



# HP Software Premier Support

White paper



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## Introduction

Support that understands your business.

With HP Software Premier Support, you benefit from an assigned expert who knows HP Software products and has in-depth understanding of your IT environment and business requirements. This enables our service to align with your business needs, minimizing the risk of service disruption, and helping you achieve better business outcomes.

## Service Description

HP Software Premier Support is a scalable and flexible offering that allows you to choose from a broad menu of deliverables to meet your individual business requirements. We offer the choice of a Named Response Center Engineer (NRCE) and/or Enterprise Support Manager (ESM) with the product coverage that is right for you.

With HP Software Premier Select, Plus, Total and Solutions Support, you can choose from a variety of proactive and enhanced reactive deliverables. HP Software Premier Select, Plus and Total provide you with an assigned NRCE who has advanced knowledge of HP Software products and your unique IT environment. Your NRCE is a trusted technical advisor who works with you to identify and deliver the support you need. Direct access to the NRCE will help with quicker incident resolution and reduce the risk of service disruptions by shifting focus from maintaining your environment to achieving business results.

As part of HP Software Premier Solutions Support, the ESM is your assigned business partner within HP Software Support to help deliver business focused solutions. Your ESM has a broad knowledge across multiple HP Software products and is your personal advocate to provide account management and help resolve business escalations. Consequently, your ESM plays a crucial role in understanding your ever-changing environment and will help accelerate your IT projects. As part of this offering, the ESM coordinates the delivery of technical support provided by Advanced Support Resources. Advanced Support Resources are experienced technical experts who can solve the most complex incidents from our Premier Support customers. With your ESM and Advanced Support Resources you can count on a team of professionals to help you every step of the way.

## When Premier Support is Right for You

- Need for HP Software technical expert who knows your unique IT environment and challenges
- Need for HP Software assigned business advocate in form of an ESM who understands your changing environment
- Proactive support of business critical applications
- Incident prevention as a result of change through close partnership with HP experts
- Requirement to deliver against service level agreements with your customers
- Highly complex and/or global IT environment

## Value of Premier Support

- **Resolve problems** in less time with priority incident handling and direct access to experienced HP Software Support professionals
- **Minimize the risk** of service disruption through personalized and proactive support deliverables
- **Increase predictability** with effective change-management planning and an account support plan
- **Make your environment more agile** to meet ever-changing business needs

“Premier Support provides us with fast and reliable technical assistance through our NRCE. This ensures timely responses thereby minimizing any potential downtime to our systems. Our HP Technical Support Team streamlines enhancement requests and business escalation processes to support our changing requirements for products”.  
John Larsen, System Manager, Post Denmark

## Compare Side by Side

Compare HP Software Premier Select, Plus, Total and Solutions Support offerings to determine which support option is right for you.

### Proactive Features

Deliverable	Specification	Select	Plus	Total	Solutions
Kick-Off Meeting	Initial onsite visit from your assigned HP Software NRCE or ESM to kick off the delivery of the HP Software Premier Support agreement. This visit provides an opportunity for your NRCE or ESM to meet and greet key personnel within your organization. At the kick-off meeting, your NRCE or ESM will collect specific account information that will be used to create your account support plan. You will receive detailed information about your HP Software Premier Support deliverables, including the communication protocol with your NRCE or ESM. This meeting promotes a better working relationship and enhanced communication.	Remote or Onsite NRCE	Onsite NRCE	Onsite ESM with NRCEs	Onsite ESM
Account Advocacy	Your NRCE or ESM is notified of all your incoming Premier reactive incidents and actively monitors the work in progress to enable a timely resolution within the response time goals. Acting as your advocate within the HP support teams, your NRCE or ESM works to improve progress and initiates appropriate actions to accelerate resolutions and reduce downtime.	Technical NRCE	Technical NRCE	Business and Technical ESM with NRCEs	Business ESM
HP Software single point of contact	Your NRCE or ESM is your named contact that knows your environment and is committed to meeting your support needs quickly and efficiently. Your NRCE or ESM helps identify trends and potential problems, thereby helping you reduce risks and planned and unplanned downtime. Your NRCE or ESM is a trusted advisor who works with you to identify and deliver the support you need.	Technical NRCE	Technical NRCE	Business and Technical ESM with NRCEs	Business ESM
Account Support Plan	The account support plan defines support deliverables, the support process and the personnel involved in support and escalation procedures. This plan sets a clear expectation of how support will be delivered. Unplanned downtime and problems can be reduced because all requisite information can be gathered and communicated clearly, and a carefully coordinated and predictable resolution process can take place. Your NRCE or ESM will update the support plan on an ongoing basis with any changes that affect support delivery.	Included	Included	Included	Included

