

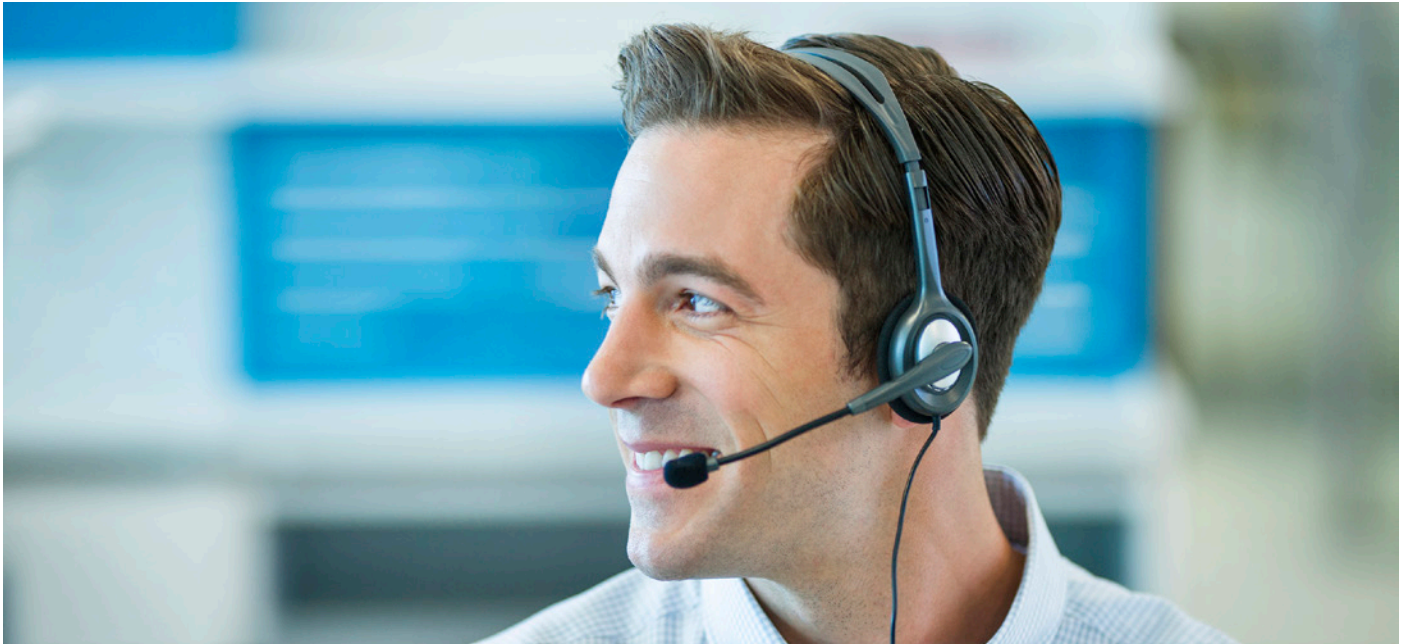
Brief

HP Priority Services



Priority Access Welcome Package

This document will assist you getting the most from your new Priority Access service.



Priority Access



IT pro to IT pro



Online tools



Global

Program Overview

Premium access to expedite support needs and improve productivity

HP understands that organisations need a more direct way to access skilled remote support agents for IT help desks. HP Priority Access, with online case management tools—available 24/7, leverages internal diagnosis to reduce help desk phone time, efficiently process repairs, and resolve issues faster.

Priority Service suite

Priority Access is one of two offerings under HP's Priority Services. The other is Priority Management. In addition to the features associated with Priority Access, Priority Management also provides an assigned Global Customer Support Manager, Parts Prioritisation and global management reports. Please contact your HP representative if you would like more information about Priority Management.

Technical support designed for IT

Designed to support IT professionals, not end users, we leverage IT diagnoses, bypassing standard troubleshooting steps—resulting in up to 30 percent shorter support call times to get customers back to business.

Global experience

Globally consistent experience in more than 60 countries and over 20 languages. Refer to "HP Priority Service Helpline Numbers for PCs and Printers" for specific country information.

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Program Overview- continued

How to use Priority Access

There two ways your IT Help-Desk can contact Priority Access support:

- Direct Access
- Online via Support Case Manager

Direct access

Toll-free phone access with top-of-queue priority to resolve PC and printer IT issues faster. A unique PIN allows for direct communication with specially trained support professionals around the world.

Online Case Management tools

Web-based submission and tracking solutions. The HP Support Case Manager SCM provides 24/7 access and enables users to submit and manage support cases via the internet. To access SCM go to - www.hp.com/go/scm

HP Priority Access Getting Started

This site provides information to enabling you to realise the benefits of Priority Access. You will find the following documents and information. Please review each.

- PIN Code Instructions for Priority Access
- HP Call Centre Helpline phone numbers
- Support Case Manager / Online tools and video

Sign up for updates
hp.com/go/getupdated

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