

Customer Support Handbook

HP Software-as-a-Service

November 2011

MAXIMIZE

**your HP Software
investment with
Software-as-a-Service**



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1. Welcome to HP Software-as-a-Service!

Most of our customers choose Software-as-a-Service to better focus on their core business, better adapt to change, and work more efficiently.

Hewlett-Packard's Software-as-a-Service team is committed to ensuring your success. This handbook provides guidelines and reference materials that will allow you to maximize your HP Software investment.

While this handbook provides important information on almost everything you need to know about HP Software-as-a-Service Support, we also want to encourage you to review our HP Software-as-a-Service website at <http://saas.hp.com>. In most cases, you have an assigned HP SaaS Client Manager in charge of guiding and mentoring you throughout the term of the engagement.

1.1 About HP Software-as-a-Service

In the brief decade since HP pioneered Software-as-a-Service (SaaS) for the enterprise, it has become a proven delivery model to help companies of all sizes save time, money, and reduce hassles managing the IT services they need to run their businesses. When IT applications and management tools are delivered leveraging HP SaaS infrastructure and expertise, companies eliminate unnecessary capital expenditure, accelerate time-to-value, reduce the burden on limited IT resources, and lower deployment risk, among other compelling benefits. HP's comprehensive SaaS portfolio of HP Software Solutions addresses all three key

responsibilities of the IT organization in an enterprise: strategy, applications, and operations. Using HP SaaS, IT professionals can rapidly adapt to change, deploy in-house resources more effectively, and assure amazing business outcomes for the enterprise.

You can review the HP Software-as-a-Service Portfolio at <http://saas.hp.com>.

1.2 About HP Software-as-a-Service Support

Whether our interactions are software or infrastructure related, HP Software-as-a-Service offers customers direct, high-quality, responsive technical support. We strive to create a support environment that provides the information you need as quickly as possible, so you can achieve desired business outcomes without having to focus on availability of the software solution. HP Software-as-a-Service brings a unique perspective built from serving hundreds of HP Software customers for more than a decade. Our support team consists of seasoned HP Support engineers with specialized skills and experience in HP Software technologies, as well as HP Software-as-a-Service environments. HP Software-as-a-Service Support also works with HP Software Support in the resolution of your software product issues.

"HP is the leader in overall customer satisfaction for enterprise software support."

IDC Multiclient Study, "Enterprise Software Support Services Customer Satisfaction and Value Study," February 2010



2. Important Reference Information

Use this page to keep track of important information specific to your licensing and support agreements with HP.

2.1 My Support Agreements

A Service Agreement ID (SAID) is your unique support identifier with HP. The SAID is required when you contact HP with questions and to access technical support. If you need to log an incident and have not received your SAID, please visit <https://support.openview.hp.com/entitlement/contracts> and select "Investigate contract" from the left-hand menu. If you don't have an existing SAID, please refer to the Appendix, "How to Retrieve My SAID." If you have an existing SAID and want to inquire about an HP Support contract, please log a non-technical incident at <http://support.openview.hp.com/casemanager/newincident> and select Problem Category "Investigate support contract" in the pull-down menu. Both links require an HP Passport account.

My Support Agreement ID is: _____

3. Managing Your Relationship with HP SaaS

All support interactions with HP SaaS require the creation of an HP Passport. Your HP Passport is your personal username, password, and profile for accessing HP Passport enabled sites.

3.1 Creating Your Account

To create a new HP Passport account, follow these easy steps:

1. Go to the Software Support Online (SSO) website:
<http://www.hp.com/go/hpssoftwaresupport>

2. Click on "Register" at the top of the screen.
3. Create a User ID and Password of your choice.
4. Enter all required information.
5. Please take the time to complete your entire HP profile; it will be used for a variety of HP websites. To do this, click on "Optional Contact Information." HP recommends that each user of Software Support Online creates a separate HP Passport User ID under his or her own personal name. This helps to ensure that case incident communications are routed to the correct person.

3.2 Signing in

Customers with an existing HP Passport account can sign in by clicking "Sign-in with HP Passport" next to "Register." If you forgot your user ID or password or receive an error message when attempting to log in, please click on "Forgot Password" or "Forgot User ID." Once signed in to HP Passport, you can edit your profile at any time by clicking "Edit your profile" at the top of the page.

3.3 Linking an SAID to HP Passport

In order to access additional content, such as advanced self-solve, you will need to add your support contract's SAID.

