

## How to Configure Support

This section provides instructions on how to configure support through the life of the system using system support options, products, and solutions.

### Overview

In general, HP provides three classes of support services:

1. **Warranty**—support services that come standard with the purchase of a given product
2. **System Support Products/Options**—enhancements to the warranty support services that can be added at the time of the original equipment purchase
3. **System Support Solutions**—follow-on support services that are purchased after the warranty and enhanced support services expire

The following table presents a high-level view of all support services (i.e., System Support Products/Options and System Support Solutions) available from HP.

*Note: System Support Products are replacing the use of System Support Options (SSOptions) in most cases.*

| Support Attributes      | System Support Products                            | System Support Options                    | System Support Solutions                          |
|-------------------------|--|---|---|
| <b>Usefulness</b>       | Main method of selling support with all new orders | Being replaced by System Support Products | Main method of selling follow-on support services |
| <b>Duration</b>         | 1-Year or 3-Year                                   |   | Renew each year for one additional year           |
| <b>Purchased When</b>   | Purchased with initial equipment order             |   | Purchased after initial support expires           |
| <b>Support Services</b> | Business Continuity Support                        |   |   |
|                         | Critical Systems Support                           |   |   |
|                         | Personalized Systems Support                       |   |   |
|                         | Foundation Support                                 |   |   |
|                         | Installation and Network Configuration Support     |   | N/A   |
|                         | Hardware Product Warranty                          |   |   |

## Support Services

Below are descriptions, attributes, and configuration information for each of the support services offered by HP. Links to more information are also available at the end of this section.

### Foundation Support Services

HP System Support Products take standard HP equipment warranty up a notch and then some. Every Support Product involves upgrading the standard hardware response time during the warranty period. Programs also include adding hardware services after warranty, and adding software support for the first year or first three years of product ownership. Your customers have several choices as outlined in this guide and all include some variation of hardware and software support combinations (when applicable) appropriate for systems, peripherals, standalone software, and selected multi-vendor products.

*Note: HP System Support Products/Options must be ordered at the same level of support as the system.*

Table 11.1 Foundation Support Services

| System Support   |   |   | Attributes       |                  |                       |
|--|---|---|------------------|------------------|-----------------------|
| System Support Products – 1 <sup>st</sup> Year (SSOptions) | System Support Products – 1 <sup>st</sup> Three Years (SSOptions) | Systems Support Solutions – Follow-On Years | Software Support |                  | Hardware Support      |
|  |   |   | Updates          | Phone Assistance |                       |
| H4400A (OS0)   | H4400Y (3Y0)  | H4400C                                      | Yes              | N/A              | Next Day              |
| H4401A (OS2)   | H4401Y (3Y2)  | H4401C                                      | Yes              | Mon.- Fri.       | Next Day              |
| H4402A (OS1)   | H4402Y (3Y1)  | H4402C                                      | Yes              | N/A              | Same Day; Mon.- Fri.  |
| H4403A (OS3)   | H4403Y (3Y3)  | H4403C                                      | Yes              | Mon.- Fri.       | Same Day; Mon.- Fri.  |
| H4404A (OS5)   | H4404Y (3Y5)  | H4404C                                      | Yes              | N/A              | Same Day; 24×7        |
| H4405A (OS6)   | H4405Y (3Y6)  | H4405C                                      | Yes              | 24×365           | Same Day; 24×7        |
| N/A  | N/A   | H4371C                                      | No               | N/A              | 3-Day Onsite          |
| N/A  | N/A   | H4406C                                      | No               | N/A              | Next Day              |
| N/A  | N/A   | H4407C                                      | No               | N/A              | Same Day; Mon.- Fri.  |
| N/A  | N/A   | H4408C                                      | No               | N/A              | Same Day; 24×7        |
| N/A  | N/A   | H4411C                                      | No               | N/A              | 6-hour Call-to-Repair |
| H4412A (OS7)   | H4412Y (3Y4)  | H4412C                                      | Yes              | N/A              | N/A                   |
| H4413A (1YC)   | N/A   | H4413C                                      | Yes              | N/A              | 6-hour Call-to-Repair |
| H4414A (1YD)   | N/A   | H4414C                                      | Yes              | 24×365           | 6-hour Call-to-Repair |

### Installation and Network Configuration Support

HP System Support Products also extend to the installation of products (for which installation is not included in the purchase price) and for the associated network configuration.

#### Features

- System installation and configuration
- Single-vendor coordination of activities
- Network configured to customer specifications
- Verification and documentation

#### Notes:

- H4725A is for HP servers, storage products, and add-on products with or without a network component that do not include basic hardware installation in the purchase price.
- H4726A is for HP Servers and add-on products with a network component that include basic hardware installation in the purchase price or products that require additional configuration beyond that delivered with H4725A. Must order H4726A to receive Implementation or Network Configuration services on these products.

