

WELCOME TO ALL THE ANSWERS

CUSTOMER FAQ_s



INTRODUCTION

Please find frequently asked questions of the new HP Software Premier Services below. They are divided into two parts: one general part and one for customers who already have an existing Premier Support contract.

CUSTOMER FAQ_S (PROSPECTIVE AND EXISTING PREMIER SERVICES CUSTOMERS)

FEATURES:

1: WHAT DOES THE NEW PREMIER SERVICES PORTFOLIO LOOK LIKE?

A: The new portfolio is built on top of Foundation Support and provides menu-based Premier offers: it starts with Premier Response, which provides an elevated Foundation Support experience, followed by Premier Advisory with a proven set of proactive deliverables and Premier Business, a business focused Enterprise Service Manager to address customer needs across the customer's HP Software Product portfolio.

An additional menu item is Premier TeamExtend, which offers solution management and out-tasking services. All offers are available for both "Products" and "Solutions".

See the Premier Service Brief for more detailed additional information:

<http://support.openview.hp.com/premier.jsp>

2: WHAT IS THE DIFFERENCE BETWEEN THE PRODUCT AND THE SOLUTION OFFERINGS?

A: The new Premier Services offers a converged portfolio that includes both former Premier Support and former Solution Management Services. It will be distinguished by the terms "Product" and "Solution" in addition to the Premier term. Premier Product provides support for HP standard products and Premier Solution for customized and 3rd party solutions. In the following some answers are divided into these two categories.

3: WHAT IS THE DIFFERENCE BETWEEN PREMIER RESPONSE AND PREMIER ADVISORY?

A: Premier Response is an enhanced reactive support offer. Premier Advisory provides you with an assigned Technical Account Manager, who owns proactive Premier services and works with you on issue prevention. Premier Response is a prerequisite for Premier Advisory.

Product: Benefits for Premier Product Response include faster response time SLOs for severity 1 (1hr) and severity 2 (4hrs). Sev3 and Sev4 response times are dependent on your Foundation coverage.

Solution: Benefits for Premier Solution Response include break/fix assistance for tailored or custom solution components.

4: WHAT IS THE COVERAGE MODEL FOR A PRODUCT VERSUS SOLUTION?

A: *Product:* For Premier Products the coverage model is always 9x5 for Premier Response, Advisory and Business.

Solution: For Premier Solutions the coverage model is defined in the Statement of Work. The options include 9x5, 24x7 Standby (i.e. 24x7 on call support for Severity 1 incidents with 9x5 for Severity 2–4 incidents) and 24x7 On Duty (i.e. 24x7 for Severity 1–4 incidents). Premier Advisory is always 9x5.

5: WHAT IS MEANT BY 3RD PARTY SOFTWARE?

A: Any software that is not HP-branded is considered 3rd party Software.

MINIMUM REQUIREMENTS AND COMBINATION OF DIFFERENT PREMIER OFFERINGS:

6: WHICH REQUIREMENTS EXIST FOR PREMIER?

- A:
1. If you are interested in Premier you need to have an active Foundation Support contract for the respective products. It is followed by Premier Response and Premier Advisory. Premier Business and Premier TeamExtend can always be added.
 2. Premier Response is a prerequisite for Premier Advisory.
 3. *Premier Response PLUS Premier Response Named Engineer is a prerequisite for Premier Response Severity 1 30-minute response time.

*Specific to Premier Product services

7: DO PREMIER ADVISORY, RESPONSE, TEAMEXTEND, AND BUSINESS REQUIRE FOUNDATION SUPPORT?

A: Foundation Support is a requirement to purchase any of the Premier offerings or optional add-ons.

8: DOES THE PURCHASE OF PREMIER TEAMEXTEND AND/OR PREMIER BUSINESS REQUIRE THE PURCHASE OF PREMIER ADVISORY OR RESPONSE?

A: Provided that customers have a valid Foundation Support contract Premier Business and TeamExtend can be ordered without prerequisites.

Note that certain aspects of Premier Advisory, like the Technical Account Manager, may be required for Premier TeamExtend. This will be defined in the Statement of Work.

9: CAN I ORDER PREMIER ADVISORY STAND-ALONE?

A: No, Premier Response is a prerequisite for Premier Advisory.

ADD-ON OPTIONS FOR PREMIER:

10: HOW CAN WE BOOK TECHNICAL SERVICES DAY DELIVERY?

A: Customers who have an active Premier contract should work with their HP Software Support Sales Representative to identify their needs and agree on a schedule.

11: IF A CUSTOMER PURCHASES PREMIER RESPONSE FOR PRODUCTS INCLUDING LOCAL LANGUAGE SUPPORT, WILL ALL TECHNICAL DELIVERIES BE IN THE LOCAL LANGUAGE?

A: All reactive cases will be addressed in the local language chosen by the customer.

12: FOR PREMIER RESPONSE AND ADVISORY, OPTIONAL DELIVERABLES ARE AVAILABLE, FOR EXAMPLE ISSUE HANDLING THROUGH NAMED ENGINEER FOR PRODUCTS, LOCAL LANGUAGE SUPPORT, 30-MINUTE RESPONSE TIMES FOR SEVERITY 1 CASES AND TECHNICAL SERVICES DAYS. ARE THOSE ADD-ONS WITH ADDITIONAL CHARGE?

A: Yes. In order to identify respective pricing please work with your HP account or Sales contact.

PRICING/TERMS AND CONDITIONS:

13: IS EVERY DEAL CUSTOMIZED IN TERMS OF PRICING? IS A STATEMENT OF WORK (SOW) NEEDED?

