



Software Technical Support Service

Care Pack and Contractual Services, part of HP Care

Service benefits

- Access to specialised HP technical resources to help expedite problem resolution
- May contribute to improved system performance and reduced downtime due to software defects
- Reliable response times

Service features

- Access to technical resources
- Problem analysis and resolution
- Problem isolation
- Escalation management
- Software electronic support
- Software features and operational support
- Remote access
- Installation advisory support
- Flexible coverage window
- Flexible response time
- Additional named callers (optional with Contractual Services)
- On-site support at Customer request (optional with Contractual Services)

Software Technical Support Service provides comprehensive remote software support services for HP and selected third-party software products.

With Software Technical Support, your IT staff receives fast and reliable access to HP Global Support Centres. HP technical resources work with your IT team to provide advice on software features and use, help with problem diagnosis and resolution and identify software defects.

This service also provides electronic access to comprehensive support information, allowing any member of your IT staff to locate essential product and support information.

Specifications

Table 1. Service features

Feature	Delivery specifications
Access to technical resources	The Customer can access HP technical resources via telephone, electronic communication or fax (where locally available) for assistance in resolving software implementation or operations problems.
Problem analysis and resolution	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. In addition, the Customer receives assistance in troubleshooting problems and determining configuration parameters for supported configurations.
Problem isolation	HP provides isolation for the software product. The Customer is informed if the problem is perceived to be hardware related. If the Customer's hardware is covered under a Hardware Maintenance Onsite Service Agreement, a service request will be logged on the Customer's behalf. If available and with the Customer's approval, a per-call service request at the current time and material rates will be logged on the Customer's behalf for problems related to hardware not covered under a Hardware Maintenance Onsite Service Agreement.
Escalation management	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.
Software electronic support	As a part of this service, HP provides access to certain software-related electronic and Web-based tools and services. These tools provide the Customer with access to certain capabilities, such as searching technical support documents and knowledge databases to help facilitate faster problem solving and participating in support forums to help with solving problems and sharing best practices with other registered users. In addition, the Customer has the ability to use a Web-based tool for submitting questions directly to the HP Global Solution Centre and viewing the status of each service request submitted.

Table 1. Service features (continued)

Feature	Delivery specifications
Software features and operational support	HP provides information, as commercially available, on current product features, known problems and available solutions and operational advice and assistance.
Remote access	<p>At the option of HP and with Customer approval, selected remote access tools may be used to facilitate problem solving. The use of these tools allows HP to work interactively with the Customer and facilitates remote diagnosis of problems with the Customer's system.</p> <p>The Customer can choose to use any of these remote access tools to assist in the resolution of service requests. Only HP-provided, HP-approved tools are to be used as a part of this feature.</p>
Installation advisory support	<p>Limited advisory support is provided and is restricted to basic advisory assistance to the Customer who encounters difficulties while performing a software product installation or who needs advice on proper installation methods and updating of standalone applications. Limited advisory support for software products that are installed in a network environment is also provided. The scope of such advisory support is at HP's discretion.</p> <p>Exclusions to this advisory support include but are not limited to the following: any downloading of complete software packages or walking the Customer through an installation from start to finish. These services are available for an additional charge and can be purchased separately from HP.</p>
Flexible coverage window	<p>The coverage window specifies the time during which services are available and varies based on the type of service purchased by the Customer:</p> <ul style="list-style-type: none"> • Software Technical Support Care Pack: <ul style="list-style-type: none"> – Standard business hours, standard business days: Service is available between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays. This coverage applies when Software Support M–F is purchased. – 24x7: Service is available 24 hours per day, Monday through Sunday including HP holidays. This coverage window applies when Software Support 24x7 is purchased. • Software Technical Support Contractual Services <ul style="list-style-type: none"> – Flexible hours of coverage are available and are selected by the Customer based on their needs. <p>Service requests received outside the selected coverage window will be logged the next day for which the Customer has a coverage window. All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service coverage window options and availability.</p>
Flexible response time	<p>Response time specifies the period of time that begins when the initial service request is received and logged with HP and ends when the HP authorised representative calls the Customer to review the request, if this time falls within the Customer's selected coverage window. Calls received outside the Customer's coverage window will be logged the next day for which the Customer has a coverage window (this may vary by geographic location).</p> <p>The following response times are available:</p> <ul style="list-style-type: none"> • Standard response: An HP authorised representative will contact the Customer to begin software technical support service within 2 hours after the service request has been logged, if this time falls within the contracted coverage window. This response time is the default response time for both Software Technical Support Care Pack, Software Technical Support Unlimited Contractual and Software Technical Support Incident Contractual Services. • 1-hour response: An HP authorised representative will contact the Customer to begin software technical support service within 1 hour after the service request has been logged, if this time falls within the contracted coverage window. This is an optional response time, which can be purchased only with Software Technical Support Unlimited Contractual Service.