1. First log in to HP Passport
2. Then click on "Check Entitlement" to the right of the Software Support Online (SSO) home page
3. Enter the SAID provided to you as part of your HP SaaS contract into the field and click "Add."
4. You will see any contracts that are already part of your profile. For more information visit the SSO tutorial: <http://support.openview.hp.com/pdf/sso/index.html>

4. Your Support Contract

In order to log a support incident, you will need to provide your Service Agreement ID (SAID) found as part of your support contract. A unique identifier for your support contract with HP, the SAID is printed on each contract and should be referenced whenever you request technical support. In the event that you have not yet received your support contract and SAID, you can still access technical support by calling your local phone number.

4.1 Renewing Your Software-as-a-Service

HP generates Software-as-a-Service contract renewal quotes approximately 90 days prior to the expiration of your contract. It is important to review the renewal quote to avoid any disruption in service. Any questions pertaining to your quote should be directed to your HP Software Sales Representative. Contact information for your HP Software Sales Representative can be found on the quote.

Alternatively, you can contact your Client Manager who will initiate and support the sales process.

4.2 Logging a Support Incident

Technical support entitlement begins on the date of purchase. You can log incidents electronically or by phone. Once you have logged an incident, you will receive a support case within minutes. When a solution has been identified, your incident history will include the resolution; this way you can review your incident at any time and retrieve this valuable information for future reference. HP Software Support employs the Follow-the-Sun support model, ensuring complete 24x7 coverage for our customers.

4.3 Before Logging an Incident – Information Needed

- Support Agreement ID (SAID) of the contract that lists the product for which you need assistance. (Please refer to the Appendix, “How to Retrieve My SAID,” if you do not know this information.)
- Your contact information

- Problem Description – What product is failing? What are the symptoms? What are the expected results?
- Nature of the problem – When did the problem begin? What has changed since it last functioned? Can the problem be reproduced?

4.4 Submit an Incident Electronically

The most efficient and effective way of detailing your problem, logging incidents online allows an unlimited amount of users in your environment to review the incident. Prior to submitting incidents online, please make sure to register at HP Software Support Online by creating an HP Passport account. For details, see section 3.1. You are then ready to log the incident at

<http://www.hp.com/go/hpsupport/casemanager/submitcase>.

4.5 Opening an Incident by Phone

HP Operations Support Representatives (OSRs) staff the HP Service Operations Center (SOC) 24x7x365. They are prepared to answer your technical questions and to initiate support cases. When calling the SOC to report an outage, be certain to request the support case number for future reference.

Americas: (877) 837-8457 Option 3
UK, Europe:..... +44 1344 366 540 Option 3
Australia: 1 (800) 649 436
China: 10800 6500246
Hong Kong: 800 967915 Option 3
Malaysia: (800) 80 6166 Option 3
New Zealand: 0800 441 393 Option 3
Singapore: (800) 322 8483

4.6 Response and Resolution Times

The HP SaaS team is committed to rapid response and resolution of customer support cases. If you submit support cases via our website, you can track the progress of your requests online.

Response is defined as the amount of time given for the

HP SaaS OSR to process the support case, review and assess your request, and send you an action plan for resolution.

Resolution is defined as an answer, a solution, a completed add/move/change, or a satisfactory workaround solution. When submitting an incident, please make sure to select the appropriate severity level as defined in Table 1.

Response time goals are provided as typical initial response times to support requests. They in no way create a legal requirement or obligation for HP to always provide such response in the stated time. For newly received Severity Level 1 incidents, HP will confirm through discussion with the customer that the incident fulfills the criteria of “production application down,” and HP reserves the right to downgrade the severity level if the incident does not satisfy the criteria.

4.7 Status Review

The easiest way to check the status of support incidents is by accessing HP Software Support Online. You may also call HP to request status information. Online incident logging allows you to track your incident at <http://www.hp.com/go/hpsoftwaresupport/casemanager/submitcase> > Advanced Case Search.

In order to track incidents online, you will need to create an HP Passport account and edit your

profile to include the SAID(s) for your HP Software products. Please see section 3.3 for information on how to link an SAID to your HP Passport account.

Each incident logged online will be assigned one of the following status categories:

Open: Incident submitted and additional information is needed (subcategory is Callback: customer has requested a call or email from the incident owner).

In progress: An HP engineer is working on the incident (subcategories are Pending customer: HP staff are waiting for the customer to respond/ provide required information for incident resolution;

Pending internal: The engineer assigned to the incident is waiting for additional information related to resolution from other HP entities).

