



Fact Sheet

HP Partner Navigator

A commitment to HP's channel partnerships

Overview

HP is committed to helping our distributors and reseller network deliver on the operational excellence and high standards our customers have come to expect. To help partners navigate the operational changes needed due to HP's separation into two legal entities, HP has introduced the HP Partner Navigator Program. The program provides resources, tools and operational support to help partners ensure readiness and business continuity throughout all operational aspects of the separation.

How it Works

- All HP authorized partners have access to HP Partner Support, support centers expanded to handle separation and operations-related questions. Additionally, the HP Unison Partner Portal will remain the go-to resource for all support tools and information of interest to partners.
- HP's largest, operationally complex direct partners will receive additional focus and resources to ensure they are fully operational on November 1, 2015. The HP Partner Navigator program includes enhanced support via the HP Partner Account Operations Managers working directly with named partner employees, who are expert in their operational environment, referred to as Partner Navigators. These teams will work together to position their companies for successful operation throughout the separation.
- As part of the Navigator program, HP will offer Regional Escalation Centers. Primary support will continue to be provided by the Partner Account Operations Manager and Partner Support organizations, supported by the HP Unison Partner Portal.

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