

# HP Software Technical Support Service

## HP Technology Services Contractual Services

Technical data



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 has fast, reliable access to HP Response Centers. HP Response Center 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, allowing any member of your IT staff to locate essential product and support information.

### **Service benefits**

This service enables you to:

- Improve productivity of your technical staff
- Improved system performance and reduced downtime due to software defects
- Expedited problem resolution through trained technical HP 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

- Flexible coverage window
- Flexible response times
- Additional named callers (optional)
- Onsite support at Customer request (optional)
- Prior/Mature version support (optional)

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## Specifications

**Table 1. Service features**

<b>Feature</b>	<b>Delivery specifications</b>
<b>Software electronic support</b>	<p>As a part of this service, HP will provide access to certain software-related electronic and Web-based tools and services, as applicable.</p> <p>As a Software Technical Support contract holder, the Customer has access to services available to all registered software support users, plus additional capabilities such as the ability to perform searches on technical support documents and facilitate problem-solving; to download HP software patches; and to submit and check 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 operations problems. An HP authorized representative will contact the Customer to begin software technical support service within two hours after the service request has been logged, if this time falls within the contracted coverage window.</p>
<b>Problem analysis and resolution</b>	<p>HP provides corrective support to help the Customer 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 problem resolution. Local HP management coordinates problem escalation, rapidly enlisting the skills of key problem-solving specialists throughout HP, and selected third parties.</p>
<b>Software features and operational support</b>	<p>HP provides information, as commercially available, on the latest product features, known problems and available solutions, and operational advice and assistance.</p>
<b>Problem isolation</b>	<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>
<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 if the Customer encounters difficulties after installation and configuration of a software product. Advisory support for products that are installed in a network environment is also provided.</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 customization of the coverage window to address the Customer's business needs.</p>
<b>Flexible response times</b>	<p>Response time specifies the period of time that begins when the initial service request is received and logged with HP and ends when the HP authorized representative calls the Customer to review the request, if this time falls within the specified coverage window.</p>

The following response times are available:

- 2-hour response: An HP authorized representative will contact the Customer to begin software technical support service within 2 hours after the service request has been logged, if this time falls within the contracted coverage window.
- 1-hour response: An HP authorized representative will contact the Customer to begin software technical support service within 1 hour after the service request has been logged, if this time falls within the contracted coverage window.

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## Specifications

**Table 2. Optional service features**

<b>Feature</b>	<b>Delivery specifications</b>
<b>Additional named callers</b>	Support for three named Customer authorized callers is included with this service. The Customer can optionally purchase support for additional callers.
<b>Onsite support at Customer request</b>	The Customer may purchase the presence of an HP software technical support provider onsite. This option is for cases when the Customer does not view remote software technical support services as an acceptable alternative.
<b>Prior/Mature version support</b>	<p>Support for select prior versions and mature software products (mature software products means software products that will have no new versions) may be available as the two following optional service offerings to address specific 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 a local HP sales office.</p>

## Customer responsibilities

The Customer will:

- Have rightfully acquired appropriate licenses to 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 software vendor
- Retain and provide to HP upon request all original software licenses, upgrade license agreements, and license keys

## 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.

## 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 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.

## Ordering information

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 are not transferable and will expire at the end of the contract term. To obtain further information or to order HP Software Technical Support Service, contact a local HP sales representative.

## For more information

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

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

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