

HP Priority Services

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 remote global support manager and/or 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 four tiers:

- HP Priority Access¹
- HP Priority Access Plus²
- HP Priority Management³
- HP Priority Management Plus⁴

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

Service highlights

HP Priority Access¹

- Provides premium access to highly skilled remote support agents and advanced tools to expedite your support needs and improve help desk productivity
- Reduces help desk phone time by leveraging internal diagnoses to efficiently process repairs and resolve issues
- Delivers a globally consistent experience that is available in 57 countries and over 20 languages
- Provides access to special online case management tools

HP Priority Access Plus²

- Includes all features of the Priority Access Service
- Provides a dedicated remote global support agent to reactively manage your support needs
- Delivers performance reporting on a quarterly basis

HP Priority Management³

- Includes all features of the Priority Access and Priority Access Plus Service except for an assigned remote global support agent. Instead, it provides an HP global support manager, located in the region of the customer's headquarters, who proactively monitors and manages your support needs and will travel a maximum of four times per year to the customer's site as defined during the proactive support planning.
- Provides parts prioritisation to reduce downtime and get you back to work faster^{5,6}
- Delivers installed base performance monitoring, executive-level reporting and proactive support planning to provide a premium support experience

HP Priority Management Plus⁴

- Includes all features of the Priority Management plus a dedicated HP Technical Expert who manages your technical support needs
- Delivers proactive account technical support, product and tools training, technical escalation management and proactive deployment management

Service features and delivery specifications

	HP Priority Access	HP Priority Access Plus	HP Priority Management	HP Priority Management Plus
Global support agents	●	●	●	●
Global experience	●	●	●	●
Direct access	●	●	●	●
Online case management tools	●	●	●	●
Remote global support manager		●		
Incident management		●	●	●
Monthly performance reporting			●	●
Quarterly performance reporting		●	●	●
Assigned global support manager			●	●
Proactive support plan			●	●
Problem management			●	●
Prioritised repairs ^{5,6}			●	●
Parts prioritisation ^{5,6}			●	●
Performance management			●	●
Quarterly executive performance reviews		●	●	●
Face-to-face			●	●
Executive-level reporting			●	●
Assigned Technical Expert				●
Proactive Technical Support				●
Product and tools training				●
Technical escalation management				●
Proactive deployment management				●

Table 1. HP Priority Access features

Feature	Delivery specifications
Global support agents	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 almost 60 countries and over 20 languages. Refer to the "Geographic coverage" section for specific country information.
Direct access	Customer IT help desk teams get 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. MyHPSupport Tool provides 24/7 ⁷ 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 features

This service includes all of the features of HP Priority Access, which are listed in Table 1, as well as:

Feature	Delivery specifications
Assigned remote global support agent	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 features

This service includes all the features of HP Priority Access and Priority Access Plus, listed in table 1 and 2, except for an assigned remote global support agent. Additionally, it includes the following:

Feature	Delivery specifications
Assigned global support manager	<p>An HP global support manager, who 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 and makes strategic support decisions. 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>
Proactive support plan	An HP global support manager will work with the customer to understand their business and strategic IT requirements and will then design and implement a proactive support plan tailored to meet the customer's needs. Once the customer purchases this service, the HP global 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	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 ^{5,6}	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 at the time that 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 ^{5,6}	This feature provides front-of-line repair handling or scheduling, dependent on the 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. HP Priority Management Plus features

This service includes all of the features of Priority Access and Priority Management, which are listed in Table 1 and Table 3.

Feature	Delivery specifications
Assigned Technical Expert	<p>An HP Technical Expert, either remote or located in the customer's region, responsible for meeting global technical support needs, will be assigned to the customer's IT department.</p> <p>The HP Technical Expert is a highly trained professional who has a thorough understanding of the customer's HP product portfolio. In coordination with the HP Global Customer Support Manager (GCSM), and if needed, the HP Technical Expert will set up regular technical calls with the customer and participate in the customer's HP quarterly business review (if local will meet with the customer periodically).</p> <p>If a complex technical problem does arise, the HP Technical Expert will coordinate the technical response by pulling the required HP internal resources and following up with the customer's IT team on the resolution.</p>
Proactive technical support	<p>The HP Technical Expert will maintain communication with the customer for proactive recommendations (e.g BIOS, firmware, driver updates) to help prevent issues and keep the customer's fleets up to date.</p> <p>The HP Technical Expert will maintain communication with the customer and represents the customer internally to engage and coordinate HP internal resources for systemic technical problem investigation.</p> <p>In that role, pulls the necessary service data and required analysis to address the customer's unique requirements quickly and effectively, based on a thorough understanding of the customer's product base.</p>

