

HP Software Technical Support Service

HP Care Pack Services



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

With HP Software Technical Support, your IT staff have access to HP Response Centres. HP Response Centre engineers 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.

Service benefits

- Greater ability for your IT resources to stay focused on their core tasks and priorities
- Improved system performance and reduced downtime due to software defects
- Expedited problem-resolution through trained technical HP resources

Service feature highlights

- Access to electronic support information and services
- Access to technical resources
- Problem analysis and resolution
- Escalation management
- Software features and operational support
- Problem isolation
- Remote access
- Coverage window

Specifications

Table 1. Service features

Feature	Delivery specifications
Access to electronic information and services	<p>As part of this service, HP provides access to certain commercially available electronic and web-based tools. The Customer has access to:</p> <ul style="list-style-type: none"> • Certain capabilities made available to registered users, such as downloading selected HP software and firmware patches; subscribing to hardware related proactive service notifications; and participating in support forums for solving problems and sharing best practices with other registered users. • Expanded web-based searches of technical support documents, to facilitate faster problem-solving. • Support Case Manager, a tool for submitting questions directly to the HP Solution Center. Support Case Manager Centre, helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the engineer qualified to answer the question. The tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone. • "HP Live" functionality for communicating directly with an online HP support engineer during standard coverage hours (08.00 to 17.00 local time), Monday to Friday, excluding HP holidays. Through sharing browser content, the HP support engineer will help the Customer to navigate to the appropriate online content that may help resolve the problem. This real-time online help can be accessed via the "HP Live" button on selected website. • Searches of HP or third-party hosted knowledge databases for certain third-party products in order to retrieve product information, find answers to support questions, participate in support forums and download software patches.
Access to technical resources	<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. An HP-authorized representative will contact the Customer to begin software technical support within two hours of the service request being logged, if this time falls within the contracted coverage window.</p>
Problem analysis and resolution	<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. In addition, the Customer receives assistance in troubleshooting problems and determining configuration parameters.</p>
Escalation management	<p>HP has established formal escalation procedures to facilitate the resolution of complex problems. Local HP management coordinates problem escalation, enlisting the skills of appropriate HP resources and/or selected third parties to assist with problem-solving.</p>
Software features and operational support	<p>HP provides information, as commercially available, on the latest product features, known problems and available solutions, and operational advice and assistance.</p>
Problem isolation	<p>Problem isolation for the software product is provided. The Customer is informed if the problem is perceived to be hardware related. If the Customer's hardware is covered under an HP Hardware Maintenance Onsite Service Agreement, a service request will be logged to the diagnose-before-dispatch desk on the Customer's behalf. With the Customer's approval, a per-call service request will be logged on the Customer's behalf for problems related to hardware not covered under a Hardware Maintenance Onsite Service Agreement.</p>
Remote access	<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>
Coverage window	<p>The coverage window specifies the time during which services are available.</p> <ul style="list-style-type: none"> • Standard business hours, standard business days: The service is available from 08.00 to 17.00 local time, Monday to Friday, excluding HP holidays. This coverage applies when Software Support M-F is purchased. Calls received and answered outside this coverage window will be logged the next day for which the Customer has a coverage window (may vary by geographic location). • 24x7: The service is available 24 hours per day, seven days per week, including HP holidays. This coverage window applies when Software Support 24x7 is purchased.

Customer responsibilities

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

- The Customer must adhere to the licensing terms and conditions as stated by the original software manufacturer or sales agent.

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 the "Ordering information" section for more details on incident-based pricing.

Service eligibility

To be eligible for this service, the HP software product for which the Software Technical Support HP Care Pack 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 the Software Technical Support HP Care Pack Service on a product for which no HP software update service is offered.
- The product for which the Customer is purchasing the Software Technical Support HP Care Pack 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 a list of software products that do NOT require the purchase of a software update service in order to qualify for the Software Technical Support HP Care Pack Service.

Ordering information

The Software Technical Support HP Care Pack Service can be purchased in both unlimited-calls-per-system and incident-based packages.

- Unlimited-calls-per-system packages are 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-calls-per-system package can make an unlimited number of support calls during the package contract term.
- Incident-based packages (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 are not transferable and will expire at the end of the contract term.

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

For more information

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

www.hp.com/hps/support

www.hp.com/hps/carepack

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