Suspended: Time-based “on hold” status per the customer’s request.

Reopened: The solution or work performed is not satisfactory.

Resolved: The incident has been resolved or the customer could not be reached after multiple attempts to contact. A “resolved” case can be re-opened.

Closed: The incident has been resolved or the customer could not be reached after multiple attempts to contact. A “closed” case is definitely closed. A new case must be opened if further action is needed.

Service-level commitments for processing customer support cases:

Severity	Target Response Within	Target Resolution Within	Solution (one or more of the following)
1 – Critical; Infrastructure	1 hour	4 hrs	Service availability is restored.
2 – High; Application & Infrastructure	1 hour	2 Business Days	Satisfactory workaround is provided. Product patch is provided. Fix incorporated into future release. ¹ Fix or workaround included in knowledge base.
3 – Medium	1 Business Day	5 Business Days	Satisfactory workaround is provided. Product patch is provided. Fix incorporated into future release. ¹ Fix or workaround included in knowledge base.
4 – Low; Minor Problems	1 Business Day	10 Business Days	Answer to question is provided. Change request completed. Satisfactory workaround provided. Fix or workaround incorporated. Fix incorporated into future release. ¹

Table 1. Summarizes service-level commitments for processing customer support cases.

4.8 Escalation

Occasionally you may encounter situations where a problem is so severe that it demands immediate attention, or a significant time has passed beyond the resolution targets without a satisfactory resolution.

If you are not satisfied with your level of support, a support case may be escalated as follows:

- Level 1: Log into SSO and update your case to speak with a SOC representative by checking the “request call back” box.
- Level 2: Call the SaaS 24x7 support line and ask to speak to a SOC technical lead or manager.
- Level 3: Call your HP SaaS Client Manager
- Level 4: Invoke the escalation process via your HP SaaS Client Manager, Manager of Client Services, or Sales Representative.

Involvement of the SaaS Escalation Management team might be requested when the standard support process or expectations has not met your needs, will not deliver an acceptable solution in an agreed time frame and the situation has a business impact that could be considered critical. SaaS Escalation Management team evaluates the best course of action and assigns a SaaS Escalation Manager to the situation if appropriate.

5. Support Tools

5.1 Software Support Online (SSO)

HP SaaS leverages Software Support Online, an online support tool that provides a fast and efficient way to access the interactive technical support tools needed to manage and optimize your business. Benefits of Software Support Online include:

- Online access to HP Software’s large knowledge base
- Online case submittal and tracking
- Discussion forum
- Support contract management
- Information on available HP Software Services

and Support offerings

- Software updates and patches
- Electronic manuals and Support offerings
- Obsolescence policy
- Enhancement requests
- E-notification of new information about your HP Software products Enhancement requests
- Latest information on HP Software Support

For information on how to navigate HP Software Support Online and to take full advantage of all of its features, please take a few minutes to review the online training guide at <http://support.openview.hp.com/pdf/sso/index.html>.

5.2 Accessing Software Support Online

To access HP Software Support Online, please visit <http://www.hp.com/go/hpssoftwaresupport>.

Software Support Online content is protected with different levels of access:

- **Public Content** – Content is readily accessible to anyone. It requires no additional authorization to access.
- **HP Passport User ID Required** – Requires HP Passport User ID and password to access content. To establish an HP Passport account, see section 3.1. Each member of your team should create his or her own user ID and password.
- **Contract Required** – Requires an active software support contract and HP Passport account to access content. Linking an active contract to HP Passport can be done by following the easy steps described in 3.3 “Linking an SAID to HP Passport.” Note: IT Resource Center (ITRC) User IDs cannot be used to submit or track a support case on this site.

5.3 Self-Solve Knowledge Search

HP’s self-solve knowledge search provides immediate, easy-to-use recommendations from HP knowledge sources and technical forums. This online tool is available 24x7 to assist you and your staff in finding information needed to resolve software issues. With an improved user-friendly

interface and advanced search options, you can get to the information you need even faster.

5.4 Manuals

Search and download the latest manuals at

<https://portal.saas.hp.com/site/html/login.mss>

5.5 Non-technical Incident Logging

Non-technical incident logging provides you with the opportunity to ask questions that are non-technical in nature, e.g., using our website, general licensing, or your support contract. Please log such questions at <http://www.hp.com/go/hpsoftwaresupport/casemanager/submitcase>.

