

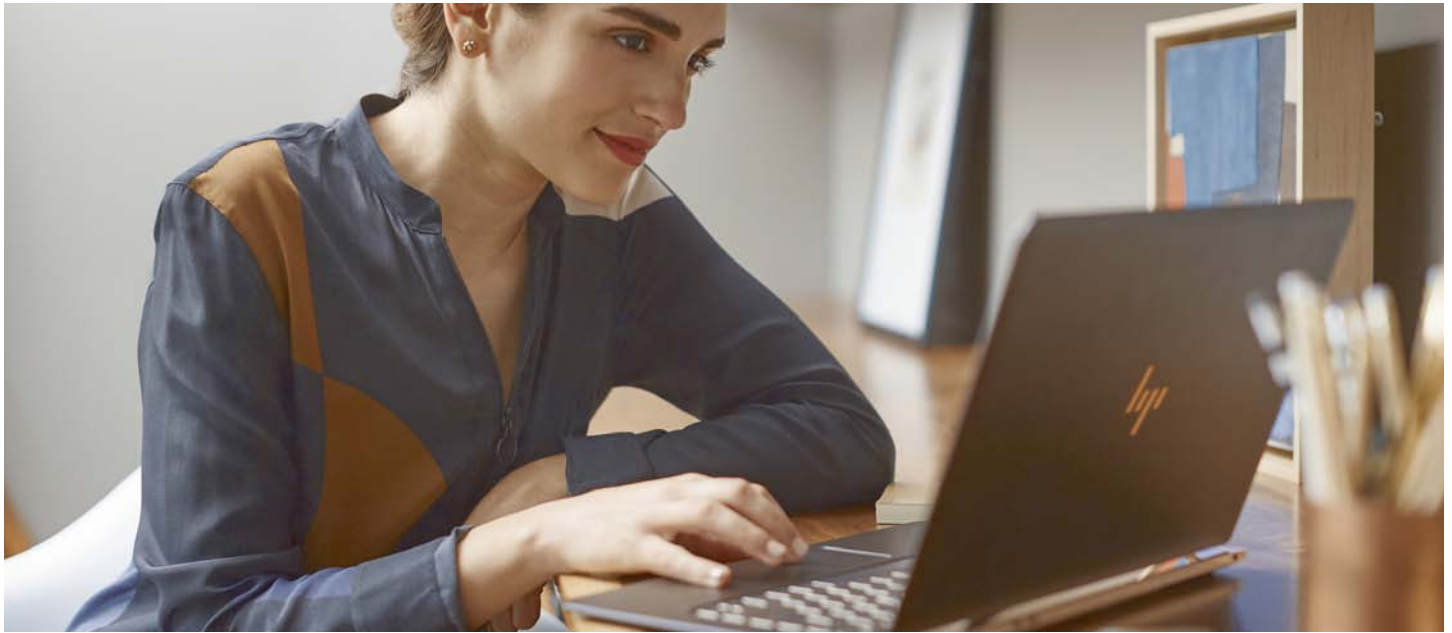
Brief

# Priority Services



## Trusted global IT support

Get back to business fast with premium, enterprise-class global IT support that works where you do and speaks your language.



### Priority Services benefits include:



Making support easier for enterprise



World-class customer support experience



Improved IT help desk productivity



Trusted IT partner relationship

## It's time for enterprise-level global support

Optimize IT performance across the globe with Priority Services, part of HP Care. Priority Services are designed to enhance enterprise IT performance by helping to reduce your help desk workload; manage the entire install base of PC, monitor, and commercial printer support needs; and deliver executive-level performance reporting. Additionally, Priority Services can help you get ahead of issues before they occur with an assigned HP Global Customer Support Manager, who will manage and proactively plan IT support needs and tech-to-tech support.<sup>1</sup>

## How it works

Priority Services is available for HP commercial customers with internal help desks, delivering service levels of 1, 3, 4, or 5 years. Priority Services comprises a three-tier solution: Priority Access,<sup>2</sup> Priority Access Plus,<sup>3</sup> and Priority Management.<sup>4</sup>

- **Priority Access** offers anytime, anywhere access to advanced global support agents and a full suite of online tools to quickly address support needs and improve help desk productivity.
- **Priority Access Plus** offers all the features of Priority Access, plus an assigned HP Global Customer Support Manager, regular reporting of support cases on the installed base, dedicated remote support to manage and address support needs, and a dedicated escalation path.
- **Priority Management** offers all the features of Priority Access, plus an HP Global Customer Support Manager who is located in the same region as your headquarters, parts prioritization to reduce downtime, and additional monitoring and proactive planning for a truly premium support experience.

