

HP Support Plus Service



HP Care Pack Services

HP Support Plus Service is a comprehensive hardware and software service that enables you to increase the availability of your IT infrastructure. HP engineers work with your IT team to help you resolve hardware and software problems on your HP and selected third-party products.

As HP releases updates to software and reference manuals, these updates are made available to your system manager or designee. Updates for selected HP-supported third-party software products are also included as they are made available from the original software manufacturer. This service also includes a licence to use and copy the software updates for each system covered by the original HP or original manufacturer software licence.

In addition, this service provides electronic access to related product and support information, enabling any member of your IT staff to locate this commercially available essential information. For third-party products, access is subject to availability of information from the original manufacturer.

Service benefits

- Improve IT infrastructure uptime
- Support for HP products as well as eligible multivendor hardware and software products
- Reduce the cost of purchasing individual update licences through subscription savings
- Notify your system managers when new software updates are made available
- Improve system performance and reduce downtime due to software defects
- Trusted support from the OEM

Service feature highlights

- Onsite hardware support
- Materials
- Work to completion
- Software technical support
- Escalation management
- Coverage window
- 4-hours onsite response for hardware support
- Licence to use and copy software product updates
- Software product and documentation updates
- Remote problem diagnosis and support
- Access to electronic support information and services
- Electronic remote monitoring and support, standard configuration

Specifications**Table 1. Service features**

Feature	Delivery specifications
Onsite hardware support	<p>For technical hardware issues that cannot, in HP's judgement, be resolved remotely, an HP-authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. For certain printers, PCs, ProLiant servers, Intel® Pentium® and Xeon® processor-based servers, and networking and storage products, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or equivalent to new in performance. Replaced products become the property of HP.</p> <p>In addition, HP may install available engineering improvements to help the Customer ensure proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts. At its sole discretion, HP may install any firmware updates that, in the opinion of HP, are required to return the covered product to operating condition or to maintain supportability by HP.</p>
Materials	<p>HP will provide HP-supported parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts are new or equivalent to new in performance. Replaced parts become the property of HP.</p>
Work to completion	<p>Once an HP-authorized representative arrives at the Customer's site, the representative will continue to deliver the service, either onsite or remotely, at the discretion of HP, until the products are operational or as long as reasonable progress is being made. Work may be temporarily suspended if additional parts or resources are required, but work will resume when they become available.</p> <p>Work to completion may not apply to onsite support provided for desktop, mobile, printing and consumer products.</p>
Software technical support	<p>Once a software problem is logged, an HP Response Centre engineer will respond to the call within two hours. Calls received and answered outside this service coverage window will be logged the next day for which the Customer has a service coverage window (may vary by geographic location). HP provides corrective support to resolve identifiable and customer-reproducible software product problems. HP also provides support to help the Customer identify problems that are difficult to reproduce. The Customer receives assistance in troubleshooting problems and resolving configuration parameters.</p>
Escalation management	<p>HP has established formal escalation procedures to facilitate the resolution of complex problems. Local HP management coordinates problem escalation, enlisting the skills of appropriate HP resources and/or selected third parties to assist with problem-solving.</p>
Coverage window	<p>The coverage window specifies the time during which services are delivered onsite or remotely. Service requests received outside this window will be logged the next day for which the Customer has a service coverage window.</p> <p>The following coverage windows are available for eligible products:</p> <ul style="list-style-type: none"> • Extended business hours, standard business days: Service is available from 08.00 to 21.00 local time, Monday to Friday, excluding HP holidays. • 24x7: Service is available 24 hours per day, Monday through Sunday, including HP holidays. <p>All coverage windows are subject to local availability. Check with the local office for detailed information on availability.</p>
Onsite response time for hardware support	<p>Onsite response time specifies the period of time that begins when the initial service request is received and logged with the HP Response Centre and ends when the HP-authorized representative arrives at the Customer's site, if this time falls within the specified coverage window.</p> <p>Support Plus has a 4 hour onsite response time. An HP-authorized representative will arrive at the Customer's site to begin hardware maintenance service within four hours after the service request is logged, if this time falls within the contracted coverage window.</p>

