

HP Proactive Select services

HP Services

Technical data



HP Proactive Select services start with a proactive delivery plan that is developed by an Account Support Manager (ASM) and you together (the “Plan”). The Plan will identify your IT goals and critical success factors. The ASM will then recommend a selection of service activities that align with the objectives in the proactive delivery plan. The final decision on how your credits are used is made by you, and that decision will be documented in the Plan. The ASM will then organize the delivery of the specified service activities, in some cases delivering service activities directly and in other cases bringing in specialist resources. The ASM will periodically review the Plan with you and update it annually for multiyear contracts to help ensure that the Plan and chosen service activities remain relevant to your changing needs. This flexibility enables you to adapt the service over the lifecycle of your IT products.

You have the flexibility of choosing from a variety of service activities ranging from assessments, performance analysis, firmware management, and infrastructure solution support to technical forums. These service activities cover a broad spectrum of IT technology domains including servers, blades, operating systems, storage, SANs, networks, third party software, virtualization, power and cooling, management software, security and ITSM. The end result is a solution that is designed by you to help you meet your IT and business goals.

There are four main HP Proactive Select services, which provide 10, 30, 60, or 180 credits per year. Additional proactive service credits, in increments of 10 credits, may also be purchased to supplement the main HP Proactive Select services. Optional hardware and software reactive support is available and may be purchased additionally.

Service benefits

HP Proactive Select services help you to:

- Access a list of flexible and customizable proactive service activities
- Choose from a variety of service activities addressing both technology and process needs
- Have the ability to change the Plan during the review meeting
- Enhance your in-house IT team with complementary assistance from HP
- Improve the time to solution
- Reduce business risk and project costs by accessing HP specialists
- Simplify IT operational procedures by leveraging HP best practices

Service feature highlights

- Assigned Account Support Manager
- Plan and review meeting(s)
- Proactive service credits redeemable for specific service activities of your choice

Specifications

Table 1. Service features

Feature	Delivery specifications
Delivery planning and review	<p>The Account Support Manager (ASM) works closely with the Customer's IT staff and will act as a focal point for this service. The ASM and the Customer will discuss the available list of proactive service activities and will develop a customized Plan. The Plan will describe the services that HP will provide in the mutually agreed-upon timeframe for service delivery. The Plan is updated by the ASM and reviewed with the Customer during periodic delivery planning and reviews designed to reflect progress and changes in the Customer's IT objectives or IT environment.</p> <p>The ASM will also coordinate additional HP technical resources when specific skills are needed. The ASM will provide required deliverables either remotely or onsite, at the discretion of HP.</p>
Proactive service credits	<p>Proactive service credits are redeemed by the Customer in exchange for proactive services activities that are highlighted in the Plan.</p>

Specifications

Table 2. Optional service features

Feature	Delivery specifications
HP Proactive Select 10 Credit SVC	<p>Provides an ASM and 10 proactive service credits per year that can be redeemed for specific service activities. This service also provides a Plan for the service activities, as selected by the Customer, and one review meeting per year.</p>

HP Proactive Select 30 Credit SVC	Provides an ASM and 30 proactive service credits per year that can be redeemed for specific service activities. This service also provides a Plan for the service activities, as selected by the Customer, and one review meeting per year.
HP Proactive Select 60 Credit SVC	Provides an ASM and 60 proactive service credits per year that can be redeemed for specific service activities. This service also provides a Plan for the service activities, as selected by the Customer, and one review meeting per year.
HP Proactive Select 180 Credit SVC	Provides an ASM and 180 proactive service credits per year that can be redeemed for specific service activities. This service also provides a Plan for the service activities, as selected by the Customer, and two review meetings per year.
HP Add 10 Proactive Select Credit SVC	Additional proactive service credits are available for purchase. This option adds an additional 10 proactive service credits to the proactive service credit count of above Proactive Select services. The ASM will incorporate the additional service credits into the existing Plan.

Coverage

- HP Proactive Select service is available Monday through Friday excluding HP holidays, during standard HP business hours.
- If Customer requests HP Proactive Select services to be provided outside standard HP business hours, associated after-hours service credits are calculated at a rate of 1.5 times the standard hours service credits.

Prerequisites

- Additional service credits (HP Add 10 Proactive Select Credit SVC) can only be purchased if the Customer has already purchased HP Proactive Select 10, 30, 60, or 180 Credit per year service and has an active Plan.

Customer responsibilities

The Customer must:

- Register this service within 10 days of purchase for proper entitlement (for HP fixed Care Pack services only)
- Retain, and provide to HP upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service
- Grant HP timely, unrestricted access to Customer's systems and facilities, as required for HP to deliver the selected service activities
- Identify a focal point to work collaboratively with the HP ASM in the development and ongoing review of the Plan
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the HP service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HP in facilitating the delivery of this service

- Provide a suitable work area for delivery of onsite service, including access to an outside telephone line, power, and any network connections required
- Ensure that all prerequisites for Customer-selected activities have been met
- Be responsible for all data backup and restore operations

Service limitations

Hardware and software reactive support is not a core feature of this service. It can be added optionally.

The following are excluded from this service:

- Services on hardware covered by a third-party maintenance contract without prior written approval from the Customer and/or the third-party
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software

General provisions/Other exclusions

The delivery model for the ASM is determined by the current annual accumulated credits of all packages that have been purchased. The number of annual accumulated credits purchased will be calculated at contract transition points, i.e., start of contract, anniversary dates of multi-year contracts, and at the end of contracts. If the current annual accumulated credits purchased are 30 credits or more, then the ASM role will be delivered from a local ASM; otherwise, the role will be delivered remotely.

The HP Account Support Manager will provide the required deliverables either remotely or onsite, at the discretion of HP.

HP Proactive Select service credits must be utilized and redeemed against specific service activities within the scope of one proactive delivery plan and are restricted to the IT environment under the direct day-to-day management of one IT manager in one country.

HP Proactive Select service credits are not transferable.

HP Proactive Select service credits purchased will terminate with the end of the current contract term and cannot be rolled over at contract renewal time. Unused service credits at the end of the current contract term will not be refunded and cannot be added to another contract.

Certain service activities use diagnostic tools that utilize a secure data transport to HP to analyze and generate reports. If the Plan requires remote data collection, the Customer will allow HP remote access.

HP's ability to deliver the Proactive Select services is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.

HP reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.

HP reserves the right to re-price the HP Proactive Select services if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

Additional charges for travel to/from Customer site may apply, at the discretion of HP.

If the Customer cancels a contract before it has reached its termination date then HP will refund the Customer a pro-rata amount for the unused prepaid support based on the unused proactive select service credits, less any applicable early termination fees. Conversely, HP will invoice the Customer on a pro-rata basis for any credits used but not paid for at the time of contract cancellation.

Ordering information

To obtain further information or to order this service, contact a local HP sales representative or HP reseller and reference the following HP flexible Care Pack services (x denotes the service length in years; options are 1, 3, 4, or 5 years):

HP Proactive Select 10 Credit/yr SVC: HK696Ax

HP Proactive Select 30 Credit/yr SVC: HG921Ax

HP Proactive Select 60 Credit/yr SVC: HG922Ax

HP Proactive Select 180 Credit/yr SVC: HG923Ax

HP Add 10 Proactive Select Credit SVC: HG924Ax

For the complete list of HP fixed Care Pack services, please contact your local HP sales representative or HP reseller.

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit one of the following websites:

HP support services: www.hp.com/services/alwayson

HP Care Pack services: www.hp.com/services/carepack

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