

Priority Access and Priority Management Services



Priority Services, part of HP Care

Service feature highlights

Priority Access

- Provides direct access to highly skilled remote support agents for your IT help desk agents
- Reduces help desk phone time by leveraging internal diagnoses to efficiently process repairs and resolve issues
- Delivers a globally consistent experience that is available in more than 60 countries and over 20 languages
- Provides access to special online case management tools

Priority Management

- Includes all features of the Priority Access Service
- Provides an HP global support manager located in your geographic region—an assigned HP support expert acting as a single point of contact to manage and proactively plan your global support needs
- Provides parts prioritisation to reduce downtime and get you back to business faster
- Delivers performance monitoring, executive-level reporting, and proactive support planning to provide a premium support experience

Service overview

Priority Services are designed to enhance enterprise IT performance, working with your IT staff around the world and providing your organisation with premium global support. Priority Services are IT support services that include an HP Global Support Manager, who proactively plans and manages your IT support needs and provides tech-to-tech support to help improve the productivity and effectiveness of your help desk resources. HP focuses on your needs by providing services and support designed to address the technology challenges you face today, so your company can quickly get back to business.

Priority Services are available for HP commercial customers with IT help desks. Priority Services are available in two tiers: (1) Priority Access¹ and (2) Priority Management Service.² Priority Access offers premium access to Global Support Agents and provides advanced tools to expedite your support needs and improve help desk productivity. Priority Management offers all the features of the Priority Access as well as an HP Global Support Manager, located in your region, who proactively monitors and manages your support needs.

	Priority Access	Priority Management
Technical Support Design for IT	•	•
Global Experience	•	•
Direct Access	•	•
Online Case Management Tools	•	•
Assigned Support Contact		•
Proactive Support Plan		•
Problem Management		•
Parts Prioritisation		•
Performance Reporting		•
Performance Management		•

Specifications

Table 1. Priority Access features

Feature	Delivery specifications
Technical Support Designed for IT	Designed to support IT professionals, rather than end users, this feature leverages the Customer's diagnosis, bypassing standard troubleshooting steps and resulting in up to 30 percent shorter support call times than HP standard remote support.
Global Experience	This feature provides a globally consistent experience in more than 60 countries and over 20 languages. Refer to the 'Geographic coverage' section (table 4) for specific country information.
Direct Access	Customer IT help desk teams get prioritised access to specially trained HP IT support professionals with a toll-free number and a unique PIN.
Online Case Management Tools	This feature provides support tools with Web-based submission and tracking solutions. The HP Support Case Manager (SCM) provides 24x7 access and enables the Customer to submit and manage support cases via the Internet. Additional access information is included in program onboarding information that is sent to the Customer upon purchase.

Table 2. Priority Management features

Feature	Delivery specifications
Priority Access	This service includes all of the features of Priority Access listed in table 1.
Assigned Support Contact	<p>An HP Global Customer Support Manager (GCSM), who is located in the Customer's region and is responsible for meeting global support needs, will be assigned to the Customer.</p> <p>The GCSM is a highly trained professional who has a thorough understanding of the Customer's business and strategic IT requirements. The GCSM is located in the same geographic region as the Customer's headquarters location, is aligned with the Customer's executive management, and makes strategic support decisions.</p> <p>If an issue does arise that requires special attention, the GCSM will act as the Customer's single point of contact within HP. In that role, the GCSM can align HP's service professionals to quickly and effectively address the Customer's unique requirements.</p>
Proactive Support Plan	<p>An HP Support Manager will work with the Customer to understand the Customer's business and strategic IT requirements and then design and implement a proactive support plan tailored to meet the Customer's needs.</p> <p>Once the Customer purchases this service, the Support Manager will meet with the Customer and the HP account team to gain a thorough understanding of the Customer's business and IT requirements, including a review and documentation of the Customer's geographical footprint, entitlements, SLAs, and specific support instructions.</p>
Problem Management	<p>This feature provides an assigned support expert to proactively manage and address the Customer's support needs and performance.</p> <p>The HP GCSM regularly monitors key operational performance indicators and tracks results against the Customer's established targets. Through regular Customer updates, this feature provides thorough root-cause analysis, corrective action plans, and resolution timelines.</p>
Parts Prioritisation	<p>Whether the Customer has experienced a natural disaster or everyday technical issues, this feature provides the Customer with proactive prioritised access to parts that improve end-user uptime.</p> <p>In the event that a part shortage occurs, fulfillment of orders for HP Priority Management Customers will be prioritised at the time inventory becomes available. Additionally, support teams may utilise exceptional methods to acquire inventory for these Customers including, but not limited to, internal inventory sourcing, expedited factory deliveries, and broker purchases.</p>
Performance Reporting	This feature provides executive-level reporting that assesses the Customer's unique product quality and service status, as well as regular status communications to track the support health of the installed base.

