



HP Software Support Foundation



Data sheet

With over 20 years of excellence and experience, HP Software Support provides comprehensive technical support and updates for HP Software. Your IT staff will have fast, reliable access to well-trained experts who provide advice on HP Software features, problem identification, diagnosis and resolution. HP Software Support provides more than post-sales support to maintain your environment – HP Software Support contributes to optimized uptime, reduces the Total Cost of Ownership (TCO), and drives efficient business outcomes.

Be empowered with HP Software Support

- Problem resolution – Gain access to expert technical resources
- Software Updates – Get the latest updates, new features and available solutions
- Access – Take advantage of online around-the-clock self-solve support
- Stability – Increase system performance and reduce downtime
- Reduced TCO – Support provides quicker time to resolution and less impact on your environment if you encounter any incidents, and with updates included, Support pricing is predictable
- Optimization – Optimize your IT environment with our technical expertise
- Communication – Receive proactive notification about new software versions and patches; participate in discussion forums; search our extensive online self-solve knowledge base.

Feature highlights

- Software Update Manager
 - Download updates for select HP Software products
 - E-mail notification for new releases
 - Request updates online
- Around-the-clock self-solve support
- Efficient and effective problem analysis
 - Problem isolation
 - Access to expert technical resources
 - Available in 10 languages
 - Escalation management
- Defined service level objectives with enhanced service level objectives for 24x7 customers
- Software feature and operational support
- Choice of coverage windows and service levels.

For more information on all of our support offerings, please visit: www.hp.com/go/hpsoftwaresupport/support_options

Software Support Online

HP Software Support Online is your one-stop resource for your support needs!

Available around the clock, 24x7, it is a fast and efficient way to access the interactive technical support tools needed to manage your HP Software, allowing your IT staff to quickly self-solve or log support cases electronically.

HP Software Support Online offers a vast array of HP Software knowledge, bringing comprehensive support resources to your fingertips. Additionally, SSO provides online incident reporting to an unlimited number of users as part of your business environment. It enables you to:

- Search our extensive technical knowledge base for known problems, technical documents, manuals and patches
- Log, track and update cases electronically in an enhanced and secure environment to meet your privacy needs

- Review, revise and renew your HP Software Support contract
- Register for e-mail notifications for many HP Software product updates and patches
- Electronically download the latest software patches for HP Software products

Visit Software Support Online:
www.hp.com/go/hpsoftwaresupport

When to consider 24x7:

- IT changes after business hours or on weekends
- Maximum uptime
- Global deployment
- Medium to high complexity IT environment
- 1-hour response time objective for Severity 1 problems

Response Time Goals	Severity Level 1	Severity Level 2	Severity Level 3	Severity Level 4
9x5 Local business hours and local business days	9x5: 2 hours	9x5: 6 hours	9x5: 8 hours	9x5: 1 business day
24x7 Monday–Sunday, including all bank, public and HP holidays	24x7: 1 hour with prioritized support response	24x7: 4 hours	24x7: 6 business hours	24x7: 1 business day

“Response Time” goals are provided as typical initial response times to support requests. Response time goals in no way create a legal requirement or obligation for HP to always provide such response in the stated time.

Definitions:

Severity Level 1 – Critical: Production system is down – HP product is unusable resulting in total disruption of work or other critical business impact. No workaround is available. Newly received cases will be assessed through discussion with the customer to confirm that they fulfil the criteria of “production application down”, and may be downgraded if they do not.

Severity Level 2 – Serious: Major feature/function failure – Operations are severely restricted. A workaround is available.

Severity Level 3 – Medium: Minor feature/function failure – Product does not operate as designed, minor impact on usage, acceptable workaround deployed.

Severity Level 4 – Low: Minor problem – Documentation, general information, enhancement request, etc...

HP Software Services

For additional information on HP Software Services, go to www.hp.com/go/hpsoftwaresupport/support_options

Through our innovative offerings in Support, Software-as-a-Service (SaaS) and Professional Services, we partner with you to help ensure your success and ROI.

To access technical interactive support, visit www.hp.com/go/btsoftware and review Key Resources and Featured Services.

