

# HP Software Premier Services Service Brief

HP Software Premier Services for  
standard products and integrated solutions

# SIMPLIFIED

*The next generation  
of HP Software  
Premier Services*



# HP SOFTWARE PREMIER SERVICES

## HP Software Premier Services for standard products and integrated solutions.

HP Software Premier Services provides a flexible portfolio of support services to help our customers use, support and optimize their software solutions to drive maximum value from their investment.

For the first time, HP Software's Premier Services is now available for both HP Software standard products ("Premier for Products") and customized and integrated customer-specific HP Software implementations ("Premier Solution Management").\*

### Software works harder with HP Software Premier Services

The complexity of today's IT systems means that software vendors need to do more to help customers support and manage their solutions.

HP Software Premier Services puts the full solution management expertise of HP to work for you to help you drive enhanced business value from your software solutions. We will work with you to increase uptime, improve performance, achieve SLAs with your internal customers and enhance your return on investment ("ROI").

#### Premier Services delivers:

- **Superior reactive support** with higher service level objectives ("SLOs") and certified engineers for issue resolution.
- **Personalized help** from a named HP contact who has an in-depth understanding of customer systems.
- **Insight and strategies for proactive improvement** of software solutions.

- **Support for customized solutions** and third party product integrations.
- **A flexible portfolio** for customers to choose the right mix of reactive and proactive services.

### Flexibility to give you more choice

HP offers a range of support options so that you can choose a program of support services that best fits your business needs. All HP Software customers require basic HP Software Foundation Support. HP Software Premier Services is chosen in addition to HP Software Foundation Support and provides a superior level of support and many helpful additional services.

- **HP Software Foundation Support** delivers technical help online or by phone on a 9x5 or 24x7 basis.
- **Premier Response** delivers superior technical support so that issues are addressed even faster and more effectively.
- With **Premier Advisory**, HP will proactively identify root causes and develop strategies for improving your solution implementation and adoption.
- **Premier TeamExtend** enables customers to out-task solution operations to HP, freeing staff to focus on more strategic activities.
- With **Premier Business**, a named HP Enterprise Services Manager (ESM) will manage all customer support cases globally, providing a holistic understanding of support issues and strategies for addressing them.

#### Core Packages

##### Foundation

Direct access to technical help online or by phone plus version updates – 9x5 or 24x7

##### Premier Response

Enhanced Reactive support for Products and Solutions

##### Premier Advisory\*\*

Proactive support and strategic guidance for Products and Solutions

#### Additional Packages

##### Premier TeamExtend

Out-task your maintenance and operations to HP experts

##### Premier Business

Assigned Enterprise Services Manager as primary point of contact for Products and Solutions

\*Premier for Products are 9x5 service packages, while Premier Solution Management can be delivered 24x7. 9x5 service packages are based on local business hours and local business days.

\*\*Premier Advisory requires Premier Response



“Organizations often fail to achieve the maximum business value from software solutions due to complex integrations, extensive customizations and unpredictable costs from multivendor support teams. Offerings such as HP Premier Services can provide organizations with the flexibility and cost predictability required to manage and maintain enterprise software across the entire software life cycle – from planning and deployment to support and ongoing upgrades.”

–Elaina Stergiades, Research Manager, Software Support Services, IDC

## PREMIER RESPONSE

### Fix problems faster with Enhanced Reactive Support.

Premier Response base can deliver	Benefits to you
<p>Priority support for HP Software standard products and for customized and integrated customer-specific implementations</p>	<p>Your product related incidents receive a higher priority than with HP Software Foundation Support. You have access to a pool of experienced, certified HP Advanced Support Engineers (“ASE”) to expedite problem resolution. Break/fix support can be extended to your tailored and customized solution, such as third party product integrations.</p>
<p>Option to have a named HP Advanced Support Engineer</p>	<p>With this option, a named HP ASE learns about your implementation and handles your reactive support issues related to a product group. Your named ASE is a hands-on resource to drive incident resolution and coordinates where needed with other HP experts.</p>
<p>Coordination with third party vendors</p>	<p>When issues involve third party software, HP can assist you in communicating the problem to the third party vendor and facilitating any required follow-up with the third party.</p>
<p>Advanced Response Time Service Level Objectives (SLOs)</p>	<p>Response Time SLOs for Premier for Products related incidents are as follows:</p> <ul style="list-style-type: none"> <li>• Severity 1 issues: 1 hour response time</li> <li>• Severity 2 issues: 4 hour response time</li> <li>• Severity 3 &amp; 4 issues: Response time determined by level of HP Software Foundation Support customer has chosen</li> </ul> <p>Response Time SLOs for Premier Solution Management related incidents will vary based on need.</p>

## TWO PREMIER RESPONSE PACKAGES TO CHOOSE FROM

To give you the support you need, Premier Response offers one package of features tailored to off-the-shelf HP Software standard products and another package of features tailored to customized solutions.

