

HP Resource Services

HP Customer Support Per Event Services

HP Customer Support Contractual Services



HP project-management and technical specialists will help you meet your project or technical goals.

HP Resource Services is your source of project-management, software and hardware technical specialists, and business-critical consultancy to assist you in meeting your project or technical goals. There are multiple resources available to serve the unique needs of your business:

- HP project-management resources provide administrative assistance, disciplined project methodology and a single point of contact for your IT project needs.
- HP hardware technical resources provide customised proactive hardware support, such as assisting with your hardware moves or upgrade plans, to meet the specific needs of your business.



- HP software technical resources provide short-term consulting services based on your requirements.
- HP business-critical consultants (BCCs) provide short-term consulting in the areas of availability, security and performance. BCCs provide guidance to help maintain your high-availability environment.

All of these services are delivered by highly skilled and trained professionals from HP.

Service benefits

These services assist you in:

- Meeting your project budget and schedule goals with HP trained and experienced project professionals
- Fulfilling your custom hardware and software project needs with the help of technical resources from HP
- Meeting your business's availability requirements with help from HP business-critical consultants

Service-feature highlights

- Project-management resources
- Hardware technical resources
- Software technical resources
- Business-critical consultants
- Scheduled delivery to meet your needs

Specifications

Table 1. Service features

Feature	Delivery specifications
Project-management resources	<p>HP project-management resources include project managers and project specialists. A project-manager resource is a designated HP project manager who provides planning, control and management of projects. This HP project manager typically acts as the single point of contact for the customer and has overall responsibility for the project, with duties that may include developing the project or programme plan, budget, structure and schedule; determining staffing requirements; and managing the efforts of team members and third-party vendors.</p> <p>A project-specialist resource is a designated HP project specialist who is responsible for administration and support of projects. The HP project specialist will typically support the project by performing administrative and financial support tasks and project coordination. Additional duties may include performing analyses, researching alternate solutions and developing proposals.</p>
Hardware technical resources	<p>An HP hardware technical resource (also referred to as a field engineer or customer engineer) provides customised proactive hardware services to meet your unique needs. Typical activities include assisting the customer with a hardware move, providing configuration assistance, facilitating hardware deployment and assisting with a hardware upgrade.</p>
Software technical resources	<p>An HP software technical resource (also referred to as a software technical professional or software specialist) provides customised proactive software services to meet your unique needs. Typical activities include supporting the customer's special projects with software consulting, software installation and upgrade assistance.</p>
Business-critical consultants	<p>An HP business-critical consultant is a trained professional with specific technical and business skills in assessing and advising customers on high-availability IT environments. Typical business-critical-consultant activities include identifying availability, security and performance issues in customer IT environments and recommending ways to reduce risk and improve service levels.</p>
Scheduled delivery	<p>Service responsibilities and delivery specifications will be scheduled and formally agreed upon and documented in a Statement of Work (SOW).</p>

There are multiple resources available to meet the unique needs of your business – all provided by highly skilled and trained professionals from HP.

Service eligibility

To be eligible to purchase HP software technical resources, hardware technical resources and business-critical consultant services, the customer must:

- Purchase the services of the resource for a minimum period of one day during local HP business hours. Services of the resource outside HP business hours are subject to local availability and additional charge.

HP project-management resource services are available for purchase as part of a customised service or as one element of an overall product or service solution.

Statement of Work

The activities to be performed as part of the service will vary based upon the customer's specific needs. An HP Resource Services Statement of Work will be jointly developed, which will specifically itemise – including, but not limited to – details of the proactive services or project, resources, location, length of service and scope of activities to be performed under this service. The Statement of Work will include the charge(s) for HP custom-quoted services, if applicable. The Statement

of Work must be signed and dated by both HP and the customer before project commencement. In case of any conflict between the terms detailed in the Statement of Work and those listed on this data sheet, the Statement of Work shall take precedence.

Customer responsibilities

The customer will fulfil all obligations, if any, detailed in the HP Resource Services Statement of Work.

Service exclusions

Any work not specifically detailed in the Statement of Work and agreed to under the terms of that document will not be included within this service. If HP agrees to perform such work, HP will do so only at then-prevailing HP rates.

Software technical, hardware technical, and business-critical consultant resources are not available to service HP consumer products.

HP Resource Services

Meet your project goals and fulfil your custom hardware and software needs.



For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our website at:

www.hp.com/hps/support

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5981-8521EEE. August 2003