Specifications**Table 1. Service features (continued)**

Feature	Delivery specifications
Licence to use and copy software product updates	<p>The Customer receives the licence to use the software updates to HP or third-party software for each system, processor, processor core or end user (with original software licences) covered by this service.</p> <p>The licence terms shall be as described in the HP software licensing terms corresponding to the Customer's prerequisite underlying software licence, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service.</p>
Software product and documentation updates	<p>As HP releases updates to HP software, the latest revisions of the software and reference manuals are made available to the Customer's system manager or designee. For selected third-party software, HP will provide software updates as such updates are made available from the third party, or HP may provide instructions on how to obtain any software updates directly from the third party. For certain software products, the Customer may be able to select from a choice of media types. An access code or licence key, or instructions for obtaining an access code or licence key, will also be provided to the Customer when it is required to install or run the latest software revision.</p>
Remote problem diagnosis and support	<p>Once the Customer has placed a service request with HP, HP will work with the Customer during the coverage window to isolate the hardware problem and to remotely troubleshoot, remedy and resolve the problem with the Customer. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support tools (where available) to access covered products, or HP may use other means available to facilitate remote problem resolution.</p> <p>Regardless of the Customer's coverage window, problems with covered hardware can be reported to the HP Response Centre via telephone or electronically, as locally available, 24 hours per day, seven days per week. HP will acknowledge the receipt of the service request and notify the local office at the next coverage window. HP retains the right to determine the final resolution of all reported problems.</p>
Access to electronic support information and services	<p>As part of this service, HP provides access to certain commercially available electronic and web-based tools. The Customer has access to:</p> <ul style="list-style-type: none"> • Certain capabilities made available to registered users such as downloading select HP software and firmware patches; subscribing to hardware-related proactive service notifications; and participating in support forums for solving problems and sharing best practices with other registered users. • Expanded web-based searches of technical support documents, to facilitate faster problem-solving. • Support Case Manager, a tool for submitting questions directly to the HP Solution Centre. Support Case Manager Centre helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the engineer qualified to answer the question. The tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone. • "HP Live" functionality for communicating directly with an online HP support engineer during standard coverage hours (08.00 to 17.00 local time), Monday to Friday, excluding HP holidays. Through sharing browser content, the HP support engineer will help the Customer to navigate to the appropriate online content that may help resolve the problem. This real-time online help can be accessed via the "HP Live" button on selected website. • Searches of HP or third-party hosted knowledge databases for certain third-party products in order to retrieve product information, find answers to support questions, participate in support forums and download software patches.
Electronic remote monitoring and support, standard configuration	<p>For Customers who meet minimum requirements, electronic remote monitoring and support, standard configuration with real-time remote hardware event management provides diagnostic software for eligible products. This software monitors hardware status and generates notification events when certain predetermined conditions are detected. Notification events are received and forwarded to HP for review and possible support action.</p>

Availability of Support Plus service.

Response times are dependent on the location of your site in relation to an HP support office. To check service availability, please contact your HP Services representative.

Coverage

HP Hardware Support Onsite Service provides coverage for HP or Compaq-branded hardware products, and all HP-supplied internal components (such as HP Jetdirect cards, memory and CD-ROMs), as well as attached HP or Compaq-branded accessories purchased together with the main product, such as mouse, keyboard, docking station and external monitor.

For some servers and storage products, CPUs, disks and other major internal and external components will be covered if support has been configured accordingly and they are listed in the contract's equipment list (if applicable).

For HP Care Pack Services with "desktop/workstation/thin client/notebook-only" coverage, external monitors and docking stations will not be covered under this service.

Coverage for eligible multivendor systems includes all standard vendor-supplied internal components and the external monitor, keyboard and mouse.

Consumable items including, but not limited to, batteries and Tablet PC pens, fuser units, maintenance kits and other supplies, as well as user maintenance and non-HP devices, are not covered by this service.

