

# HP Software Premier Services Datasheet

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").

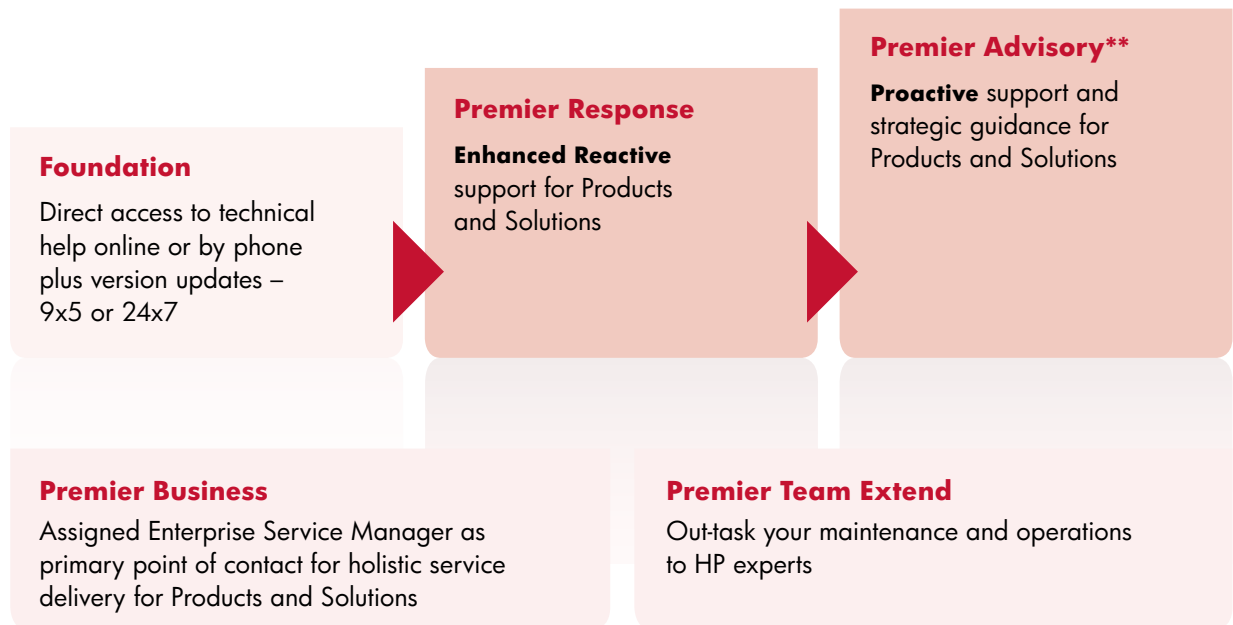
### LET'S GET STARTED

#### 4 reasons to buy HP Software Premier Services today

- **Simplify** your overall support experience with a single point of accountability.
- **Improve** 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.

## NEW PREMIER SERVICES PORTFOLIO

### FLEXIBILITY AND SCALABILITY: Product Support to Solution Management.



\*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 based upon the timezone where the HP Software Premier Services order is placed.

\*\*Premier Advisory requires Premier Response

# PREMIER SERVICES FOR PRODUCTS

## Enhanced Reactive

Premier Service Component	Service Description	Premier Response	Premier Advisory	Premier Business
<b>Premier Start Up</b>	Includes a personalized welcome package and conference call to introduce your assigned Premier resource(s) and to review all the details pertaining to your level of HP Software Premier Services.	✓ NASE add-on required	✓	✓
<b>Priority HP Software Support</b>	Your incidents related to a product covered by HP Software Premier Services receive a higher priority than incidents covered by HP Software Foundation Support. You have access to highly experienced HP Software technical professionals to assist in expediting problem resolution.	✓		
<b>HP Software Primary Point of Contact for Reactive Support</b>	Your NASE is your primary point of contact for all reactive support incidents for products for which the NASE add-on option was purchased. You may have one or multiple NASEs assigned depending on the products covered by the agreement.	✓ NASE add-on required		
<b>Priority Incident Routing/Resolution/Handling</b>	Your incidents related to a product covered by HP Software Premier Services will be initially owned and worked on by experienced HP Software technical professionals to assist in expediting problem resolution.	✓		
<b>Enhanced FTC</b>	You will receive the following enhanced SLOs on your Severity Level One (1) & Severity Level Two (2) reactive technical issues: <ul style="list-style-type: none"> <li>Severity Level One (1): First Technical Contact within one (1) business hour and</li> <li>Severity Level Two (2): First Technical Contact within four (4) business hours</li> </ul> Severity Levels Three (3) & Four (4) will continue to follow the respective HP Software Foundation Support related SLOs.	✓		
<b>Coordination with Third-Party Vendors</b>	If it is determined that the problem of a support case lies with another vendor's software product, HP can assist you in collecting the data needed for you to report the problem to that vendor. In addition, HP can assist with tracking the problem to verify that resolution efforts continue to progress. This activity requires you to have a valid support agreement with the other vendor.	✓	✓	✓
<b>Enhanced Technical Escalation Management</b>	HP has established formal escalation procedures to solve complex HP Software problems, or problems that have a critical impact to customers. As an enhancement to HP Software Foundation Support, the TAM assumes direct responsibility for action plans that assist with your escalations to engage the most appropriate HP management and resources to resolve your support issues in less time. The TAM is your technical escalation engineer for technical escalations. Your ESM (if applicable) will act as your Escalation Manager driving overall responsibility for your escalation from end to end.	✓ NASE add-on required	✓	✓



