HP Software Support Service

HP Care Pack and Contractual Services, part of HP Care

HP

Access to HP technical resources for problem resolution

Potentially reduces the cost of purchasing individual software updates through subscription savings

May contribute to improved system performance and reduced downtime due to software defects

Predictable cost to receive the latest revision of HP and eligible third-party software

HP Software Support Service provides comprehensive software services for HP and selected HP-supported third-party software products. HP Software Support Service also provides access to HP technical resources for assistance in resolving software implementation or operations problems.

Service features

- Access to technical resources

- Problem analysis and resolution

- Escalation management

- License to use software updates

- Software product and documentation updates

- Software features and operational support

- Remote access

- Problem isolation

- Access to electronic support information and services

- Coverage window

- HP recommended software and documentation updates method

- Remote software installation

HP releases updates to software and reference manuals as soon as they are made available. Updates for selected HP-supported third-party software products are included as they are made available from the original software manufacturer. HP Software Support Service also includes the license to use software updates for each system, processor, or end-user software license, as allowed by the original HP or original manufacturer software license terms.

In addition, HP Software Support Service provides electronic access to related product and support information, enabling any member of your IT staff to locate this essential commercially available information. For third-party products, access is subject to availability of information from the original manufacturer.

Service feature specifications

FEATURE	DELIVERY SPECIFICATIONS
Access to technical resources	The customer can access HP technical resources via telephone, electronic communication, or fax (where locally available) for assistance in resolving software implementation or operations problems. An HP-authorized representative will contact the customer to begin the software technical support service within two hours after the service request has been logged, if the request time falls within the contracted coverage window.
Problem analysis and resolution	HP provides corrective support to resolve identifiable and customer-reproducible software product problems. HP also provides support to help the customer identify problems that are difficult to reproduce. In addition, the customer receives assistance in troubleshooting problems and determining configuration parameters for supported configurations
Escalation management	HP has established formal escalation procedures to facilitate the resolution of complex problems. Local HP management coordinates problem escalation by enlisting the skills of appropriate HP resources to assist with problem solving. For selected third-party software products where HP is providing software support and update services, HP will follow the agreed-upon escalation processes that are established between HP and the third-party vendor to assist with problem resolution.
License to use software updates	The customer receives the license to use software updates to HP or HP-supported third-party software for each system, processor, or end-user software license covered by this service, as allowed by the original HP or original manufacturer software license terms. The license terms shall be as described in the HP software licensing terms corresponding to the customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing.
Software product and documentation updates	As HP releases updates to HP software, the latest revisions of the software and reference manuals are made available to the customer. For selected third- party software, HP will provide software updates as such updates are made available from the third party, or HP may provide instructions on how to obtain any software updates directly from the third party. A license key or access code, or instructions for obtaining a license key or access code, will also be provided to the customer when required to download, install, or run the latest software revision. For most HP software and selected HP-supported third-party software, updates will be made available through the following process: Send an email to e-sw-ops-support@hp.com with "Software Updates Portal" in the subject line, and the name of your solution in the body of the email. For other HP-supported third-party software, the customer may be required to download updates directly from the vendor's website.

Service feature specifications, continued

FEATURE	DELIVERY SPECIFICATIONS
Software features and operational support	HP provides information, as commercially available, on the latest product features, known problems and available solutions, and operational advice and assistance.
Remote access	At the option of HP and with customer approval, selected remote access tools may be used to facilitate problem solving. The use of these tools allows HP to work interactively with the customer and facilitates remote diagnosis of problems with the customer's system. The customer can choose to use any of these remote access tools to assist in the resolution of service requests. Only HP-provided, HP-approved tools are to be used as a part of this feature.
Problem isolation	Problem isolation for the software product is provided. The customer is informed if the problem is perceived to be hardware related. If the customer's hardware is covered under an HP Hardware Maintenance Onsite Service Agreement, a service request will be logged on the customer's behalf. With the customer's approval, a per-call service request will be logged on the customer's behalf for problems related to hardware not covered under an HP Hardware Maintenance Onsite Service Agreement.
Access to electronic support information and services	As part of this service, HP provides access to certain commercially available electronic and web-based tools. The customer has access to: • Certain capabilities made available to registered users, such as downloading selected HP software and firmware patches, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users. • Expanded web-based searches of technical support documents to facilitate faster problem solving. • A web-based tool for submitting questions directly to the HP Global Solution Center; the tool helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the engineer qualified to answer the question; the tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone. • HP or third-party hosted knowledge databases for certain third-party products, where customers can search for and retrieve product information, find answers to support questions, participate in support forums, and download software patches. • If you have purchased a solution from HP and a software contract or care pack, you are entitled to updates. • To obtain an update or renew your license: Send an email to e-sw-ops-support@hp.com with "Software Updates Portal" in the subject line, and the name of your solution in the body of the email.
Coverage window	The coverage window specifies the time during which services are available: • Standard business hours, standard business days (standard service): Service is available between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays. This coverage applies when Software Support 9x5 is purchased. Calls received outside this coverage window will be logged the next day for which the customer has a coverage window (may vary by geographic location). • 24x7 (optional service): Service is available 24 hours per day, Monday through Sunday including HP holidays. This coverage window applies when Software Support 24x7 is purchased.