Each tier is designed to deliver premium-level IT support, with access to advanced global support agents and online tools that act as a fast lane for IT support issues—delivering globally consistent support from a world-class IT partner, available in more than 60 countries and 20 languages worldwide.



### Priority Access

- Technical support designed for IT
- Global experience
- Direct access
- Online case management tools

### Priority Access Plus

Priority Access and the following:

- Assigned support professional
- Problem management
- Performance reporting

### Priority Management

Priority Access and the following:

- Assigned in-region support contact
- Proactive support plan
- Performance management
- Parts prioritization

## Priority Access

### Premium access to help expedite support needs and improve productivity

HP understands that organizations need a more direct way to access skilled remote support agents for IT help desks. Priority Access leverages your internal diagnoses to bypass standard troubleshooting steps and provide shorter support call times.

### Features

- Technical support that's designed for IT professionals, rather than end users
- Globally consistent experience in more than 60 countries and over 20 languages
- Prioritized access to specially trained HP IT support professionals with a unique PIN
- Submit and manage cases 24x7 via a suite of web-based submission and tracking solutions

### Benefits

- Shorter support call times with fast-track resolutions
- Online case management system to maximize help desk productivity
- Direct access to specially trained HP IT support professionals and online support tools available 24/7

## Priority Access Plus

### Dedicated remote point of contact and quarterly performance reporting

When your business requires additional coverage and insights, Priority Access Plus provides all the benefits of Priority Access as well as the dedicated support of an HP Global Customer Support Manager (GCSM) and executive-level reporting on product quality and service status.

### Features

Priority Access Plus offers all the features of Priority Access and the following:

- An HP GCSM to act as the customer's single point of contact when special issues arise
- A dedicated remote support expert to manage and address your support needs
- Executive-level performance reporting on a quarterly basis

### Benefits

- An assigned GCSM to address support needs and serve as a single point of contact within HP
- Streamlined processes, operations, and quarterly reporting to help keep your business up and running

## Priority Management

Priority Management focuses on your current and future needs, offering all the benefits of Priority Access as well as an in-region HP GCSM to address and manage all support needs—such as performance management and parts prioritization—and provide detailed executive reporting.

### Features

Priority Management offers all the features of Priority Access and the following:

- Assigned, in-region GCSM for global support and performance needs
- Tailored, proactive support plan that addresses strategic business needs and IT requirements
- Parts order management prioritization to ensure you always get the parts you need, with customer support in more than 60 countries
- Executive-level reporting of product quality and service status on a monthly or quarterly basis, as well as regular status communications to track support health of the installed base

### Benefits

- Proactive services address support needs and performance—so you don't have to
- Streamlined processes, operations, and reporting to help keep your business up and running
- Comprehensive, consistent problem management and premium support across brand/remote office locations in multiple countries

## Priority Access delivery specifications

### Technical support designed for IT

Designed to support IT professionals, rather than end users, this feature leverages your diagnosis, bypassing standard troubleshooting steps and resulting in up to 30 percent shorter support call times to get you back to business fast.

### Global experience

Provides a globally consistent experience in more than 60 countries and 20 languages. Refer to Priority Services country coverage for specific country information.

### Direct access

Provides your IT help desk teams with prioritized access to specially trained HP IT support professionals via a toll-free number and unique PIN.

### Online case management tools

Provides convenient, web-based submission and tracking solutions, such as HP Support Case Manager, to enable you to submit and manage support cases 24x7 via the Internet.

## Priority Access Plus delivery specifications

### Priority Access

Includes all of the stated features of Priority Access.

### Problem management

A dedicated remote support expert is assigned to the customer to serve as a single point of contact within HP if/when an issue arises that requires special attention.

### Performance reporting

Provides executive-level reporting and regular status communications to track the support quality, as well as quarterly performance summary reports with action plans.

## Priority Management delivery specifications

### Priority Access and Priority Access Plus

Includes all of the stated features of Priority Access and Priority Access Plus.

### Assigned support contact

An HP GCSM located within your region is assigned to help meet your global support needs.

### Proactive support plan

Upon purchase of this service, the HP GCSM meets with you and the HP account team to gain a thorough understanding of your business and IT requirements, including the review and documentation of geographical footprint, entitlements, SLAs, and specific support instructions. The GCSM will then implement a proactive support plan tailored to meet your needs.