To learn more about HP Software Customer Connection, a one-stop information and learning portal for software products and services, visit www.hp.com/go/swcustomerconnection

HP Software Support specifications and features

Features	Specifications
Software Support Online	Around-the-clock access to Software Support Online (SSO), our one-stop resource for all your support needs. SSO offers unlimited access to troubleshooting help by providing an extensive knowledge database of over 60,000 documents. We will inform you about known symptoms and proposed solutions, specifications and technical literature.
Enhanced Advanced Self-Solve	Within minutes of original case logging or knowledge-based query you will receive an intelligent response; anytime, anywhere. Expanded search parameters enable flexible search methods that are easy to use. You can now search for specific products and even versions. Your search attempts are carried to case history, allowing engineers to detect the problems.
Response Time	Standard Response Time ("Response Time") goals are provided as typical initial response times to support requests: If you are a 24x7 support customer, you are entitled to receive 1-hour, 4-hour, 6-business-hour and 1-business day initial response time goals for severity levels 1 through 4, respectively. If you are a 9x5 support customer, you are entitled to receive 2-hour, 6-hour, 8-hour and 1-business day initial response time goals for severity levels 1 through 4, respectively. Response time goals in no way create a legal requirement or obligation for HP to always provide such response in the stated time.
Access to Technical Resources	You can submit cases online or by phone.
Choice of Coverage Window	With HP Software Support, you have the option to choose from 9x5 or 24x7 coverage to fit your individual business needs. HP Software Support 9x5 is available during local business hours and local business days. HP Software Support 24x7 is available 24 hours per day, Monday through Sunday, including all bank, public and HP holidays, and offers a prioritized service level objective for the most critical problems.
Support delivery languages	Our worldwide centers are structured to provide you with local language access in most major countries. HP can normally provide support for its products in any of English, French, German, Italian, Japanese, Korean, Spanish, Portuguese, Russian or Chinese (Cantonese and Mandarin). Depending on engineer availability, support may additionally be available in other languages. Support out of prime local business hours may be provided in English-only.
Escalation Management	HP has established formal escalation procedures to effectively solve your complex software problems.
Software Features and Operational Support	HP provides information on the latest product features, known problems and available solutions.
Software Update Manager	Software Update Manager (SUM) enables you to receive e-mail notification and downloads of new updates for select HP Software products.
Patches	As new patches become available, HP will post them to Software Support Online for easy access. HP will provide instructions on how to obtain the patch through the original software manufacturer for select Third-Party products.
Named Callers	An unlimited amount of users can log cases online or via the telephone.
Troubleshooting Assistance	We provide assistance to help you identify root causes that are difficult to reproduce.
Remote Access	At our option and with your approval, we may use selected remote access tools, such as internet-based support, to facilitate problem solving. The use of such tools allows HP to work interactively with your organization and to remotely assist with problem diagnosis. Only HP approved tools will be used as part of this feature.
Additional Offerings	As a 9x5 or 24x7 HP Software Foundation Support customer you can now easily augment support based on your individual business needs by purchasing HP Software Support Engineering Days. This add-on offering provides 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. Check with your HP Software Support Sales Representative for more details.

HP Software Support specifications and features

General Provisions	Specifications
Hardware support	With a HP Hardware Maintenance Onsite agreement, a service request to the diagnose-before-dispatch desk will be logged on your behalf. If you do not have a HP Hardware Maintenance Onsite agreement, a per-call service request will be logged, with your approval.
Software versioning	A "major version" release usually includes major enhancements or new functionality, which is denoted by a change to the left of the decimal point (for example version 6.0 to 7.0). A "minor version" release usually includes functional enhancements, denoted by a change to the right of the first decimal point (for example version 6.1 to 6.2).
Term Licenses	With the purchase of Support in combination with a term license, we provide support through the web. All cases are to be logged online. Our extensive knowledge base is also available to you by the click of a mouse.
Non-HP Software	HP will support specified versions of select non-HP software, but will not support the software any longer than the vendor supports it.
End of Support	We will provide support for the current and previous Minor Versions of the current Major Version. HP will support the last Minor Version of a Major Version for twenty-four (24) months from the date when a new Major Version becomes generally available. If we discontinue a product and no later version of the same is commercially available as an update, we will provide support for twenty-four (24) months from the date of our product discontinuance notice.
Lapsed Support	We offer Return-to-Support. Upon payment of a new renewal term, as well as the cost of any lapsed support, you will be able to return to HP Software Support. Additionally, HP may charge a 15% one-time Return-to-Support fee.
Cancellation	You may choose to cancel Support or remove products from your Support Contract effectively at the next Support renewal date upon sixty (60) days' prior notice, unless stated otherwise in a transaction document. Fee adjustments become effective at the next renewal date, unless stated otherwise in a transaction document. HP may discontinue specific Support offerings no longer generally offered by HP upon sixty (60) days' notice.

Part number	Service name and description
	HP Software Support
HA106A1, HA106A3	Upfront Ordering (1 year and 3 years)
HA106AC	Contractual
	HP Software Support 24x7
HA107A1, HA107A3	Upfront Ordering (1 year and 3 years)
HA107AC	Contractual

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To learn more, visit: www.hp.com/go/software

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