

HP Priority Services

HP Care Pack Service



Service feature highlights

HP Priority Access

- Access to remote global support agents
- Available in more than 60 countries and over 20 languages
- Online case management tools

HP Priority Access Plus

- All features of HP Priority Access
- Dedicated remote contact person for support
- Quarterly performance reporting

HP Priority Management

- All features of HP Priority Access Plus
- HP Global Support Manager, located at your headquarter region for support and will travel a maximum of four times per year to customer's site
- Parts prioritisation
- Performance monitoring, executive-level reporting and proactive support planning for premium support

Service overview

HP Priority Services are designed to enhance enterprise IT performance, working with your IT staff around the world and providing your organisation with premium global support. HP Priority Services are IT support services that include an HP Global Support Manager, who proactively plans and manages your IT support needs and provides tech-to-tech support to help improve the productivity and effectiveness of your help desk resources. HP focuses on your needs by providing services and support designed to address the technology challenges you face today so your company can quickly get back to work.

HP Priority Services are available for HP commercial customers with IT help desks. HP Priority Services are available in three tiers: (1) HP Priority Access¹ (2) HP Priority Access Plus² and (3) HP Priority Management Service.³ HP Priority Access offers premium access to global support agents and provides advanced tools to expedite your support needs and improve help desk productivity. HP Priority Access Plus offers all the features of HP Priority Access and regular reporting of support cases on the installed base, as well as a dedicated escalation path. HP Priority Management offers all the features of HP Priority Access as well as an HP Global Support Manager, located in the region in which your headquarters is based, who proactively monitors and manages your support needs.



	HP Priority Access	HP Priority Access Plus	HP Priority Management
Technical support design for IT	•	•	•
Global experience	•	•	•
Direct access	•	•	•
Online case management tools	•	•	•
Assigned remote support contact		•	
Incident management		•	•
Monthly performance reporting			•
Quarterly performance reporting		•	•
Assigned global support contact			•
Proactive support plan			•
Prioritised repairs ⁴			•
Parts prioritisation			•
Performance management			•
Quarterly executive performance reviews		•	•
Face-to-face site visits*			•
Executive-level reporting			•

Table 1. HP Priority Access features

Feature	Delivery specifications
Technical support designed for IT	Designed to support IT professionals, rather than end users, this feature leverages the customer’s diagnosis, bypassing standard troubleshooting steps and resulting in up to 30% shorter support call times than with HP standard remote support.
Global experience	This feature provides a globally consistent experience in more than 60 countries and over 20 languages. Refer to the “Geographic coverage” section (table 4) for specific country information.
Direct access	Customer IT help desk teams get prioritised access to specially trained HP IT support professionals with a freephone number and a unique PIN.
Online case management tools	This feature provides support tools with web-based submission and tracking solutions. The HP GSCM tool provides 24x7 access and enables the customer to submit and manage support cases online. Additional access information is included in program onboarding information that is sent to the customer upon purchase.

Table 2. HP Priority Access Plus feature

Feature	Delivery specifications
HP Priority Access	This service includes all of the features of HP Priority Access, which are listed in Table 1.
Assigned remote support contact	This feature provides a dedicated remote support expert to manage and address the customer's support needs.
Incident management	This feature provides a dedicated remote support expert to reactively manage and address the customer's support needs when standard support processes have failed.
Quarterly performance reporting	This feature provides executive-level reporting that assesses the customer's unique product quality and service status.

Table 3. HP Priority Management feature

Feature	Delivery specifications
HP Priority Access	This service includes all of the features of HP Priority Access and HP Priority Access Plus, which are listed in Table 1 and Table 2, in addition to the assignment of a Global Support Manager.
Assigned remote support contact	<p>An HP Global Support Manager, who is located in the customer's region and is responsible for meeting global support needs, will be assigned to the customer.</p> <p>The Global Support Manager is a highly trained professional who has a thorough understanding of the customer's business and strategic IT requirements. The Global Support Manager is located in the same geographic region as the customer's headquarters, is aligned with the customer's executive management team and makes strategic support decisions.</p> <p>If an issue does arise that requires special attention, the Global Support Manager will act as the customer's single point of contact within HP. In that role, the Global Support Manager can assign HP service professionals to address the customer's unique requirements quickly and effectively. The HP Global Support Manager will travel to the customer's site a maximum of four times a year. The purpose of each visit will be defined as part of the proactive support planning.</p>

