables you to:

- Improve productivity of system managers and operators
- Increase system performance and reduce downtime due to software defects
- Expedite problem resolution through trained technical resources

## Service-feature highlights

- Software electronic support
- Access to technical resources
- Problem analysis and resolution
- Escalation management
- Software features and operational support
- Problem isolation
- Remote access
- Installation advisory support
- Flexible coverage window
- Additional named callers (optional)
- Onsite support at customer request (optional)
- Prior/mature version support with sustaining engineering (optional)
- Prior/mature version support without sustaining engineering (optional)

## Specifications

Table 1. Service features

Feature	Delivery specifications
<b>Software electronic support</b>	<p>As a part of this service, HP will provide access to certain electronic and web-based software-related tools and services.</p> <p>As a software technical support contract holder, the customer has access to the services freely available to all registered software support users, plus additional capabilities, such as searching technical-support documents to facilitate problem solving; downloading HP software patches; and submitting and checking the status of support service requests.</p>
<b>Access to technical resources</b>	<p>The customer can access HP technical resources via telephone, electronic communication or fax (where locally available) for assistance in resolving software implementation or operational problems.</p>
<b>Problem analysis and resolution</b>	<p>HP provides corrective support to resolve identifiable and customer-reproducible software product problems. HP also provides support to help the customer identify problems that are difficult to reproduce. The customer receives assistance in troubleshooting problems and solving configuration parameters.</p>
<b>Escalation management</b>	<p>HP has established formal escalation procedures to facilitate complex software-problem resolution. Local HP management coordinates problem escalation, rapidly enlisting the skills of key problem-solving experts throughout HP and selected third parties.</p>
<b>Software features and operational support</b>	<p>HP provides information on the latest product features, known problems and available solutions and offers operational advice and assistance.</p>
<b>Problem isolation</b>	<p>Problem isolation to the software product is provided by HP technical resources. The customer is informed if the problem is perceived by HP to be hardware related. If the customer's hardware is covered under an HP Hardware Maintenance Onsite agreement, a service request will be logged to the diagnose-before-dispatch desk on the customer's behalf. With customer approval, a per-call service request will be logged for problems related to hardware not covered under a Hardware Maintenance Onsite agreement.</p>
<b>Remote access</b>	<p>At the option of HP – and with customer approval – selected remote-access tools, such as a telephone-support tool, may be used to facilitate problem solving. The use of these tools allows HP to work interactively with the customer and facilitates remote diagnosis of problems with the customer's system.</p> <p>The customer can choose to use any of these remote-access tools to assist in the resolution of service requests. Only HP-provided, HP-approved tools are to be used as a part of this feature.</p>
<b>Installation advisory support</b>	<p>Advisory support is provided to the customer who encounters difficulties after installation and configuration of a software product. Advisory support is also provided for products that are installed in a network environment.</p> <p>This service feature does not include installation and configuration of complete software products. These services are available for an additional charge and can be purchased separately from HP.</p>
<b>Flexible coverage window</b>	<p>The coverage window specifies the time during which services are available. Flexible hours of coverage are available to facilitate customisation of the coverage window to meet the customer's unique business needs.</p>

## Specifications

Table 2. Optional service features

Optional feature	Delivery specifications
Additional named callers	Support for three named customer callers is included with HP Software Technical Support Service. The customer can purchase optional support for additional named callers.
Onsite support at customer request	The customer may purchase the presence of an HP software technical-support provider onsite. Use this option for cases when the customer does not view remote software technical-support services as an acceptable alternative.
Prior/mature version support	<p>Support for prior versions and mature software products (mature software products means software products that will have no new versions) is available as two optional service offerings to meet specific customer needs:</p> <ul style="list-style-type: none"><li>• Prior/mature version support with sustaining engineering includes escalation to engineering so that fixes or workarounds to newly discovered problems can be developed if HP deems that such fixes or workarounds are necessary. For more detailed information on the products and versions of these products that have prior/mature version support with sustaining engineering, please visit <a href="http://h18005.www1.hp.com/services/software/ss_pvs.html">http://h18005.www1.hp.com/services/software/ss_pvs.html</a>.</li><li>• Prior/mature version support without sustaining engineering does not include escalations to engineering, a service that may be needed if there is no existing patch or workaround to resolve a problem.</li></ul> <p>For more detailed information about the products and product versions for which prior/mature version support is available, please contact your local HP sales office.</p>

## Service eligibility

To be eligible for this service, the HP software product for which the Software Technical Support Service will be used must be covered under a Software Update Service agreement, with certain exceptions.

A Software Update Service agreement is not a prerequisite under the following conditions:

- The customer is purchasing Software Technical Support Service with prior/mature version support
- The customer is purchasing Software Technical Support Service on a product for which no HP Software Update Service is offered
- The product for which the customer is purchasing Software Technical Support Service is specifically identified as not requiring a Software Update Service

Software updates are not available for all software products. Upon request, HP will provide the customer with a list of software products that do NOT require the purchase of a Software Update Service in order to qualify for Software Technical Support Service.

## Customer responsibilities

The customer must retain and provide to HP upon request all original software licences, upgrade licence agreements and licence keys.

The customer will use all software products in accordance with current HP software licensing terms corresponding to the customer's prerequisite underlying software license; or in accordance with the current licensing terms of the third party.

## Service limitations

Software Technical Support Service must be purchased for each system in the customer's environment that will require support, unless the customer is purchasing support on an incident-based pricing basis. See ordering information for more details on incident-based pricing.

# HP Software Technical Support Service

This service also provides electronic access to comprehensive support information.

## Ordering information

To suit customer needs, Software Technical Support Service can be purchased with unlimited-call pricing or with incident-based pricing:

- Unlimited-call pricing is designed for the customer who prefers a fixed support budget and does not want to worry about exhausting the supply of purchased support incidents before the end of the contract term. Customers with unlimited service can make an unlimited number of support calls during the contract term.
- Incident-based pricing (available for Microsoft®, Linux and Novell products only) enables the customer to purchase a fixed number of calls (incidents) for use during the one-year contract term. Unused incidents expire at the end of the contract term.

To obtain further information or to order HP Software Technical Support Service, contact your local HP sales representative.

## For more information

For more information on HP Software Technical Support Service, contact any of our worldwide sales offices or resellers or visit our website at:

**[www.hp.com/hps/support](http://www.hp.com/hps/support)**

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