**Table 11.2 Installation and Network Configuration Support**

| System Support   |   |   | Attributes   |                             |
|--|---|---|--------------|-----------------------------|
| System Support Products – 1 <sup>st</sup> Year (SSOptions) | System Support Products – 1 <sup>st</sup> Three Years (SSOptions) | Systems Support Solutions – Follow-On Years | Installation | Network Configuration       |
| H4725A (OS4)   | N/A   | N/A   | Yes          | Customer-installed products |
| H4726A (OSZ)   | N/A   | N/A   | No           | HP-installed products       |

## Personalized Systems Support

“Advanced personal support”—PSS is a comprehensive support solution that combines proactive account services with industry-leading technical assistance to help customers improve operational effectiveness and successfully manage and implement change with IT environments.

### Features

- Assigned account support engineer
- Account support plan
- Technical service topics
- Software release planning seminars
- Patch analysis
- Escalation management

### Notes:

- *Ordered on the SPU product number only*
- *Requires H4401A/Y, H4403A/Y, or H4405A/Y for each system in the customer’s environment*

| System Support   |   |   | Attributes           |                      |                      |
|--|---|---|----------------------|----------------------|----------------------|
| System Support Products – 1 <sup>st</sup> Year (SSOptions) | System Support Products – 1 <sup>st</sup> Three Years (SSOptions) | Systems Support Solutions – Follow-On Years | Software Support     |                      | Hardware Support     |
|  |   |   | Updates              | Phone Assistance     |                      |
| H4375A (OS9)   | N/A   | H4377C                                      | N/A – see note above | N/A – see note above | Next Day             |
| N/A  | N/A   | H4379C                                      | N/A – see note above | N/A – see note above | Same Day; Mon.- Fri. |
| N/A  | N/A   | H4380C                                      | N/A – see note above | N/A – see note above | Same Day; 24 × 7     |

## Critical Systems Support

“Build it right, keep it running, fix it fast”—CSS is the optimal level of support for businesses that run critical applications that are severely affected by unplanned downtime. CSS provides technical expertise through an integrated combination of proactive services and fast problem resolution to meet the demands of the computing environment. CSS can be customized to the environment by including service enhancements. Even network support is an option, providing fault isolation for network components.

### Standard Features

- Assigned support team
- Support reviews
- Operations checkup (first year)
- Technical service topics
- Change management assistance
- Enhanced patch management
- Systems monitoring and remote diagnostics with the HAO
- Immediate access for all critical problems
- 6-hour hardware call-to-repair commitment

**Notes:**

- H4385A or H4385Y ordered on all servers and peripherals
- Proactive core services must be purchased once per contract (option 900)

**Network Environment Option**

- 24x365 network support
- Multi-vendor, multi-platform, network fault isolation
- One-stop problem management for multi-vendor network environments
- Network discovery, documentation, and remote connectivity tools
- Software phone-in support for HP and non-HP network devices
- Option 0UB must be ordered once per contract
- For mid-size environment: up to 7 servers, 14 network devices (routers, switches, bridges, or hubs), 700 clients

| System Support   |   |   | Attributes  |                  |                       |
|--|---|---|---|------------------|-----------------------|
| System Support Products – 1 <sup>st</sup> Year (SSOptions) | System Support Products – 1 <sup>st</sup> Three Years (SSOptions) | Systems Support Solutions – Follow-On Years | Software Support  |                  | Hardware Support      |
|  |   |   | Updates   | Phone Assistance |                       |
| H4385A (OT1, OT3)  | H4385Y (3L1, 3L2)   | H4385C                                      | Y   | 24 x 365         | 6-hour Call-to-Repair |
| <b>H4385A Product Options</b>                              | <b>H4385Y Product Options</b>                                     | <b>N/A</b>                                  | <b>Descriptions</b>                                     |                  |                       |
| 900  | 900   | N/A   | Proactive core services. Once per contract.             |                  |                       |
| 0UB  | 0UB   | N/A   | Network Environment Support for CSS. Once per contract. |                  |                       |

**Business Continuity Support**

“Build it right, keep it running, fix it even faster”—If even the smallest amount of downtime leads to a crisis situation for your business, BCS provides the maximum resources to prevent problems and offers the fastest resolution if a problem should occur. BCS can be customized to the environment by including service enhancements, similar to CSS. Even network support is an option, providing fault isolation for network components.