Select the non-technical case radio button on the right side of the website and indicate the general category of your question. Once submitted, an HP representative will contact you regarding your incident status.

6. HP Software Solutions Community

The HP Software Solutions Community combines social media technologies with established HP customer communication channels to create a virtual meeting place where you can get information and interact with your peers and HP Support experts. The HP Software Solutions Community has everything you need to get the most out of your HP solutions and support:

- Services, support, and education
- Interaction with your peers
- Access to HP experts
- Blogs, events, articles, and more
- Powerful search capabilities
- Familiar resources in a dynamic new context

To join the discussions, visit

<http://www.hp.com/go/swcommunity>.

HP SaaS has its own section within the broader HP Software Solutions Community.

7. Frequently Asked Questions

7.1 About HP Software-as-a-Service

Where can I find the SaaS services I am entitled to?

The HP SaaS deliverables and commitments can be found either in the datasheet or in the Statement of Work. A legally binding document, the HP SaaS datasheet references our standard services. Non-standard or customized services are described in a Statement of Work (SOW). In the event of a conflict between the datasheet and the SOW, the SOW shall take precedence.

I have just purchased HP SaaS. What are the next steps?

You will receive a welcome email from SaaS with credentials for your instance. If you purchased Technology Adoption services, you will be assigned an HP SaaS Client Manager, who will work with you to plan the rollout of the HP Software solution you purchased.

I have additional questions with regards to security, availability, and scalability. Who can I contact?

You can contact HP Service Operations Center (SOC) 24x7x365. Whilst the SOC typically can't directly answer these questions, they will defer to your Client Manager or to the HP SaaS Security Officer.

Is SaaS a 24x7 service?

Yes, all SaaS contracts entitle SaaS customers to 24x7 support via the Software Support Online portal (via the web) or by phone. SaaS has two fully staffed Service Operation Centers to provide our customers with continual service 365 days a year.

7.2 About HP Support

What is an SAID or Service Agreement ID?

The HP SAID is an identifier for your support contract with HP.

Why does a customer need an SAID?

An SAID is required for access to secured pages of HP Software Support Online (SSO) portal. An SAID is also needed for incident logging via SSO as well as over the phone.

Where can I find my SAID?

Your SAID can be found as part of your HP support contract. If you have not received your support

contract or you cannot find your SAID, please visit <http://support.openview.hp.com/entitlement/contracts> and select "Investigate contract" from the left-hand menu. Please refer to the Appendix, "How to Retrieve My SAID," for a more detailed explanation.

What is HP Software Support Online (SSO)?

HP Software Support Online is a fast, efficient way to access interactive technical support tools and account information for your HP Software solutions. With Software Support Online, you have around-the-clock online access to the information and tools used by HP Software support experts, such as the knowledge database for troubleshooting and product information. SSO also give you the capability to manage your account, providing access to plenty of valuable information.

Does user-contributed information get posted to the SSO knowledge base?

Information contributed by users may be considered for possible enhancement of our knowledge base.

How can I set my own search preferences for incident searches?

We currently do not offer personalized search favorites.

What is the response time for a logged incident?

Response times vary depending on your level of support and severity level.

Where can I find my HP Order Number?

Your Entitlement or Right-to-Use Certificate contains your HP Order Number as well as the HP Software products purchased. While an Entitlement or Right-to-Use Certificate is not required to request a permanent license, you should retain any certificates for your own reference and for compliance reasons. However, you must have a valid HP Order Number in order to request your permanent license key.

I cannot find my License Entitlement Certificate.

What can I do?

Please log a non-technical incident at <http://www.hp.com/go/hpsupport/casemanager/submitcase> > Submit a new case > Non-technical/business > Electronic Product Delivery. Please enter Entitlement Certificate Copy Request in the case title.

I have only one corporate email account, but would like to create additional HP Passport logins. Should I use my personal accounts?

No. We recommend you acquire an additional company email address or have a team member create a login.

Do I need to enter the SAID into HP SSO with spaces?

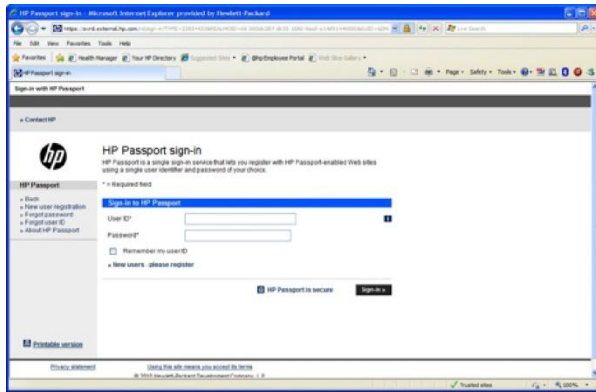
No. SSO will automatically delete the spaces.