Service feature specifications, continued

FEATURE	DELIVERY SPECIFICATIONS
Support Response Levels	HP will determine the severity of a support request. The following support service levels for response (calculated from the time customer ticket is logged by HP following customer call to the time HP communicates back to customer) will be applied: • Severity 1: Four Business Hours • Severity 2: Next Business Day • Severity 3: Two Business Days Severity response level definitions: • Severity level 1: A catastrophic problem that may severely impact customer's ability to conduct business. This means that the customer's systems and/or product are down or not functioning, including the inability of the customer to print (over 50% of the customer sites impacted), and no procedural workaround exists. • Severity level 2: A high-impact problem in which customer's operation is disrupted, but there is capacity to print and maintain necessary business-level operations. The problem may require a fix be installed on the customer's system prior to the next planned commercial release of the product. • Severity level 3: A medium-to-low impact problem that involves partial loss of non-critical functionality. The problem impairs some operations but allows the customer to continue to function. This may be a minor issue with limited loss or no loss of functionality or impact to the customer's operation.
HP recommended software and documentation updates method	For HP or HP-supported third-party software and documentation updates, the recommended delivery method will be determined by HP. The primary delivery method for software updates and documentation updates will be via download from the Software Updates and Licensing portal or a third-party hosted website.
Remote software installation	HP provides remote software installation services to the customer both for HP and HP-supported third-party software. An HP representative will work with the customer to ensure that license registrations and solution design and deployment documentations are completed on time, and that the installation prerequisites are met. These installation services are delivered according to the defined deliverables in the professional services care packs. These care packs are available for an additional charge and can be purchased separately from HP.

Customer responsibilities

The customer will:

• Retain, and provide to HP upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service.

• Use all software products in accordance with current HP software licensing terms corresponding to the customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service.

• Take responsibility for acting upon software product updates and obsolescence notifications received from the HP Support Center.

• Be responsible for registering to use an HP or a third-party hosted electronic facility in order to obtain software product information or to download software patches.

Service limitations

The response time stated herein is provided as a typical initial response time to customer technical support requests. The response time in no way creates a legal requirement or obligation for HP to always provide such response in the stated time.

The customer's access to HP technical resources for support of software with term licenses may be limited to web-based call logging.

Software updates are not available for all software products. Upon the customer's request, HP will provide the customer with a list of software product families that currently do not include software updates. When this service feature is not available, it will not be included in this service.

For some products, software updates include only minor improved features. New software versions must be purchased separately. Upon the customer's request, HP will provide the customer with a list of software product families where entitlement to receive and use new versions of software is not included in this service.

Service eligibility

To be eligible to purchase this service, the customer must be properly licensed to use the revision of the software product that is current at the beginning of the Support Agreement period; otherwise, an additional charge may be applied to bring the customer into service eligibility.

This service must be purchased for each system, processor, or end user in the customer's environment that will require support.

For certain third-party products, instead of purchasing an initial software product license, this service provides the customer with the ability to download from a website, hosted by HP or a third-party vendor, the current revision of the software and all software updates released during the Support Agreement period.

General provision/ other exclusions

Distribution of certain third-party software updates, license agreements, and license keys may be made directly from the third-party vendor to the customer, as applicable.

Ordering information

To obtain further information or to order HP Software Support Service, contact your local HP sales representative.

Learn more at
hp.com/go/cpc