## Proactive Features

Deliverable	Specification	Select	Plus	Total	Solutions
Case History Monitoring and Analysis	Review of individual case history and trend reports. Trend reports target different areas of your environment to further optimize it. Your NRCE or ESM will review any open Premier incidents and develop an action plan designed to drive timely resolution. Recently closed Premier incidents are also reviewed to provide retrospective and to develop plans to reduce risk of recurrence.	Not Included	Included 1/yr per PPG NRCE	Included 1/yr per PPG ESM with NRCEs	Included 2/yr ESM
Specialist Team Days	HP Software Specialist Team Days are available to spend on the delivery (onsite or remote) of one or more technical support topics, to your account, as agreed upon with HP. Technical support topics are essential for maintaining the operability and availability of your HP Software environment and can be defined during the Kick-Off Meeting. Technical support topics consist of, and are not limited to, troubleshooting management, enhanced as well as onsite patch management, and more. Specialist Team Days are calculated based on products and product lines covered by Premier Support. Premier Support includes three days for the first two Premier Product Groups and three more days for each additional Premier Product Group ordered.	Available for Purchase NRCE delivers	Included NRCE delivers	Included ESM helps coordinate and NRCE delivers	Available for Purchase ESM coordinates with Advanced Support Resources
Remote Reviews	Your NRCE or ESM provides remote reviews to proactively monitor your operational HP Software needs. Support reviews are communication forums through which your NRCE or ESM and your team build a strong relationship in order to continuously enhance your IT environment. These meetings give you the opportunity to discuss operational issues, as well as other topics you wish to explore. The outcome of these discussions is verification that HP has comprehensively addressed your current and future objectives.	Technical Quarterly	Technical As needed per PPG	Technical As needed per PPG	Business As needed per Solution
HP Software critical patch and critical class problem notification	Your NRCE or ESM will proactively monitor any critical patch or critical class problems associated with your HP Software environment and notify you. With Premier Support, you will additionally receive information on patches and/or workarounds associated with your HP Software environment. Critical patches typically involve system security, data loss and high outage risk. This deliverable is focused on identifying potential problems before they occur. Together with your team, the NRCE or ESM can develop a plan of action to address the risk associated with the class problem in question.	Recommend	Recommend	Recommend ESM may coordinate	Inform

Deliverable	Specification	Select	Plus	Total	Solutions
Management of support incidents	Your NRCE or Advanced Support Resources work on all of your technical incidents from receipt through to close. The NRCE or Advanced Support Resources actively work on all aspects of the incident, engaging other technical resources where necessary. Your incidents are given a higher priority for products covered by Premier Support. As part of Premier Total and Solutions, your ESM is primarily accountable to ensure your Premier incidents are handled to your satisfaction. In addition to working with you on prioritizing open incidents, the ESM's role is to ensure timely status updates are provided. If there are issues that may impact your environment, your ESM will bring that to your attention and provide an opportunity to discuss the technical impact of this issue.	NRCE	NRCE	NRCE ESM monitors	Advanced Support Resources ESM monitors
Onsite Visits	Your NRCE or ESM will travel to your location or site as mutually agreed. At your request, the NRCE or ESM can participate in your internal meetings and other activities. This will provide the NRCE or ESM an in-depth understanding about your HP Software management environment. This will promote a better working relationship and increased knowledge as future activities are performed. With Premier Plus and Total, you may also choose to have your NRCE perform a traditional remote deliverable onsite, such as a technical incident review or case history monitoring and analysis.	Not Included	Technical 1/yr per PPG	Technical 1/yr per PPG	Business 2/yr
Patch List	Your NRCE monitors the release of new patches for your HP Software management environment, reviews these with you and once per year provides a customized list of the appropriate patches for you to install. Your NRCE can also provide basic information and telephone assistance, as you require, enabling you to install the patches. You reduce planned maintenance downtime and fully protect your HP Software management environment. Your IT staff's productivity may improve by HP owning this task. Additional enhanced patch management reviews may be ordered to cover additional systems or to increase the frequency of reviews.	Not Included	1/yr per PPG	1/yr per PPG	Not Included
Customer operational profile management	HP will establish and maintain an electronic profile of the HP Software environment. This information will be used during problem resolution, and the various proactive activities. The profile can consist of customer, product, technical and business information, that you and your NRCE determine to be useful toward achieving the agreed upon results. All HP Software Support engineers will have the benefit of the information contained in the customer profile. This enables better, faster decision-making during reactive support, and more informed and valuable proactive support. This can save you time and trouble in communicating a problem or need.	Included	Included	Included ESM may coordinate	Not Included