**Standard Features**

- Assigned support team
- Support reviews
- Operational assessment
- Delivery process reviews
- Technical Service topics
- Change management assistance
- Enhanced patch management
- Systems monitoring and remote diagnostics with the HAO

**Notes:**

- H4395A must be ordered on all servers and peripherals in the environment.
- Proactive core services must be purchased once per contract

### Network Environment Option

- 24x365 network support
- Multi-vendor, multi-platform, network fault isolation
- One-stop problem management for multi-vendor network environments
- Network discovery, documentation, and remote connectivity tools
- Software phone-in support for HP and non-HP network devices
- Option 0UB must be ordered once per contract
- For mid-size environment: up to 7 servers, 14 network devices (routers, switches, bridges, or hubs), 700 clients

| System Support   |   |   | Attributes  |                  |                       |
|--|---|---|---|------------------|-----------------------|
| System Support Products – 1 <sup>st</sup> Year (SSOptions) | System Support Products – 1 <sup>st</sup> Three Years (SSOptions) | Systems Support Solutions – Follow-On Years | Software Support  |                  | Hardware Support      |
|  |   |   | Updates   | Phone Assistance |                       |
| H4395A (1Y3)   | N/A   | H4395C                                      | Yes   | 24x365           | 4-hour Call-to-Repair |
| <b>H4395A Product Options</b>                              |   |   | <b>Descriptions</b>                                     |                  |                       |
| 0UB  | N/A   | N/A   | Network Environment Support for BCS. Once per contract. |                  |                       |

### For More Information

*Note:* All of the following documents (except the last one) can be located by entering the Electronic Sales Partner (ESP) at <http://esp.mayfield.hp.com:2000/nav24/> and using the keyword, “CATS”.

| Document Name   | Description (URL)  |
|---|--|
| HP Upfront Services Fact Sheet:                                   | 7-page, customer-viewable, fact sheet of all HP support services from foundation through CSS. ( <a href="http://esp.mayfield.hp.com:2000/nav24/cons/sso/cpsuppro/SellingTools/090017ad80ee9b9f/090017ad80ee9b9f_1.pdf">esp.mayfield.hp.com:2000/nav24/cons/sso/cpsuppro/SellingTools/090017ad80ee9b9f/090017ad80ee9b9f_1.pdf</a> )                       |
| HP Upfront Services Data Sheet                                    | 4-page, customer-viewable, data sheet of all upfront HP system support products. ( <a href="http://esp.mayfield.hp.com:2000/nav24/cons/sso/cpsuppro/Collateral/090017ad80ee9b31/090017ad80ee9b31_1.pdf">esp.mayfield.hp.com:2000/nav24/cons/sso/cpsuppro/Collateral/090017ad80ee9b31/090017ad80ee9b31_1.pdf</a> )  |
| HP System Support Customer Brochure – You’ve Got Choices          | 4-page, customer-viewable, high-level description of all HP support services from foundation through CSS. ( <a href="http://esp.mayfield.hp.com:2000/nav24/cons/sso/cpsuppro/Collateral/090017ad80ee9d81/090017ad80ee9d81_1.pdf">esp.mayfield.hp.com:2000/nav24/cons/sso/cpsuppro/Collateral/090017ad80ee9d81/090017ad80ee9d81_1.pdf</a> )               |
| Standard HP System Support Products Data Sheet                    | 4-page data sheet on standard hardware and software support ( <a href="http://esp.mayfield.hp.com:2000/nav24/cons/sso/supserv/fserv/Collateral/090017ad80715deb/090017ad80715deb_1.pdf">esp.mayfield.hp.com:2000/nav24/cons/sso/supserv/fserv/Collateral/090017ad80715deb/090017ad80715deb_1.pdf</a> )   |
| HP Services Support Products – Reinventing HP’s Support Structure | 8-page, customer-viewable document explaining the attributes and benefits of the reinvented support structure (a.k.a., CATS). ( <a href="http://esp.mayfield.hp.com:2000/nav24/cons/sso/cpsuppro/TechWP/090017ad80ee9a98/090017ad80ee9a98_1.pdf">esp.mayfield.hp.com:2000/nav24/cons/sso/cpsuppro/TechWP/090017ad80ee9a98/090017ad80ee9a98_1.pdf</a> )   |
| HP System Support Products Cheat Sheet                            | 2-page, customer-viewable, cheat sheet comparing all upfront HP System Support Products and System Support Options. ( <a href="http://esp.mayfield.hp.com:2000/nav24/cons/sso/cpsuppro/SellingTools/090017ad80efb6e8/090017ad80efb6e8_1.pdf">esp.mayfield.hp.com:2000/nav24/cons/sso/cpsuppro/SellingTools/090017ad80efb6e8/090017ad80efb6e8_1.pdf</a> ) |
| HP System Support Products Quick Reference Card                   | 2-page, customer-viewable, quick reference of all upfront HP support services from foundation through CSS. ( <a href="http://esp.mayfield.hp.com:2000/nav24/cons/sso/cpsuppro/SellingTools/090017ad80ef8989/090017ad80ef8989_1.pdf">esp.mayfield.hp.com:2000/nav24/cons/sso/cpsuppro/SellingTools/090017ad80ef8989/090017ad80ef8989_1.pdf</a> )          |
| Electronic Sales Partner (ESP)                                    | Many customer support and mission critical sales tools and data sheets under the keyword, “CSKit”. ( <a href="http://esp.mayfield.hp.com:2000/nav24/ext/cskit/sr/index.html">esp.mayfield.hp.com:2000/nav24/ext/cskit/sr/index.html</a> )  |