Appendix A: How to Retrieve Your SAID to Log a Case

In order to open a case to receive technical support from HP SaaS, you must present a valid Service Agreement ID (SAID) that corresponds with the product for which you are requiring support.

If you do not know your SAID, please follow the process outlined below:

Step 1: Sign on to the Software Support Online (SSO) portal* using your HP Passport sign-in and password.



*Note – if you are new to the portal, you must register first by clicking on the link.

Step 2: Once registered and on the SSO homepage, click on the tab labeled “Case Manager.”

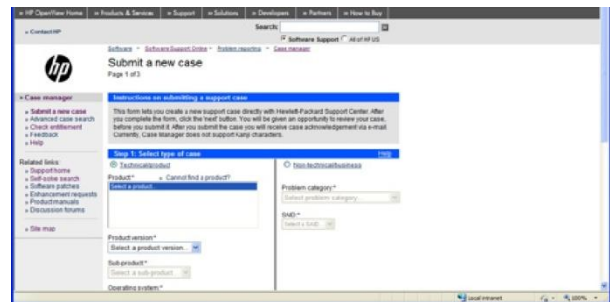


Step 3: Within Case Manager, you should see all cases submitted using your HP Passport sign-in ID.

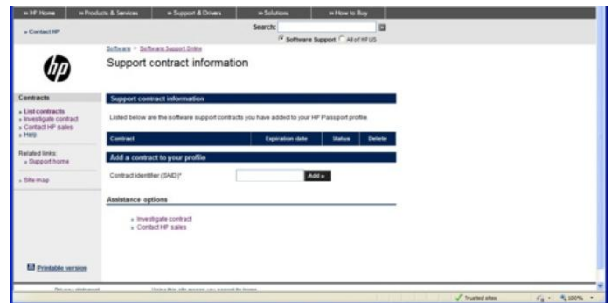
To submit a new case, click the link under the welcome message.



Step 4: Along the left hand navigation bar, select “Check Entitlement.”



Step 5: Select “Investigate Contract” from either location on the page.

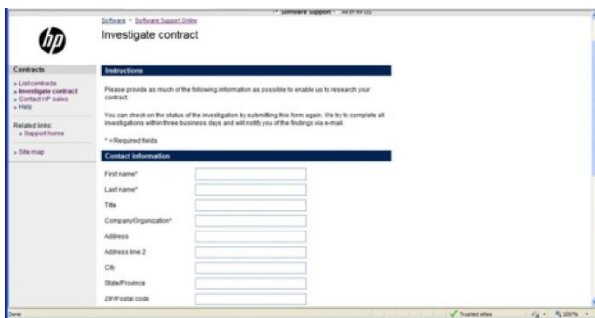


Step 6: Complete the form as thoroughly as possible. In the field asking for SAID, type “unknown”.

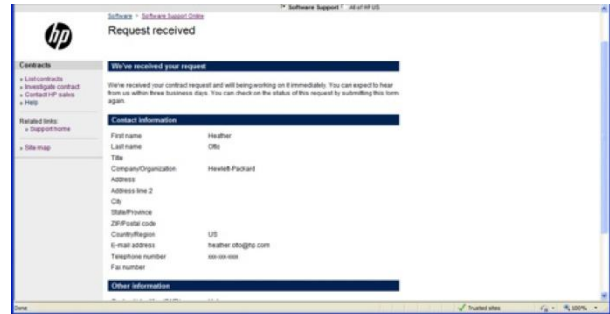
For the field labeled “product associated with contract”, type “SaaS” and then the actual HP Software product your service is linked to. The example below shows “saas asset manager.”

Finally, type “Request for SAID” in the last field titled “Why are you requesting a contract investigation?”.

Click the “Submit” button.



Once you’ve submitted your request, you will be directed to a confirmation page with your case details, similar to the page below. You can also expect to receive an email from HP Software Support confirming the receipt of your request.



Upon receiving your request confirmation, a member of the HP Software Support team will contact you shortly thereafter to assist with your request.

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¹ Depending on the severity, priority, and availability of a workaround, a fix may be provided in a future release or patch.