

Family data sheet

# HP Web Jetadmin Premium Support



September 2013

Rest easy with comprehensive, remote support service—now expanded to better meet the needs of your diversified print environment. Improve the end-user experience by keeping your managed printing and imaging devices running at peak efficiency.

HP Web Jetadmin Premium Support is designed to assist you with the demands of managing your critical imaging and printing environment. Our dedicated support engineers are now available worldwide—providing the knowledge and experience you need to support your implementation of HP Web Jetadmin. We know your time is important, so we'll make sure your support call is addressed with the level of care required, allowing you and your staff to focus on other concerns.

## Gain full access to software technical support

With HP Web Jetadmin Premium Support, your print administration staff is granted access to HP's software technical support organization. Our specialized engineers work with your team to provide advice on software features and functionality, usage recommendations, problem diagnosis, and software defect identification. You also get electronic access to comprehensive product and support information, allowing any member of your staff to quickly find the help they need.

## Save time and money

Now, your imaging and printing management team can focus on its core tasks and priorities. Improve print environment productivity with access to trained HP technical and escalation resources.

## Premium support features

- Worldwide access to advanced technical resources
- Electronic call logging
- Problem analysis and diagnosis
- Problem isolation
- Escalation management
- Updated information
- Remote access
- Severity-based service levels

## Support parameters

- HP Web Jetadmin Premium Support is purchased on a per customer basis.
- HP Web Jetadmin Premium Support is a comprehensive remote support package. You may request the presence of an HP software technical support provider or consultant at an additional charge.
- Technical support is English only.
- This service is offered as a standard support contract (Monday through Friday, normal local business hours).

## Get all the coverage you need with thoughtful features

<b>Access to advanced technical resources</b>	You may access HP technical resources via telephone or electronic communication. HP provides access to certain software-related electronic and Web-based tools and services, as applicable. As an HP Web Jetadmin Premium Support customer, you have access to services available to all registered software support users, plus additional capabilities such as the ability to search technical support documents and to submit and check the status of support requests.
<b>Electronic call logging</b>	You may submit support requests electronically (electronic call logging). For calls logged electronically, an HP authorized representative will contact you to begin software technical support after your call has been entitled.
<b>Local language greeting</b>	In order to expedite the entitlement of your support call, you are greeted in your local language worldwide. After entitlement you will be immediately transferred to one of our English-speaking HP Web Jetadmin specialists.
<b>Problem analysis and diagnosis</b>	HP provides corrective support to help address identifiable and customer reproducible software product problems. We also help you identify problems that are difficult to reproduce. You will receive assistance in troubleshooting problems and resolving configuration parameter-related issues.
<b>Problem isolation</b>	HP Web Jetadmin is a printing and imaging device management application. Our staff is trained to help you isolate issues between devices, Web Jetadmin, and other software you are using.
<b>Escalation support call ownership</b>	After contract entitlement, your HP Web Jetadmin support call is handled by one of our dedicated engineers. If needed, escalation management may assume ownership of the call based upon discretionary criteria. They will retain ownership of all escalated issues.
<b>Escalation management</b>	HP has established formal escalation procedures to facilitate complex problems. HP Web Jetadmin Premium Support customers receive priority status for all issues. This ensures that issues are addressed in a timely manner.
<b>Updated information</b>	HP provides information, as commercially available, on the latest software features, known problems and available solutions, and operational assistance.
<b>Remote access</b>	In certain situations it may be necessary for HP to remotely access your system. If this situation occurs, with your permission, HP may utilize tools like HP Virtual Rooms to work interactively with your staff to diagnose and resolve system problems.
<b>Severity-based service levels</b>	<p>HP Web Jetadmin Premium Support is an HP standard support product. Response time goals are based on call severity and begin when the initial service request is received and logged with HP. The severity-based service levels are listed below:</p> <ul style="list-style-type: none"> <li>• Severity 1: 4 office hours (Web Jetadmin server down)</li> <li>• Severity 2: 8 office hours (major feature failure)</li> <li>• Severity 3: 2 business days (minor problem)</li> </ul>
<b>Ordering information</b>	<ul style="list-style-type: none"> <li>• HP Web Jetadmin: J6052AA</li> <li>• HP Care Pack (1 year): HZ636E</li> <li>• HP Care Pack (3 year): HZ665E</li> </ul> <p>For more information on HP Web Jetadmin support, contact your account technical or sales representative.</p>

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