Product and tools training	Available to help address product queries from the customer's IT department and provide training in HP's technical tools.
Technical escalation management	Acts as single point of contact to manage technical escalation investigation with the customer's IT department, HP and third party (if needed). The HP Technical Expert will manage the technical investigation E2E with priority, by pulling the right HP resources and facilitating necessary technical meetings with HP and the customer's employees. In addition, provide timely updates to the customer's IT department as needed.
Proactive deployment management	Special attention during deployment of new products. The HP Technical Expert must adhere to the customer's new product deployment schedule and engage in a timely manner to assess the image ahead of deployment and provide recommended updates to help prevent issues. In addition, partner with the customer to be alert to issues during deployment and monitor these during the post-deployment period.

Coverage⁸

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

HP Priority Services are available in almost 60 countries, as outlined below. Geographic locations and languages are subject to change.

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 ⁸	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, the United Kingdom
Asia Pacific and Japan	Australia, China, Hong Kong, India, Indonesia, Japan, Malaysia, New Zealand, Philippines, Singapore, South Korea, Taiwan, Thailand

Languages supported⁹

Bahasa	English	Hungarian	Norwegian	Spanish
Cantonese	Finnish	Italian	Polish	Swedish
Czech	French	Japanese	Portuguese	Turkish
Danish	German	Korean	Slovak	Thai
Dutch	Hindi	Mandarin		

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

Prerequisites

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-authorized 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-authorized 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 10,000 commercial PCs or 1,000 commercial printers.

Customers purchasing HP Priority Management Plus must have an installed base of at least 10,000 commercial PCs or 2,000 commercial printers.

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

Exclusions

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

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.

Ordering information

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

PC part number	Description	Printer part number	Description
U80M5E	1-yr HP Priority Access PC 250+ seats SVC	U1PB1E	1-yr HP Priority Access Print
U80LYE	2-yr HP Priority Access PC 250+ seats SVC		
U80M6E	3-yr HP Priority Access PC 250+ seats SVC	U1PB2E	3-yr HP Priority Access Print
U80M1E	4-yr HP Priority Access PC 250+ seats SVC	U4ZX6E	4-yr HP Priority Access Print
U80M2E	5-yr HP Priority Access PC 250+ seats SVC	U4ZX7E	5-yr HP Priority Access Print
U80M9E	1-yr HP Priority Access Plus PC 1K+ seats SVC	U9DB6E	1-yr HP Priority Access Plus Print
U80LZE	2-yr HP Priority Access Plus PC 1K+ seats SVC		
U80MBE	3-yr HP Priority Access Plus PC 1K+ seats SVC	U9DB7E	3-yr HP Priority Access Plus Print
U80MCE	4-yr HP Priority Access Plus PC 1K+ seats SVC	U9DB8E	4-yr HP Priority Access Plus Print
U80MDE	5-yr HP Priority Access Plus PC 1K+ seats SVC	U9DB9E	5-yr HP Priority Access Plus Print
U80M7E	1-yr HP Priority Management PC 5K+ seats SVC	U1PB3E	1-yr HP Priority Management Print
U80M0E	2-yr HP Priority Management PC 5K+ seats SVC		
U80M8E	3-yr HP Priority Management PC 5K+ seats SVC	U1PB4E	3-yr HP Priority Management Print
U80M3E	4-yr HP Priority Management PC 5K+ seats SVC	U4ZX8E	4-yr HP Priority Management Print
U80M4E	5-yr HP Priority Management PC 5K+ seats SVC	U4ZX9E	5-yr HP Priority Management Print
U62G2E	1-yr Priority Management Plus		
U62G3E	2-yr Priority Management Plus		

U62G4E	3-yr Priority Management Plus		
U62G5E	4-yr Priority Management Plus		
U64GFE	5-yr Priority Management Plus		

Learn more at hp.com/support-services



- 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. HP Priority Management requires a minimum of 10,000 commercial PCs or 1,000 commercial printers. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract.
- 4. HP Priority Management Plus requires a minimum of 10,000 commercial PCs or 2,000 commercial printers. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract.
- 5. Parts prioritisation and prioritised repairs will vary by market.
- 6. Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on the date of hardware purchase. Restrictions and limitations apply. For details, visit <https://cpc2.ext.hp.com/>. HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customers may have additional statutory rights according to applicable local laws and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP product.
- 7. 24/7 phone support available in English only.
- 8. HP Priority Management Plus is only available in the Europe, Middle East and Africa (EMEA) region.
- 9. Language support is only available through remote agents, while SDM/TCAMs support may differ by country.