### Premier for Products

#### Base:

- Access to pool of Advanced Support Engineers (ASEs)
- Prioritized incident management
- Advanced SLOs
- Coordination of third party software support

#### Optional Add-Ons:

- Named Advanced Support Engineer ("NASE") per Product Group
- Severity 1 – 30 minute First Technical Contact (FTC) SLO
- Local Language Support
- Technical Services Days (onsite/remote)

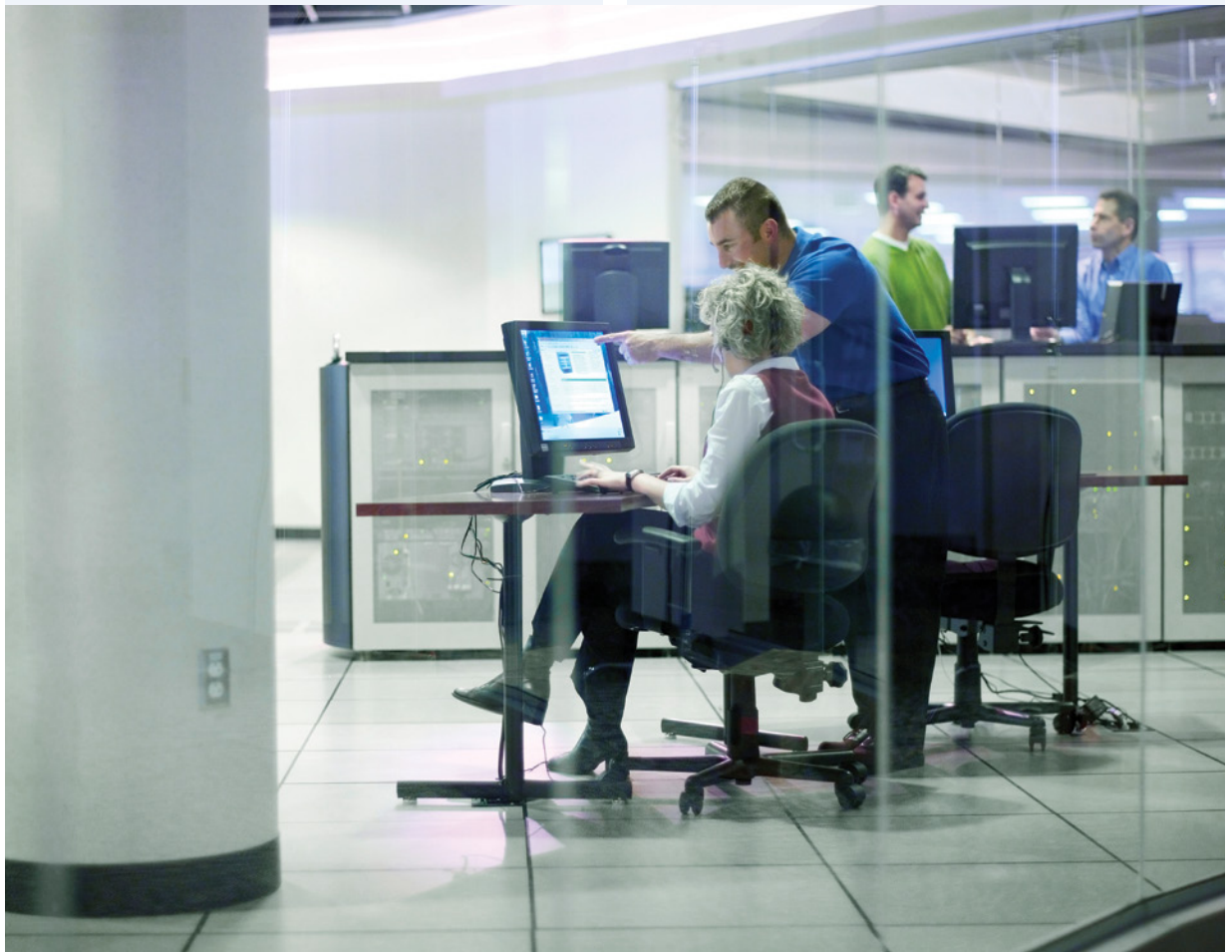
### Premier Solution Management

#### Base: Custom-scoped/Statement of Work only

- Access to pool of Advanced Support Engineers for Break/Fix Support of tailored or customized solution
- Prioritized incident management
- Severity based First Technical Contact ("FTC") time objectives

