HP Priority Access and Priority Management Services for Commercial Customers

HP Priority Services

Service feature highlights

HP Priority Access Service

- Provides direct access to highly skilled remote support agents for your IT help desk agents

- Reduces help desk phone time by leveraging internal diagnoses to efficiently process repairs and resolve issues

- Delivers a globally consistent experience available in more than 60 countries and 15 languages

- Provides access to special online case management tools

HP Priority Management Service

- Includes all features of the Priority Access Service

- Provides an HP global support manager located in your geographic region—a dedicated HP support expert acting as a single point of contact to manage and proactively plan your global support needs

- Provides parts prioritisation to reduce downtime and get you back to business faster

- Delivers performance monitoring, executive-level reporting and proactive support planning to provide a premium support experience

Services overview

HP Priority Services, which are designed to improve the performance of enterprise IT and work with IT staff around the world, provide customers with premium global support and help them get back to business fast. 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 you improve productivity and the effectiveness of your help desk resources. By providing services designed to address the technology challenges you face today, HP focuses on your needs.

HP Priority Services are available for HP commercial PC customers with IT help desks. Priority Services are available in two tiers: (1) HP Priority Access Service and (2) HP Priority Management Service. The Priority Access Service offers premium access to advanced global support agents and provides tools to expedite your support needs and improve help desk productivity. The Priority Management Service offers all the features of the Priority Access Service as well as an HP global support manager located in your region who monitors and manages your support needs.

	Technical Support Design for IT	Global Experience	Direct Access	Online Case-Management Tools	Dedicated Support Contact	Proactive Support Plan	Problem Management	Parts Prioritisation	Performance Management
HP Priority Access Service	•	•	•	•					
HP Priority Management Service	•	•	•	•	•	•	•	•	•

Specifications

Table 1. HP Priority Access Service features

Feature	Delivery specifications
Technical Support Design for IT	Designed to support IT professionals, rather than PC end users, this feature leverages the Customer's diagnosis, bypassing standard troubleshooting steps and resulting in up to 30 percent shorter support call times than HP standard remote support.
Global Experience	This provides a globally consistent experience in more than 60 countries and 15 languages. Refer to the 'Geographic coverage' section (table 4) for specific country information.
Direct Access	Customer IT help desk teams get priority 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 Support Case Manager (SCM) provides 24x7 access and enables the Customer to submit and manage support cases via the Internet.
	Additional access information is included in program onboarding information that is sent to the Customer upon purchase.

Table 2. HP Priority Management Service features

Feature	Delivery specifications
Priority Access	This includes all of the features of the Priority Access Service.
Dedicated Support Contact	An HP global customer support manager (GCSM), who is located in the Customer's region and is dedicated to meeting global support needs, will be assigned to the Customer.
	The HP GCSM is a highly trained professional who has a thorough understanding of the Customer's business and strategic IT requirements. The GCSM is located in the same geographic region as the Customer's headquarters location, is aligned with the Customer's executive management and makes strategic support decisions.
	If an issue does arise that requires special attention, the GCSM will act as the Customer's single point of contact within HP. In that role, the GCSM can align HP's service professionals to quickly and effectively address the Customer's unique requirements.
Proactive Support Plan	An HP support manager will work with the Customer to understand their business and strategic IT requirements and then design and implement a proactive support plan tailored to meet their needs.
	Once the Customer purchases this service, the support manager will meet with the Customer and the HP account team to gain a thorough understanding of the Customer's business and IT requirements, including a review and documentation of the Customer's geographical footprint, entitlements, SLAs and specific support instructions.
Problem Management	This feature provides a dedicated support expert to proactively manage and address the Customer's support needs and performance.
	The HP GCSM 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 part shortage occurs, fulfilment of orders for HP Priority Management customers will be prioritised at the time the inventory becomes available. Additionally, support teams may utilise exceptional methods to acquire inventory for these customers including, but not limited to, internal inventory sourcing, expedited factory deliveries, and broker purchases.

Feature	Delivery specifications
Performance Management	This 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.
	This feature provides monthly and quarterly reviews with the HP global support manager to recap performance metrics. 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.

Table 3. Service-level options

Option	Delivery specifications
Duration	HP Priority Services are available in 1-year or 3-year coverage durations. The coverage duration is indicated in the description of the selected package.

Service eligibility

• Only HP PC 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, thin clients and tablets.

• The Customer must have a valid HP warranty or HP extended hardware service contract for any hardware receiving this service.

• HP requires that customers cover 100 percent of their in-warranty installed base of HP PC 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 PC technical issues. Only the Customer's IT help desk professional or those of a Customer-authorised partner will be allowed to contact HP Priority Services for support.

• Customers purchasing the Priority Access Service must have an installed base of at least 250 in-warranty HP PC units.

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

Geographic coverage

Table 4. Geographic coverage

Region	Countries
Americas	Argentina, Brazil, Canada, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, Guatemala, Honduras, Mexico, Nicaragua, Panama, Peru, Puerto Rico, Uruguay, United States, Venezuela
Europe, Middle East and Africa	Austria, Belgium, Czech Republic, Denmark, Egypt, Finland, France, Germany, Greece, Hungary, Ireland, Israel, Italy, Luxembourg, Morocco, the Netherlands, Nigeria, Norway, Poland, Portugal, Qatar, Russia, Saudi Arabia, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Turkey, 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 image types are supported: Bahasa, Cantonese, Dutch, English, French, German, Hindi, Italian, Japanese, Korean, Mandarin, Polish, Portuguese, Spanish, Thai and Turkish.

Customer responsibilities

The Customer will:

- Provide an accurate estimate of the entire HP PC installed base with a valid HP warranty or HP extended 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 remote 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

In case Customer does not satisfy all Customer respectabilities listed above, HP or HP authorised service provider (i) may suspend or terminate delivery of services, or (ii) charge Customer its standard time and material charges for the services.

Service limitations

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

- Hardware without a valid HP warranty or HP extended 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 avoidance 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: Dominican Republic, Ecuador, Guatemala, Honduras, Nicaragua and Uruguay.

General provisions/Other exclusions
- HP Priority Services will be activated within 30 days of purchase of the service.

- HP reserves the right to deny this service if the Customer provides inaccurate or fraudulent information regarding their in-warranty PC installed base.

- HP reserves the right to conduct routine audits of the Customer's in-warranty installed base to ensure that there is an accurate sizing of the fleet.

- 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.

Table 5. Product ordering information

Service part no.	Description
U7C98E	HP 1yr Priority Access PC 250+ seats SVC
U7C99E	HP 3yr Priority Access PC 250+ seats SVC
U7D00E	HP 1yr PriorityManagemt PC 1k+ seats SVC
U7D01E	HP 3yr PriorityManagemt PC 1k+ seats SVC

For more information

For additional information on HP Priority Services in your region, visit:
hp.com/services/support

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