

Technical Assistance that Increases the Speed, Ease and Cost Effectiveness of Integrating into the HP Smart Internet Usage Program

HP Smart Internet Usage (SIU) is a carrier class mediation platform. It provides network service providers with the ability to logically integrate packet and cell based devices with traditional circuit services. Further, by effectively allowing the standardized integration of all network devices with the business support systems, new service and charging models are enabled.

HP Smart Internet Usage Developer Assist is a technical support service designed to aid developers who are building products that integrate with the HP Smart Internet Usage family. The HP Smart Internet Usage Developer Assist service offers developers access to HP engineers located directly within the divisions where development for HP Smart Internet Usage products takes place. By purchasing a Developer Assist product, developers will enhance their ability to build tightly integrated products and solutions quickly and easily.

Who Can Benefit from Developer Assist?

All types of developers who have decided to leverage the HP Smart Internet Usage family of solutions by integrating with them can benefit from a Developer Assist product.

HP Smart Internet Usage Developer Assist products and pricing have been structured with flexibility in mind. Whether your project is a small, one-time operation or a large, re-occurring development cycle, HP Smart Internet Usage Developer Assist has an option that will fit your project and budget.

HP Smart Internet Usage Developer Assist offers integration support for both hardware and software developers. Whether you develop networking devices that need to be encapsulated and mediated by HP Smart Internet Usage or you wish to integrate your business support system or management application with HP Smart Internet Usage via the Application Developer Kit (ADK) HP Smart Internet Usage Developer Assist can answer your questions.

Benefits

Save time being helped by highly qualified engineers

Prevent costly mistakes by leveraging code and tools from HP developer assist engineers

Keep up to date on latest developments

Gain security of knowing particular incidents will receive special attention



The Meter for the Internet

Area of Assistance

HP Smart Internet Usage Developer Assist service helps developers who are pursuing integration by:

- Providing access to the Java Interface documentation, the IDL sources and sample C++ bindings
- Explaining and clarifying API's and extensible java objects (encapsulators, rules, transaction applications and data stores), documentation and sample applications
- Helping to identify possible HP Smart Internet Usage defects
- Explaining and distributing patches and fixes
- Helping develop workarounds when necessary

While the HP Smart Internet Usage Developer Assist service is geared towards making integration as easy and quick as possible, it is not intended to provide consulting on overall design and layout of mediation applications or industry standards or substitute for training classes.

HP offers Smart Internet Usage training courses designed to teach developers the concepts and skills necessary to successfully use the HP Smart Internet Usage API sets and integration points.

Trained developers possess a solid foundation of expertise on top of which the Developer Assist service can build. For more information on HP Smart Internet Usage training classes, call the Smart Internet Hotline at (USA) 408 447 4815.

Products

HP Smart Internet Usage Developer Assist service offers three products:

• **HP Smart Internet Usage Developer Assist**

HP Smart Internet Usage Developer Assist provides a license to use the software developer kit and associated high quality developer integration support services including an initial six incidents. The license is for one year.

• **HP Smart Internet Usage Developer Assist Extension Six Pack**

HP Smart Internet Usage Developer Assist Extension Six Pack provides the flexibility to purchase incidents as needed. The Six Pack is ideal for:

- Smaller or less complex development efforts
- Experienced HP Smart Internet Usage developers who may only need an "insurance policy"
- Short term consulting situations
- Projects with heavy initial development and zero to minimal development thereafter

• **HP Smart Internet Usage Developer Assist Extension Value Pack**

HP Smart Internet Usage Developer Assist Extension Value Pack product provides the flexibility to purchase incidents in bulk. The Value Pack is excellent for:

- Complex, large development projects
- Ongoing or reoccurring development
- Long term consulting situations

Features and Benefits

Developer Assist's goal is to minimize the time to market of the developers SIU based solution. A number of features aim at this goal.

The Meter for the Internet

Access to Factory based Engineers

Developer Assist differs from most other support services in that developers can submit questions directly to HP engineers and programmers located where development for HP Smart Internet Usage takes place.

All HP Smart Internet Usage Developer Assist engineers are trained programmers with significant experience with HP Smart Internet Usage products, API's and code.

Benefit: Developers **save time** by being able to work directly with highly qualified engineers who have immediate access to development information.

Developer Resources

Developers will gain access to development related FAQ's (Frequently Asked Questions), white papers, and new HP Smart Internet Usage sample applications via the Developer Assist customer web site.

Benefit: Developers can prevent costly mistakes by being able to benefit **immediately** from resources created by Developer Assist Engineers.

Proactive Information

All developers who purchase any Developers Assist product will periodically receive pertinent information about patches, defects, new product information, etc. via avenues such as the Web, e-mail, faxes or newsletters.

Benefit: Developers will be kept up to date by receiving crucial development information **proactively**.

Escalation Procedure

As the situation warrants, a developer incident can be escalated. Escalated incidents receive special attention and priority.

Benefit: Developers **gain security** by knowing that particular incidents can receive special attention.

The Developer Assist products accommodate submission of incidents at any time after which they are logged for response from Developer Assist engineers.

Initial Response Time

An initial e-mail response or telephone call-back to an incident will usually be made within eight working hours (US-PST). Responses from HP engineers will generally be via e-mail but may include phone calls as the situation requires.

Number of Contracts

Developers may designate two contacts per Developer Assist contract. The designated contacts are the only people eligible to submit incidents to Developer Assist. If more than two contacts are required, an additional HP Smart Internet Usage Developer Assist contract must be purchased.

Expiration

The HP Smart Internet Usage Developer Assist product license expires one year after purchase.

Ordering Information

- HP Model Z7510A SIU Developer Assist
- HP Model Z7517A SIU Developer Assist Extension Six Pack
- HP Model Z7518A SIU Developer Assist Plus
- HP Model Z7533A SIU Developer Assist Extension Value Pack