

# HP Priority Services

## Service overview

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HP Priority Services are designed to enhance enterprise IT performance, working with your IT staff around the world and providing your organization 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 business.

HP Priority Services are available for HP commercial customers with IT help desks. HP Priority Services are available in three tiers:

- HP Priority Access<sup>1</sup>
- HP Priority Access Plus<sup>2</sup>
- HP Priority Management<sup>3</sup>

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

## Service highlights

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### HP Priority Access<sup>1</sup>

- 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 Plus<sup>2</sup>

- 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 Management<sup>3</sup>

- Includes all features of the Priority Access and Priority Access Plus Service except the assignment of 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 prioritization to reduce downtime and get you back to business faster<sup>4</sup>
- Delivers install base performance monitoring, executive-level reporting, and proactive support planning to provide a premium support experience

# Service features and delivery specifications

	HP Priority Access	HP Priority Access Plus	HP Priority Management
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			●
Prioritized repairs <sup>4</sup>			●
Parts prioritization <sup>4</sup>			●
Performance management			●
Quarterly executive performance reviews		●	●
Face-to-face			●
Executive-level reporting			●

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 percent shorter support call times than 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 toll-free number and a unique PIN.
Online case management tools	<p>This feature provides support tools with web-based submission and tracking solutions. <a href="#">MyHPSupport Tool</a> provides 24x7<sup>6</sup> access and enables the customer to submit and manage support cases via the Internet.</p> <p>Additional access information is included in program onboarding information that is sent to the customer upon purchase.</p>

Table 2. HP Priority Access Plus features

This service includes all of the features of HP Priority Access, 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 of the features of HP Priority Access and Priority Access Plus, listed in table 1 and 2, except this will include the assignment of a global support manager as well as:

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 location, 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 align HP's service professionals to quickly and effectively address the customer's unique requirements. The HP global support manager will travel to the customer's site a maximum of four times a year. The purpose for each visit is to 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 the customer's business and strategic IT requirements and then will 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 prioritization <sup>4,5</sup>	Whether the customer has experienced a natural disaster or everyday technical issues, this feature provides the customer with proactive prioritized access to parts that improve end-user uptime. In the event that a spare/repair part shortage occurs, fulfillment of orders for HP Priority Management customers will be prioritized at the time inventory becomes available. Additionally, support teams may utilize exceptional methods to acquire inventory for these customers including, but not limited to, internal inventory sourcing, expedited factory deliveries, and broker purchases.
Repair prioritization <sup>4,5</sup>	This feature provides front-of-line repair handling or scheduling, dependent on the base warranty or the 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 install 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).

## Coverage

HP Priority Services are available in 1-, 2-, 3-, 4-, or 5- year coverage durations. The coverage duration is indicated in the description of the selected package.

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

Region	Countries
Americas	Anguila, 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, Anguilla, 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, Czech Republic, Denmark, Egypt, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Israel, Italy, Luxembourg, Morocco, The Netherlands, Nigeria, Norway, Poland, Portugal, Qatar, 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, Singapore, South Korea, Taiwan, Thailand

## Languages supported

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 obligated 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 install 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 percent of their in-warranty install 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 professional 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 install base of at least 250 in-warranty HP PC and/or commercial printer units.

Customers purchasing HP Priority Access Plus must have an install base of at least 1,000 in-warranty HP PC units. Customers purchasing HP Priority Management must have an install base of at least 5,000 commercial PCs or 1,000 commercial printers.<sup>3,5</sup>

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

## 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 avoidance action previously advised by HP
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Any services not clearly specified in this document

Parts prioritization and prioritized repairs are not available in Latin America.

## Service eligibility

Only HP PC and commercial printer products and HP-supported products that are sold by HP or an HP-authorized 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 numbers	Description	Print part numbers	Description
U80M5E	1 yr HP Priority Access PC 250+ seats SVC	U1PB1E	1 yr HP Priority Access
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
U80M1E	4 yr HP Priority Access PC 250+ seats SVC	U4ZX6E	4 yr HP Priority Access
U80M2E	5 yr HP Priority Access PC 250+ seats SVC	U4ZX7E	5 yr HP Priority Access
U80M9E	1 yr HP Priority Access Plus PC 1K+ seats SVC	U9DB6E	1 yr HP Priority Access Plus
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
U80MCE	4 yr HP Priority Access Plus PC 1K+ seats SVC	U9DB8E	4 yr HP Priority Access Plus
U80MDE	5 yr HP Priority Access Plus PC 1K+ seats SVC	U9DB9E	5 yr HP Priority Access Plus
U80M7E	1 yr HP Priority Management PC 5K+ seats SVC	U1PB3E	1 yr HP Priority Management
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
U80M3E	4 yr HP Priority Management PC 5K+ seats SVC	U4ZX8E	4 yr HP Priority Management
U80M4E	5 yr HP Priority Management PC 5K+ seats SVC	U4ZX9E	5 yr HP Priority Management

Learn more at [hp.com/support-services](https://hp.com/support-services)



1. HP Priority Access requires a 250-device minimum of HP PC and/or HP commercial printers. Device minimum install bases require a valid HP warranty or HP extended hardware service contract.
2. HP Priority Access Plus requires a 1,000-device minimum of HP PC and/or HP commercial printers. Device minimum install bases require a valid HP warranty or HP extended hardware service contract.
3. HP Priority Management requires atleast 5,000 commercial PCs or 1,000 commercial printers. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract.
4. Parts prioritization and prioritized repairs will vary by market. Parts prioritization and prioritized repairs are not available in Latin America.
5. Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on 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 customer at the time of purchase. Customer 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.
6. 24/7 support available in English only.