## Proactive

Service Component	Service Description	Premier Response	Premier Advisory	Premier Business
<b>Kick-Off Meeting</b>	For a new Premier customer, your assigned HP Software TAM and/or ESM will have an initial one day onsite visit to kick off the delivery of the HP Software Premier Services agreement for Premier Advisory & Premier Business. This provides an opportunity for your TAM or ESM to meet and greet key personnel within your organization. During the kick-off meeting, your TAM 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 Services deliverables, including the communication protocol with your TAM or ESM. This meeting promotes a better working relationship and enhanced communication. For Premier renewals, the kick-off is done remotely with your TAM and/or ESM rather than onsite.		✓	✓
<b>Remote Reviews</b>	Your TAM and/or ESM provides regular remote reviews to proactively monitor your operational HP Software needs at least once per month, and no more than once a week. Support reviews are communication forums through which your TAM 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.		✓	✓
<b>Customer Operational Profile Management</b>	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 TAM determine to be useful toward delivering HP Software Premier Services. 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 in communicating a problem or need.		✓	
<b>Technical Advisor</b>	Acting as your Technical Advocate, your TAM will be notified of all your incidents, and will track and monitor the work in progress through the support life cycle engaging with support specialists as needed. Your TAM is your primary point of contact at any time for any inquiries related to your technical incidents. Your TAM will assist in putting action plans in place and facilitate effective communications.		✓	
<b>Enhanced Patch Management</b>	Your TAM will proactively monitor the release of new product patches and class/security problems for your HP Software management environment, review these with you and help to put the appropriate action plans in place. Your TAM can assist, as you require, with enabling you to install the patches (Technical Service Days are required). This activity will help in reducing unplanned maintenance downtime and fully protect your HP Software management environment. Your IT staff's productivity may improve by HP owning this task.		✓	
<b>Quarterly Technical Review</b>	Remote Quarterly HP Software Premier Services Technical Review with your TAM. This includes a detailed review of all your HP Software Premier proactive & reactive support related activities. Support case data is analyzed to help identify trends and identify action plans to reduce risk and recurrence.		✓	

Service Component	Service Description	Premier Response	Premier Advisory	PPremier Business
<b>Account Support Plan</b>	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 required information can be gathered and communicated clearly, and a carefully coordinated and predictable resolution process can take place. Your TAM or ESM will update this plan on an ongoing basis with any changes that affect support delivery.		✓	✓
<b>Onsite Visits</b>	You will receive one visit per PPG from your TAM (for Premier Advisory) and one visit per PPC from your ESM (for Premier Business) per year. Your TAM and/or ESM will travel to your location as mutually agreed upon, and during standard working hours, based on the location of the HP Software Premier Services contract. At your request, the TAM and/or ESM can participate in your internal meetings. Onsite visits will provide the TAM and/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.		✓	✓
<b>Management of Technical Support Incidents</b>	As part of Premier Advisory and Premier Business, your TAM and/or ESM is primarily accountable for handling your Premier incidents. In addition to working with you on prioritizing open incidents, the TAM's or ESM's role is to provide timely status updates. If HP Software is aware of issues that may impact your environment, your TAM or ESM will bring those to your attention and provide an opportunity to discuss the technical impact.		✓	✓
<b>Management of Business Support Incidents</b>	As part of Premier Business, your ESM will track and monitor all of your business related support incidents. Your ESM will help drive action plans and resolution.			✓
<b>Business Advisor</b>	Your ESM is the primary point of contact for all your HP Software business related concerns. Acting as your advocate within the HP support teams, your ESM works to monitor and track the progress of all your support related issues and initiates appropriate actions as needed. Your ESM is your primary contact point for all satisfaction related concerns around business and technical issues.			✓
<b>HP Software Critical Patch and Critical Class Problem Notification</b>	Your ESM will proactively monitor and share any critical patch or critical class problems associated with your HP Software environment and notify you. Critical patches typically involve system security, data loss and high outage risk.			✓
<b>Enhanced Business Escalation Management</b>	HP has established formal escalation procedures to solve complex HP Software problems, or problems that have a critical impact to customers. As an enhancement to HP Software Foundation Support, the ESM will own the end to end management and assume direct responsibility for ensuring that action plans are put in place to assist with your escalations and to engage the most appropriate HP management and resources to resolve your support issues in less time.			✓
<b>Quarterly Business Review</b>	Remote Quarterly HP Software Premier Services Business Review with your ESM. This includes a detailed review of all your HP Software Premier Services product-related activities, such as program progress, review of business metrics, accomplishments and future goals. Support case data is analyzed to help identify trends and identify action plans to reduce risk and recurrence.			✓