Feature	Delivery specifications
Proactive support plan	Proactive support plan problem management. The HP Global Support Manager regularly monitors key operational performance indicators and tracks results against the customer's established targets. Through regular customer updates, this feature provides thorough root-cause analysis, corrective action plans and resolution timelines.
Parts prioritisation	Whether the customer has experienced a natural disaster or everyday technical issues, this feature provides the customer with proactive prioritised access to parts that improve end-user uptime. In the event that a spare/repair part shortage occurs, fulfilment of orders for HP Priority Management customers will be prioritised when inventory becomes available. Support teams may also employ exceptional methods to acquire inventory for these customers including, but not limited to, internal inventory sourcing, expedited factory deliveries and broker purchases.
Repair prioritisation	This feature provides front-of-line repair handling or scheduling, dependent on base warranty or break/fix HP Care Pack registered to the unit. This feature does not change or uplift the warranty or HP Care Pack attached to each unit.
Performance reporting	This feature provides executive-level reporting that assesses the customer's unique product quality and service status, as well as regular status communications to track the support health of the installed base.
Performance management	This feature provides monthly and quarterly reviews with the HP Global Support Manager to recap performance metrics. The HP Global Support Manager will provide proactive advice management for assistance to install devices or to ensure optimal health and uptime of devices. Quarterly performance summary reports provide action plans to address any deviations from targets; monthly open and closed escalations include an issue summary and root-cause action plans (when required).

Table 4. Service level option

Option	Delivery specifications
Cover period	HP Priority Services are available in 1-, 2-, 3-, 4- or 5-year cover periods. The cover period is indicated in the description of the selected package

Service eligibility

Only HP PC and commercial printer products and HP-supported products that are sold by HP or an HP authorised reseller are eligible; the service is limited to the following PC products: desktops, notebooks, workstations, retail point-of-sale products and thin clients. HP monitors will be included with the desktop or workstation unit.

The customer must have a valid HP warranty, HP Care Pack or hardware service contract for any hardware receiving this service.

HP requires that customers cover 100% of their in-warranty installed base of HP PC and commercial printer units when purchasing HP Priority Services.

The customer must have an IT department or a customer-authorised IT help desk service provider that conducts hardware diagnosis for the customer's end-user HP technical issues. Only the customer's IT help desk professionals or those of a customer-authorised partner will be allowed to contact HP Priority Services for support.

Customers purchasing HP Priority Access must have an installed base of at least 250 in-warranty HP PC and/or commercial printer units.

Customers purchasing HP Priority Access Plus must have an installed base of at least 1,000 in-warranty HP PC units.

Customers purchasing HP Priority Management must have an installed base of at least 5,000 in-warranty HP PC and/or commercial printer units.

Geographic coverage

Table 5. Geographic coverage

Region	Countries
Americas	Anguilla, Antigua and Barbuda, Argentina, Aruba, Bahamas, Barbados, Brazil, British Virgin Islands, Canada, Cayman Islands, Chile, Colombia, Costa Rica, Dominica, Dominican Republic, Ecuador, Grenada, Guatemala, Guyana, Haiti, Honduras, Jamaica, Mexico, Montserrat, Netherlands Antilles, Panama, Peru, Puerto Rico, Saint Kitts and Nevis, Saint Lucia, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, Suriname, Trinidad and Tobago, Turks and Caicos, Uruguay, United States, US Virgin Islands.
Europe, Middle East and Africa	Austria, Belgium, Czechia, Denmark, Egypt, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Israel, Italy, Luxembourg, Morocco, the Netherlands, Nigeria, Norway, Poland, Portugal, Qatar, Russia, Saudi Arabia, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Türkiye, United Arab Emirates, United Kingdom
Asia Pacific and Japan	Australia, China, Hong Kong, India, Indonesia, Japan, Malaysia, New Zealand, Philippines, South Korea, Singapore, Taiwan, Thailand



Languages supported

The following languages are supported by HP support centres: Bahasa, Cantonese, Czech, Danish, Dutch, English, Finnish, French, German, Hindi, Hungarian, Italian, Japanese, Korean, Mandarin, Norwegian, Polish, Portuguese, Russian, Slovak, Spanish, Swedish, Thai and Turkish.