Feature	Delivery specifications
Performance Management	This feature provides monthly and quarterly reviews with the HP global support manager to recap performance metrics. Quarterly performance summary reports provide action plans to address any deviations from targets; monthly open and closed escalations include an issue summary and root-cause action plans.

Table 3. Service-level options

Option	Delivery specifications
Duration	Priority Services are available in 1-, 3-, 4-, or 5-year coverage durations. The coverage duration is indicated in the description of the selected package.

Service eligibility

- Only HP PC and commercial Printer products and HP-supported products that are sold by HP or an HP authorised reseller are eligible; the service is limited to the following PC products: desktops, notebooks, workstations, retail point-of-sale products, thin clients, and tablets. HP monitors will be included with the desktop or workstation unit.
- The customer must have a valid HP warranty, Care Pack or hardware service contract for any hardware receiving this service.
- HP requires that Customers cover 100 percent of their in-warranty installed base of HP PC and commercial printer units when purchasing Priority Services.
- The Customer must have an IT department or a Customer-authorized IT help desk service provider that conducts hardware diagnosis for the Customer's end-user HP technical issues. Only the Customer's IT help desk professional or those of a Customer-authorized partner will be allowed to contact Priority Services for support.
- Customers purchasing Priority Access must have an installed base of at least 250 in-warranty HP PC and/or commercial printer units.
- Customers purchasing Priority Management must have an installed base of at least 1,000 in-warranty HP PC and/or commercial printer units.

Geographic coverage

Table 4. Geographic coverage

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

Languages supported

The following languages are supported by HP support centres: Bahasa, Cantonese, Czech, Danish, Dutch, English, Finnish, French, German, Hindi, Italian, Japanese, Korean, Mandarin, Norwegian, Polish, Portuguese, Russian, Spanish, Swedish, and Turkish.

Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, at HP's discretion, HP or the HP authorised service provider will i) not be obligated to deliver the services as described or ii) perform such service at the Customer's expense at the prevailing time and material rates.

The Customer will:

- Provide an accurate estimate of the entire HP installed base with a valid HP warranty, Care Pack or hardware service contract
- Prior to a support incident, conduct internal troubleshooting and diagnosis
- During a support incident, have the Customer's designated support contact perform the following:
 - Provide all information necessary for HP to deliver timely and professional support and to enable HP to determine the level of support eligibility
 - Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

Service limitations

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

- Hardware without a valid HP warranty, Care Pack or hardware service contract (except as noted in the 'Service eligibility' section)
- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active HP warranty or an applicable HP Hardware Support agreement
- 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
- Services that, in the opinion of HP, are required due to unauthorised attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Any services not clearly specified in this document

Parts prioritisation is not available in the following countries: Dominican Republic, Ecuador, Guatemala, Honduras, Nicaragua, and Uruguay.

General provisions/Other exclusions

- Priority Services activation process will begin within 30 days of purchase.
- HP reserves the right to deny this service if the Customer provides inaccurate or fraudulent information regarding the Customer's in-warranty installed base.
- HP reserves the right to conduct routine audits of the Customer's in-warranty installed base to ensure that there is an accurate sizing of the fleet.
- HP's ability to deliver this service 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.
- Geographic locations and languages are subject to change.

Ordering information

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

Table 5. Product ordering information

PC part numbers		Print part numbers	
U7C98E	1yr Priority Access	U1PB1E	1yr Priority Access
U7C99E	3yr Priority Access	U1PB2E	3yr Priority Access
U1PV6E	4yr Priority Access	U4ZX6E	4yr Priority Access
U1PV7E	5yr Priority Access	U4ZX7E	5yr Priority Access
U7D00E	1yr Priority Management	U1PB3E	1yr Priority Management
U7D01E	3yr Priority Management	U1PB4E	3yr Priority Management
U1PV8E	4yr Priority Management	U4ZX8E	4yr Priority Management
U1PV9E	5yr Priority Management	U4ZX9E	5yr Priority Management

For more information
hp.com/go/priorityservices

¹ 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.

² Priority Management requires a 1,000-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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