# PREMIER SERVICES FOR PRODUCTS

## Optional Add-Ons

Service Component	Service Description	Premier Response	Premier Advisory	Premier Business
<b>Named Advanced Support Engineer</b>	This option provides a NASE for HP Software products covered by your HP Software Premier Services contract during the Premier Services hours. This provides a reactive engineer who will learn your environment and work on your support incidents.	✓		
<b>Thirty (30) - Minute Enhanced Sev One (1) FTC</b>	Provides a faster level of response for Severity Level One (1) cases. SLO: Thirty (30) mins.	✓		
<b>Local Language</b>	Local language support delivered by a NASE. Support tools are typically English-based. Local language is defined by the country where the order is placed, and dependent upon resource availability.	✓		
<b>Technical Service Days</b>	HP Software Technical Service Days are available to spend on the delivery (onsite or remote, standard hours or after-hours) of one or more technical support topics. 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. These days must be used as Technical Service Days within the contract period defined and will expire at the end of the contract period. One day consists of eight (8) business hours. Off-hour Technical Service Days depend on resource availability.	✓	✓	✓

Please work with your HP Software Services Representative on HP Software Premier Services pricing. All HP Software Premier Services contracts are sold on an in-country basis. Pricing may vary depending on the complexity of your environment.

## Compare HP Software Premier Services for Products Side by Side

Compare HP Software Premier Response, Advisory, and Business to determine which offering is right for you. This datasheet provides an overview of HP Premier for Products.

HP Premier Solution Management, including TeamExtend, will be defined in customized Statements of Work (SOW). Please work with your HP Software Services Sales Representative to explore how Premier Solution Management can meet your specific requirements.

## Abbreviations

- ESM:** Enterprise Services Manager
- TAM:** Technical Account Manager
- NASE:** Named Advanced Support Engineer
- PPC:** Premier Product Center
- PPG:** Premier Product Group
- Sev:** Severity Level
- SLOs:** Service Level Objectives
- FTC:** First Technical Contact
- N/A:** Not Applicable

## Definitions

**Product:** Individual HP Software product.

**Premier Product Group:** A single product or combination of products. Applicable for Premier Response and Premier Advisory.

**Premier Product Center:** Consists of various product groups. Applicable for Premier Business.

**Severity Levels:** For a definition of a severity level, please see the HP Software Foundation Support datasheet.

## Response Time Objectives

Here are typical initial response times to support requests. HP may not always provide such response within the Response Time Objectives.

Premier Response Time Objectives	Severity Level 1	Severity Level 2	Severity Level 3	Severity Level 4
<b>Premier Response Time Objectives (local business hours and local business days)</b>	1 business hour	4 business hours	8 business hours (for Customers with a HP Software Foundation 9x5 Support Contract)  6 hours (for Customers with a HP Software Foundation 24x7 Support Contract)	1 business day

For critical applications we offer a 30-min Response Time option for Severity 1 cases for an additional charge.

## Prerequisite

HP Software Premier Services customers must have a valid HP Software Foundation Support contract. All terms and conditions of a customer's HP Software Foundation Support contract apply to this datasheet.

## For more information

Premier for Products

[www.hp.com/go/hpsoftwaresupport/support\\_options](http://www.hp.com/go/hpsoftwaresupport/support_options)

Premier Solution Management

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

or talk to your HP representative to learn more.



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