## Reactive Features

Deliverable	Specification	Select	Plus	Total	Solutions
Priority HP Software support	As an HP Software Premier Support customer, your incidents related to a product covered by Premier Support receives a higher priority. You have access to the most experienced HP Software technical professionals to assist in expediting problem resolution.	Included	Included	Included	Included
Coordination with third-party vendors	If, during the course of problem resolution, it is determined that the problem lies with another vendor's software product, HP can assist you in forwarding the problem to that vendor. In addition, HP can assist with tracking the problem to verify that resolution efforts continue to progress, provided you have a valid support agreement with the other vendor.	Included	Included	Included	Included
Escalation Management	HP has established formal escalation procedures to solve very complex HP Software problems, or problems that have a critical impact to our customers. As an enhancement to standard support, the NRCE or ESM assumes direct responsibility and provides end-to-end assistance with your escalations to engage the most appropriate HP management and resources to resolve your support issues in less time. The NRCE is your technical escalation engineer for technical escalations. And your ESM is the customer satisfaction manager for technical and business escalations.	Included	Included	Included	Included

## Order Information

HP Premier Support is sold by product line. BTO (Business Technology Optimization), BIO (Business Information Optimization) and BSA (Business Service Automation) businesses are individual product lines. HP Premier Support consists of flexible deliverables from which you can choose based on your business needs. HP Software Premier pricing therefore depends on your customized deliverables. A 9x5 or 24x7 HP Software Support contract is required. Please work with your Sales Representative to determine the deliverables that best fit your needs.

The availability of features may vary according to HP resources and products in your environment. Regional restrictions may apply.

Description	Product Numbers – Upfront Ordering 1 year	Product Numbers – Upfront Ordering 3 years	Product Numbers – Contractual Ordering
Premier Select	HG829A1: BTO HG830A1: BIO HG831A1: BSA	HG829A3: BTO HG830A3: BIO HG831A3: BSA	HG829AC: BTO HG830AC: BIO HG831AC: BSA
Premier Plus/Premier Total	HG832A1: BTO HG833A1: BIO HG834A1: BSA	HG832A3: BTO HG833A3: BIO HG834A3: BSA	HG832AC: BTO HG833AC: BIO HG834AC: BSA
Premier Solutions	HG835A1: BTO HG836A1: BIO HG837A1: BSA	HG835A3: BTO HG836A3: BIO HG837A3: BSA	HG835AC: BTO HG836AC: BIO HG837AC: BSA

Product Numbers require specific options for complete order.

## Product Definitions

- **Product:** Individual HP Software product
- **Product Solutions:** Aligned with HP Software Product Marketing grouping of individual products within product centers and based on application type (i.e., Business Availability Center, Application Security Center, etc)
- **Premier Product Group (PPG):** HP Software Support's unique grouping of HP Software products for Premier Select, Plus and Total Support offerings. A Premier Product Group can be a product, various combinations of products, or an entire product center.

To learn more, visit: [www.hp.com/go/hpsoftwaresupport/support\\_options](http://www.hp.com/go/hpsoftwaresupport/support_options)

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