Table 2. Optional service features for Contractual Services

Feature	Delivery specifications
Additional named callers	Support for three named Customer callers is included with this service. The Customer can optionally purchase support for additional callers.
On-site support at Customer request	The Customer may purchase the on-site support services of an HP software technical specialist. This option is available for Customers who do not view remote software technical support services as an acceptable alternative.

Service limitations

- The response time stated herein is provided as a typical initial response time to Customer technical support requests. The response time in no way creates a legal requirement or obligation for HP to always provide such response in the stated time.
- The Customer's access to HP technical resources for support of software with term licences may be limited to Web-based call logging.

Prerequisites

To be eligible for this service, the HP software product for which Software Technical Support will be used must be covered under an HP Support Agreement that includes Software Updates Service, with certain exceptions. Software Updates Service is not a prerequisite for the following products:

- A product for which Software Updates Service is not offered
- A product identified as not requiring the purchase of Software Updates Service

For firmware-based software, the Customer must be entitled to the firmware as well as to the firmware-based software updates. For certain hardware products, this entitlement requires both a hardware support contract (or warranty) and a software support contract. If the firmware update is not customer installable, HP will provide for installation of the firmware update only to the extent described in the underlying hardware support data sheet (or warranty support description) and only if the Customer has the appropriate entitlement and licence to use the firmware updates.

Service eligibility

- To be eligible to purchase this service, the Customer must be properly licenced to use a currently supported revision of the software at the time the Support Agreement coverage begins; otherwise, additional charges may be applied to bring the Customer into service eligibility.
- This service must be purchased for each system, processor or end user in the Customer's environment that will require support.

Customer responsibilities

The Customer will:

- Retain and provide to HP upon request, all original software licences, licence agreements, licence keys and subscription service registration information, as applicable for this service
- Use all software products in accordance with current HP software licencing terms corresponding to the Customer's prerequisite underlying software licence or in accordance with the current licencing terms of the third-party software manufacturer, if applicable
- Take responsibility for acting upon software product updates and obsolescence notifications received from the HP Support Centre

Ordering information

To order this service, contact your HP sales representative and reference one of the following product numbers:

For Software Technical Support Care Pack:

- Customers who purchase this Care Pack can make an unlimited number of support calls during the package contract terms.

For Software Technical Support Contractual Services:

- HA158AC for Software Technical Support Unlimited—Unlimited call support is designed for the Customer who prefers a fixed-support budget with the ability to contact HP for software issues without exhausting the supply of purchased support incidents before the end of the contract term. Customers with unlimited service can make an unlimited number of support calls during the contract term subject to the Customer's selected coverage window and response times.
- HA159AC for Software Technical Support Incident—Incident-based support (available for selected Microsoft®, Linux® and Novell products only) enables the Customer to purchase a fixed number of calls (incidents) for use during the one-year contract term. A minimum of 10 incidents must be purchased with Software Technical Support. Unused incidents will expire at the end of the term. An incident, defined as one problem submission, is considered used upon resolution, as deemed by HP, of a specific support problem regardless of the number of calls needed to resolve the problem. The following list includes but is not limited to examples of when an incident is defined as resolved:
 - The Customer has received the information available to HP regarding the resolution of a problem.
 - The Customer has received information on how to obtain a software patch or patches that will resolve a problem.
 - The Customer has received notice that a software problem is caused by a known, unresolved bug in the software.
 - The Customer has received notice that a problem has been identified as a hardware problem.
 - The Customer has received notice that the problem has been corrected in a subsequent release of the product.

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