



HP Software Support has a new mantra: 'Exceed Expectations'. The person responsible for making sure HP Software Support lives up to that goal is VP of HP Software Support, Aileen Allkins. With a mission to make support service levels a competitive differentiator for HP, she is raising the bar on internal processes, technology upgrades and external communications. Keep up with the progress of her team and the latest innovations that are rolling out, plus get her views on the state of the art in software support as well as adding your thoughts and comments to her blog [Exceeding Expectations](#).

Please get involved and add your thoughts to this brand new initiative. 'We are listening', like never before.



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