



HP Software Support Engineering Days



Data sheet

HP Software Support Engineering Days offer reactive and proactive support services for HP Software. The services provide software technical assistance delivered at your site or remotely by highly qualified and experienced support personnel.

Service description

HP Software Support provides you with even greater flexibility through our Engineering Days. This offering consists of a number of days designed by you and your HP representative and delivered by HP support experts. These experts work side-by-side with you to review, validate and align your technical environment, giving your production environment a best-in-class setup.

Remain in control

We offer support for your evolving business needs. Remain in control with our flexible Support Engineering Days. As part of the HP Software Support Engineering Days you can choose from various services delivered by our expert resources. They will assist you with your particular IT needs.

Our Engineering Days include, but are not limited to:

- Health-checks
- Integration assistance
- Migration and upgrade assistance
- Education and training days
- On-site or remote troubleshooting.

Of course we are available to you when you need us – even on weekends and local holidays. If you have any additional needs not listed in this document, please contact your local HP Software Support Sales Representative.

Key features

As a 9x5 or 24x7 HP Software Foundation Support customer you can now easily augment support based on your individual business needs. HP Software Support's Engineering Days provide flexible deliverables for many of your ad-hoc or short-term business needs; for example, assisting with upgrades or migrations in your environment, or onsite troubleshooting. The possibilities are endless – you decide!

You decide

You can decide on the times and dates you want to take advantage of the HP Software Engineering Days based on your needs. We offer up to 10 Engineering Days per customer per year in increments needed. If you require more than 10 days, please work with your HP Sales Representative to review all of HP Software Services offerings.

www.hp.com/go/hpsupportsupport/support_options

When to choose HP Software Support Engineering Days:

- You are an existing HP Software Support customer with either 9x5 or 24x7 Foundation Support
- Your IT needs for engineering days are ad-hoc and short-term
- You have 9x5 support and want to upgrade your HP Software environment during the weekend or on a holiday
- You have a one-time need for assessing the productivity of your IT environment or understanding how to optimize your environment.

When to choose a different HP Software Services offering:

- You want HP to upgrade or migrate your environment
- You want to have access to a designated expert within HP Software Support throughout the year
- You want to have on-going proactive support
- You need a team of experts to monitor your IT environment.

Possible use cases

Application Health Check

An Application Health Check is an analysis that provides you with a greater awareness of the potential risks to your HP Software environment. This analysis focuses on the elements that directly impact system availability and reliability. An evaluation will be done on your HP Software-related application to verify that your application is running efficiently. HP will evaluate your application by checking log files, parameters set in configuration files and reviewing the application monitored environment.

Integration assistance

You are working on integrating other products of the HP Software Portfolio or Third Party software and have specific questions.

Migration or upgrade assistance

You have decided to migrate from one HP Software version to another or from one HP Software product to another. Migration and upgrade assistance provides planning and technical assistance.

Support Training Days

You have purchased a new HP Software product. We can train your IT staff to configure specific components based on your individual business needs.

Remote or on-site troubleshooting and optimization

Whether you want to optimize an existing configuration or determine the cause of an on-going problem, we can help.

And more

Please check with your local HP Software Support Sales Representative in case you have any additional support needs.

Order information

HP Software Support Engineering Days consist of flexible deliverables from which you can choose based on your business needs. Engineering Days are therefore priced individually based on the deliverable you choose.

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.

HP Software Support Engineering Days expire within 1 calendar year from the time of purchase.

Description and Part numbers

Upfront

Milestone

HP SW BTO Support Eng Days PE SVC	HG249A1	HG249AE
HP SW BIO/IM Support Eng Days PE SVC	HG250A1	HG250AE
HP SW BSA Support Eng Days PE SVC	HG251A1	HG251AE

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