Customer responsibilities

If the customer does not act upon the specified customer responsibilities, at HP's discretion, HP or the HP-authorized service provider will i) not be obliged to deliver the services as described or ii) perform such service at the customer's expense at the prevailing time and material rates.

The customer will:

- Provide an accurate estimate of the entire HP installed base with a valid HP warranty, Care Pack or hardware service contract
- Prior to a support incident, conduct internal troubleshooting and diagnosis
- During a support incident, have the customer's designated support contact perform the following:
 - Provide all information necessary for HP to deliver timely and professional support and to enable HP to determine the level of support eligibility
 - Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

Service limitations

Activities such as, but not limited to, the following are excluded from this service:

- Hardware without a valid HP warranty, HP Care Pack or hardware service contract (except as noted in the "Service eligibility" section)
- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active HP warranty or an applicable HP hardware support agreement
- Services required due to failure of the customer to incorporate any system fix, repair, patch or modification provided to the customer by HP
- Services required due to failure of the customer to take preventive action previously advised by HP
- Services that, in the opinion of HP, are required due to unauthorised attempts by non-HP personnel to install, repair, maintain or modify hardware, firmware or software
- Any services not clearly specified in this document

Parts prioritisation is not available in the following countries: Caribbean countries, Dominican Republic, Ecuador, Guatemala, Honduras and Uruguay.



General provisions/other exclusions

The HP Priority Services activation process will begin within 30 days of purchase.

HP reserves the right to deny this service if the customer provides inaccurate or fraudulent information regarding the customer's in-warranty installed base.

HP reserves the right to conduct routine audits of the customer's in-warranty installed base to ensure that the fleet is sized accurately.

HP's ability to deliver this service is dependent upon the customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the customer provides to HP.

Geographic locations and languages are subject to change.



Ordering information

To obtain further information or to order HP Priority Services, contact a local HP sales representative

PC part numbers		Printer part numbers	
U7C98E	1 yr HP Priority Access	U1PB1E	1 yr HP Priority Access
U04TYE	2 yr HP Priority Access		
U7C99E	3 yr HP Priority Access	U1PB2E	3 yr HP Priority Access
U1PV6E	4 yr HP Priority Access	U4ZX6E	4 yr HP Priority Access
U1PV7E	5 yr HP Priority Access	U4ZX7E	5 yr HP Priority Access
U9DL9E	1 yr HP Priority Access Plus	U9DB6E	1 yr HP Priority Access Plus
U04TZE	2 yr HP Priority Access Plus		
U9DM0E	3 yr HP Priority Access Plus	U9DB7E	3 yr HP Priority Access Plus
U9DM1E	4 yr HP Priority Access Plus	U9DB8E	4 yr HP Priority Access Plus
U9DM2E	5 yr HP Priority Access Plus	U9DB9E	5 yr HP Priority Access Plus
U7D00E	1 yr HP Priority Management	U1PB3E	1 yr HP Priority Management
U04U0E	2 yr HP Priority Management		
U7D01E	3 yr HP Priority Management	U1PB4E	3 yr HP Priority Management
U1PV8E	4 yr HP Priority Management	U4ZX8E	4 yr HP Priority Management
U1PV9E	5 yr HP Priority Management	U4ZX9E	5 yr Priority Management

For more information, go to: hp.com/us-en/services/lifecycle/optimize.html

¹ HP Priority Access requires a minimum of 250 HP PC and/or HP commercial printer units. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract.

² HP Priority Access Plus requires a minimum of 1,000 HP PC and/or HP commercial printer units. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract.

³ Priority Management requires a minimum of 5,000 HP PC and/or HP commercial printer units. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract.

⁴ Parts prioritisation will vary per market.