A:

<p><i>Response:</i> For Premier Products we have fixed pricing based on either product groups (for Premier Response and Advisory) or product center (for Premier Business). Additional options are with fixed prices as well.</p>	<p><i>Solution:</i> For Premier Solutions, all deals require a Statement of Work (SoW) to define scope and terms and conditions between you and HP. Premier Solutions pricing is established within the Statement of Work and is not fixed across product groups or centers.</p>
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14: WHAT IS A PG (PRODUCT GROUP), AND WHAT IS A PTR (PRODUCT CENTER)? WHAT IS THE DIFFERENCE?

A: A Product Group is a subset of a Product Center. Hierarchically it is Product > Product Group > Product Center.

Premier Product Response and Advisory are priced by Product Group; Premier Business is priced by Product Center.

15: WE HAVE NEVER HAD PREMIER SERVICES. DO YOU HAVE A TRIAL PERIOD FOR PREMIER SERVICES TO ALLOW US TO UNDERSTAND IF THIS IS THE RIGHT OFFERING FOR OUR BUSINESS?

A: No, we do not offer trial periods for Premier.

16: DO THE TECHNICAL SERVICES DAYS (ONSITE) INCLUDE TRAVEL COSTS?

A: Yes, travel costs are included in the TSD cost.

OTHER:

17: DOES PREMIER SOLUTIONS PROVIDE IMPLEMENTATION SERVICES FOR NEW DEPLOYMENTS?

A: Premier TeamExtend can provide minor enhancements to the existing supported solution. HP Professional Services should be engaged to provide implementation services for new deployments.

CUSTOMER FAQs (EXISTING PREMIER SERVICES CUSTOMERS ONLY)

RENEWALS:

18: WILL THERE BE CHANGES TO MY PREMIER SUPPORT CONTRACT?

A: HP is offering a two-year grand-fathering (transition) period for existing Premier customers. Customers who want to take advantage of that will see no changes to their Premier Support Contract. If a customer chooses to migrate to the new Premier Services their contract will change to reflect new Service offerings and Pricing.

19: WHEN CAN I CHANGE MY SUPPORT CONTRACT TO THE NEW PREMIER OFFERINGS?

A: The new Premier Services will be available from February 2011. Customers with an active Foundation Support contract can purchase an additional layer of Premier support after that date. We offer a two-year grand-fathering period for existing Premier customers.

20: WILL I BE ABLE TO RETAIN CURRENT PREMIER STRUCTURE AND DELIVERABLES?

A: Yes, there will be a "grand-fathering time" of up to two years. During that time you can stay on the "old" Premier structure/pricing.

Existing Solution Management Services customers will continue to receive services as specified in their current Statement of Work.

21: COULD A CURRENT PREMIER CONTRACT BE RENEWED?

A: Yes, for the two years after February 2011 existing Premier contracts can be renewed “as is” – examples:

If your contract is up for renewal July 1st 2011, you can renew your contract using the old structure.

If your contract is up for renewal on December 31st 2012, you can renew your contract for one more year.

22: WILL THE PRICING CHANGE BY SWITCHING TO NEW PREMIER?

A:

Product: Yes, for Premier Product Services there will be a new corporate price list entry and migration mapping. Some of the new packages differ in pricing and deliverables from the old packages.

Solution: Premier Solution Services will be scoped and priced using a Statement of Work like SMS is today.

23: IN CASE I DON'T WANT TO MIGRATE, CAN I PICK ONE DELIVERABLE OF THE NEW PREMIER WITHIN THE EXISTING PREMIER OFFER? EXAMPLE: COULD I PICK LOCAL LANGUAGE SUPPORT FOR INSTANCE WITH PREMIER PLUS OR PREMIER SOLUTIONS?

A: We cannot mix and match old and new Premier offers. If you like a new Premier offer and want to buy it we will work with you on a migration plan to move to the new Premier.

NEW PORTFOLIO FEATURES:

24: WHAT ARE THE KEY CHANGES AND YOUR BENEFITS COMPARED WITH THE EXISTING PREMIER SUPPORT OFFERING?

- A:
- The new Premier portfolio is more flexible through menu-based approach.
 - Premier now covers standard products as well as customized and 3rd party solutions, if Solutions offering is purchased.
 - You have an opportunity to out-task solution maintenance and operations with Premier TeamExtend. Low complexity enhancements requests can also be accommodated.
 - The new Premier Product Response offer delivers faster response times via advanced support engineers and faster Service Level Objectives.

25: IS THERE A MAPPING TABLE TO SHOW MY EXISTING DELIVERABLES AND HOW THEY WILL MAP TO THE NEW OFFERINGS?

A: Since every Premier contract has been developed to the unique business needs of each customer, it is best to work with your HP Software Sales Representative to map from the existing to one of the new offerings. This will also provide you with an opportunity to assess your current business needs and include those in your discussions.

26: CAN WE STILL PURCHASE SPECIALIST TEAM DAYS?

A: Customers who remain on the old Premier structure during the grand-fathering period continue to have access to Specialist Team Days. In the new Premier, the equivalent offer is called Technical Services Days and is available as an option with each of the new Premier packages.

27: WHAT ARE THE COMPARATIVE OFFERINGS OF THE NEW PREMIER SERVICE AND THE OLD PREMIER SUPPORT?

A: Please find a mapping list of the different offerings below:

OLD PREMIER SUPPORT	NEW PREMIER SERVICE
Premier Select	Premier Response and Premier Advisory
Premier Plus	Premier Response and Premier Advisory
Premier Total	Premier Response and Premier Advisory
Premier Solutions	Premier Business
No comparable former offering	Premier TeamExtend

FOR MORE INFORMATION:

See the Premier Service Brief <http://support.openview.hp.com/premier.jsp> or contact your HP Software Support Sales Representative.