#### Optional Add-Ons:

- Named Advanced Support Engineers
- Technical Account Manager
- 24x7 Severity 1 Standby or 24x7 On Duty coverage models



## PREMIER ADVISORY

### Proactive support and strategic guidance that builds on Premier Response services.

Premier Advisory* can deliver	Benefits to you
Primary point of contact & account advocacy	A named HP Technical Account Manager (TAM) works with you to understand your IT infrastructure and implementation. Your TAM monitors support cases and assumes direct responsibility for escalating your issues to ensure their resolution.
Named HP contact knows your systems in depth	Your TAM visits your site, learns your systems and builds relationships with your team. Your TAM will build a detailed profile of your systems that will be used to improve the support that HP delivers. HP can offer Technical Services Days (TSD) (onsite or remotely) tailored to your support needs.
Strategic insight & proactive improvement	Your TAM will provide a centralized understanding of your support cases and their root causes and recommend strategies for reducing the risk of recurrence. The TAM is also your strategic partner in developing plans to proactively improve and maintain your HP Software investment. This can include periodic solution reviews, annual solution planning and guidance on change management.
Remote reviews & enhanced patch maintenance	Your TAM will proactively review your HP Software implementation, highlight issues and work with you to address them. The Premier team will also assist to maintain long-term solution stability by reviewing relevant released patches, analyzing their impact and providing installation recommendations.

\*Premier Advisory requires Premier Response

## TWO PREMIER ADVISORY PACKAGES TO CHOOSE FROM

Premier Advisory offers one package of features tailored to off-the-shelf HP Software products and another package of features tailored to customized solutions.

### Premier for Products

#### Base:

- Assigned Technical Account Manager (Product Group specific)
- Remote reviews
- Case history monitoring & analysis
- Quarterly technical review
- Enhanced patch management
- Operational profile management
- Reactive case management
- Escalation management

### Premier Solution Management

#### Base: (Custom Scoped/SOW Only)

- Assigned Technical Account Manager
- Solution operational profile management
- Case Trend Analysis and Reporting

#### Optional Add-Ons:

- Patch management
- Periodic Solution Assessments
- Annual upgrade/migration planning assessments

## PREMIER TEAMEXTEND

### Out-task your maintenance and operations to HP experts.

With HP Software Premier TeamExtend, HP provides you with highly qualified and experienced personnel to “out-task” activities required to maintain and operate the solution. This enables your staff to focus on higher value strategic activities.

#### HP is capable of performing tasks such as:

- System administration
- User management/user security administration
- Monitoring
- Report generation
- Routine tasks to operate the solution (for example, manual steps required in IT management automation)
- Implementation of approved changes such as patches, enhancements and more
- Maintenance of internal knowledge base articles about the solution

- Maintenance of solution documentation
- Coaching and training to enhance the effectiveness of your internal operations staff that are also managing the solution with HP
- Acting as the onsite interface to HP and/or third party support

#### Base options for Premier TeamExtend include:

- Choice of 9x5, 24x7 Standby or 24x7 On Duty service coverage options
- Assigned engineers for operations and maintenance
- Named Technical Account Manager

#### With the option to add:

- Enhancements to customized solutions

## PREMIER BUSINESS

### A named HP Enterprise Services Manager (ESM) is your primary point of contact.

With HP Software Premier Business, an ESM becomes your partner in the effective management of your software solution:

#### **Base Premier Business offer:**

- 9x5 service from a Named ESM who is the primary advocate and point of contact for the HP Premier team. The ESM understands the customer's global software infrastructure, gives a holistic view of support issues and proactive strategies for prevention and provides the client with a single point of escalation
- Quarterly Business Review (case history monitoring and analysis; service delivery reporting; upcoming obsolescence/migrations etc.)
- For customers with a large HP Premier Services delivery team the ESM provides leadership across all Advanced Support Engineers and/or Technical Account Managers assigned to the account

#### **Optional Add-On:**

- Technical Services Days remotely or onsite, during or after business hours





## LET'S GET STARTED

### Four reasons to order Premier Services today:

- **Simplify** your overall support experience with a single point of accountability
- **Increase** cost predictability with defined service level objectives
- **Minimize** the risk of service disruption through personalized and proactive support and planning
- **Optimize** your staff shifting focus from day-to-day maintenance to innovation

### For more information

Visit [www.hp.com/go/solutionmanagement](http://www.hp.com/go/solutionmanagement)

or talk to your HP representative to learn more.

Share with colleagues



#### Get connected

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