

Operational Services



Service benefits

- Help improve hardware procurement
- Enable order management efficiencies
- Receive services that meet your specific needs
- Work with a trusted HP Account Operations Manager

Service highlights

- Dedicated resource to manage catalogue setup/maintenance and order fulfillment
- Development, design, and implementation of your procurement solution globally
- Hardware transition management, operational reporting, and defined engagement points
- Customized solutions for Regional/Global services

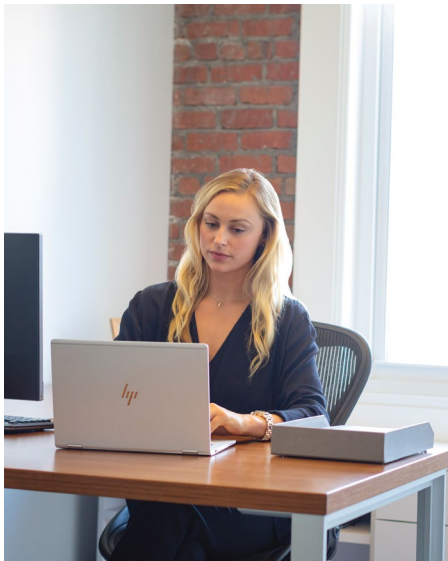
Service overview

Operational Services enhance your hardware procurement and order management experience by providing services adapted to meet your specific needs. A dedicated resource is provided to manage catalogue setup and maintenance, order fulfillment, and development, design, and implementation of your customized procurement solution.

Feature	Specification
Customer consultancy	The Account Operations Manager (AOM) will act as the trusted operational advisor to the account. Engaged at solution discovery, the AOM will partner with your contact(s) and provide guidance on HP order fulfillment capabilities, as well as B2B capabilities for your global operations. The AOM will implement new processes, capabilities and/or technology to ensure your satisfaction throughout the lifecycle of the engagement.
Procurement solution	The AOM role will include understanding, documenting, and executing against your requirements to design and deploy an efficient procurement solution. AOMs, leveraging HP's strong global footprint, will project manage the implementation of the solution set up within HP. A handbook will be provided for HP navigation and execution, which will be customized to meet your specific needs for Regional/Global services.



Feature	Specification
Operations	Partnering with regional customer champions, the AOM will assist with global commitments and agreements in support of your requirements. The AOM will be the escalation point for operational issues and will develop action plans for operational execution teams. Customized invoicing, reporting, and hardware management are available for Regional/Global services where customers need them.
Metrics (Regional/Global service only)	The AOM will monitor service levels and customer satisfaction. Your issues will be resolved through corrective action plans to gain efficiency and overall satisfaction. The AOM will conduct regular performance reviews and hold official Quarterly Business Reviews (QBR).
Continuity (Regional/Global service only)	Focused on continually optimizing your experience, the AOM will act as your advocate within HP in day-to-day operations. The AOM will drive a proactive transition plan at the time of product refresh to ensure your business needs are supported.
Improvement and innovation	The AOM will perform all Management of Change (MoC) operational activities if you will benefit from the new HP capabilities, as they are enabled—for example: HP2B customer portal, Device as a Service (DaaS), 3D printing, and A3 printing. The AOM will document your customer impacts, mitigate the visibility in case of operational challenges, and help ensure performance is maintained or improved during the transition phases.



Delivery specifications

- Contact your local HP Services Representative to order Operational Services.
- Operational Services will be available for one year after activation.
- If you decide to no longer receive the benefits of this service, you must “cancel” the service in writing to HP, giving 3 months’ notice. HP will reimburse you for the months the service was not used.
- Operational Services activation process will begin within 30 days of purchase.
- Customer responsibilities include:
 - Providing the appropriate contacts for HP to engage and implement the customer solution
 - Full and timely cooperation with HP
 - Providing accurate and complete information and data
- HP is not obligated to deliver services or will perform them at your expense at the prevailing time and material rates if you fail to act upon the specified customer responsibilities.

For more information

For additional information on Operational Services, contact your Account Manager.

Service limitations

- The service does not include:
 - Resolution of hardware or services issues
 - Services required due to failure of the customer to take avoidance action previously advised by HP
 - Any services not clearly specified in this document
- Support of Premium Operational Services may be limited in countries where customer fulfillment is conducted through a channel relationship. HP will assess and evaluate when customer requests holistic Operational oversight and support.
- The service will have a one year, renewable term from the date of activation.
- The Operational Services package must be ordered and invoiced standalone except where services are integrated.

Coverage

- The service is available for all countries worldwide in which HP is directly delivering hardware.
- The service is provided in English as the primary language. Regional support and languages may also be available where resources are assigned.
- The service is available for all hardware and services purchased from HP.

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