For components that are discontinued, an upgrade path may be required. HP will work with the Customer to recommend a replacement. Not all components will be covered in all countries due to local support capabilities.

For ProLiant servers and storage systems, this service covers HP-branded hardware options qualified for the server, purchased at the same time or afterward, internal to the enclosure, as well as 22" and smaller external monitors and tower UPS options up to 3 kVA; these items will be covered at the same service level and for the same coverage period as the server. Coverage of UPS batteries is not included; standard warranty terms and conditions apply.

For servers or storage systems installed within a rack, service also covers all HP-qualified rack options installed within the same rack. HP Care Pack Services for the HP BladeSystem enclosure include coverage for its patch panels, HP-supported Ethernet interconnects, power enclosure with power supplies and power distribution.

Customer responsibilities

If applicable, the Customer must register the covered hardware and HP Care Pack immediately, as set forth in the HP Care Pack support service agreement.

At the sole discretion of HP, service levels with an onsite response time of four hours may require installation of remote connectivity tools and equipment. If remote support is available and required on the covered product, the Customer must provide and allow HP remote access in order to receive an onsite response time of four hours.

The Customer will be required, upon HP request, to support HP's remote problem resolution efforts. The Customer will:

- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Start self-tests and install and run other diagnostic tools and programmes
- Install customer-installable firmware updates and patches
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as customer-replaceable parts and replacement products delivered to the Customer.

In cases where customer-replaceable parts are shipped to resolve a problem, the Customer is responsible for returning the defective part within a time period designated by HP. In the event HP does not receive the defective part within the designated time period or if the part is physically damaged upon receipt, the Customer will be required to pay a fee for the defective part, as determined by HP.

The Customer is responsible for registering to use HP's electronic facility in order to gain access to restricted product information and to receive proactive notification or other services available to the Customer.

The Customer must retain and provide to HP upon request all original software licences, upgrade licence agreements and licence keys.

When the Customer receives a hard-copy or e-mail notification that a new revision of software is available, it is the Customer's responsibility to reply to the notification in order to receive the new software update.

Service limitations

Software updates are not available for all software products. Upon the Customer's request, HP will provide the Customer with a list of software products that currently do not include software updates. When this service feature is not available, it will not be included in the HP Support Plus Service.

For some products, software updates include only minor improved features; new versions or revisions must be purchased separately. Upon the Customer's request, HP will provide the Customer with a list of software products that do not include new versions or revisions in the software update price. The price for new versions or revisions of these software products is not included in the HP Support Plus Service.

For Customers with multiple systems at the same location, HP may limit the number of physical media sets containing software and documentation updates provided as part of this software-update service.

Software support must be purchased for each computer system in the Customer's environment that will require support.

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered onsite and other service-delivery methods. Other service-delivery methods may include the delivery via courier of customer-replaceable parts, such as a keyboard, mouse, other parts classified as Customer Self Repair Parts or an entire replacement unit. HP will determine the appropriate delivery method required to provide effective and timely Customer support.

An onsite response time will not apply if the service can be delivered using remote diagnosis, remote support or other service-delivery methods described above.

For fully redundant storage technologies (e.g., the XP storage array), the onsite response time applies to critical issues, as reasonably determined by HP, that affect business. Response times for non-critical service requests may vary.

Services such as, but not limited to, the following are excluded from this service:

- Recovery and support of the operating system, other software and data
- Operational testing of applications, or additional tests requested or required by the Customer
- Troubleshooting for interconnectivity or compatibility problems
- Support for network-related problems
- Services required due to failure of the Customer to incorporate any system fix, repair, patch or modification provided to the Customer by HP
- Services required due to failure of the Customer to take avoidance action previously advised by HP

Service eligibility

To be eligible to purchase HP Support Plus Service, the Customer must be properly licenced to use the revision of the software that is current at the beginning of the Support Agreement period; otherwise an additional charge may be applied to bring the Customer into service eligibility.

Ordering information

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations.

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