### Problem management

Provides an assigned support expert to proactively manage and address your support needs and performance, including regular monitoring of key operational performance indicators to compare against your established targets. Also provides thorough root-cause analysis, corrective action plans, and resolution timelines.

### Parts prioritization

Whether there's a natural disaster or everyday technical issue, this feature provides you with proactive prioritized access to parts that improve end-user uptime—utilizing exceptional means when necessary to acquire inventory for your needs, including but not limited to internal inventory sourcing, expedited factory deliveries, and broker purchases.

### Performance management

Provides executive-level reporting to assess your unique product quality and service status, plus regular status communications to track the support health for the install base. Also includes monthly and quarterly reviews with the HP GCSM to recap performance metrics and create action plans to address any deviations from target, including issue summary and root-cause action plans.

## Priority Services country coverage

<b>North America</b>	Nicaragua	New Zealand	Finland	Qatar
Canada	Panama	Philippines	France	Russia
United States	Peru	Singapore	Germany	Saudi Arabia
	Puerto Rico	South Korea	Greece	Slovakia
<b>Latin America</b>	Uruguay	Taiwan	Hungary	Slovenia
Argentina		Thailand	Ireland	South Africa
Brazil	<b>Asia Pacific and Japan (APJ)</b>		Israel	Spain
Chile	Australia	<b>Europe, Middle East, and Africa (EMEA)</b>	Italy	Sweden
Colombia	China	Austria	Luxembourg	Switzerland
Costa Rica	Hong Kong	Belgium	Morocco	Turkey
Dominican Republic	India	Czech Republic	The Netherlands	United Arab Emirates
Ecuador	Indonesia	Denmark	Nigeria	United Kingdom
Guatemala	Japan	Egypt	Norway	
Honduras	Malaysia		Poland	
Mexico			Portugal	

## Priority Services languages supported

The following languages are supported by HP support centers:

Bahasa	English	Hungarian	Norwegian	Spanish
Cantonese	Finnish	Italian	Polish	Swedish
Czech	French	Japanese	Portuguese	Turkish
Danish	German	Korean	Russian	Thai
Dutch	Hindi	Mandarin	Slovak	

## Ordering information

For further information, or to order Priority Services, contact a local HP sales representative.

### Product ordering information

PC part numbers	Description	Print part numbers	Description
U7C98E	1yr Priority Access PC <sup>2</sup>	U1PB1E	1yr Priority Access Print <sup>2</sup>
U7C99E	3yr Priority Access PC <sup>2</sup>	U1PB2E	3yr Priority Access Print <sup>2</sup>
U1PV6E	4yr Priority Access PC <sup>2</sup>	U4ZX6E	4yr Priority Access Print <sup>2</sup>
U1PV7E	5yr Priority Access PC <sup>2</sup>	U4ZX7E	5yr Priority Access Print <sup>2</sup>
U9DL9E	1yr Priority Access Plus PC <sup>3</sup>	U9DB6E	1yr Priority Access Plus Print <sup>3</sup>
U9DM0E	3yr Priority Access Plus PC <sup>3</sup>	U9DB7E	3yr Priority Access Plus Print <sup>3</sup>
U9DM1E	4yr Priority Access Plus PC <sup>3</sup>	U9DB8E	4yr Priority Access Plus Print <sup>3</sup>
U9DM2E	5yr Priority Access Plus PC <sup>3</sup>	U9DB9E	5yr Priority Access Plus Print <sup>3</sup>
U7D00E	1yr Priority Management PC <sup>4</sup>	U1PB3E	1yr Priority Management Print <sup>4</sup>
U7D01E	3yr Priority Management PC <sup>4</sup>	U1PB4E	3yr Priority Management Print <sup>4</sup>
U1PV8E	4yr Priority Management PC <sup>4</sup>	U4ZX8E	4yr Priority Management Print <sup>4</sup>
U1PB9E	5yr Priority Management PC <sup>4</sup>	U4ZX9E	5yr Priority Management Print <sup>4</sup>

<sup>1</sup> Available only with Priority Management.


<sup>2</sup> Priority Access requires a 250-seat minimum of HP PC and/or HP commercial printers. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract.

<sup>3</sup> Priority Access Plus requires a 1000-device minimum of HP PC and/or HP commercial printers. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract. Not available in the Americas.

<sup>4</sup> Priority Management requires a 1000-device minimum of HP PC and/or HP commercial printers. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract.

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