

Account Management Service

Care Pack, part of HP Care



Service features:

- An assigned focal point with a detailed understanding of your operations and business that will orchestrate all HP interactions
- Identification of areas for improvement, recommendations for business solutions, and case resolution reporting and feedback
- End-to-end escalation management that focuses on your business' needs

Service benefits:

- Professional, personalized engagement that provides guidance and robust periodic reviews—all aligned with your technology goals and needs
- Access to the extensive Account Service Management knowledge of best practices and years of experience to help you reduce risks and increase uptime

Service overview

Complement your HP Support services set-up with personalized support from your own Account Service Manager (ASM). Your ASM communicates regularly with your production and technical team, working with them to optimize your infrastructure and workflow and maximize production availability.

Features and specifications

Features	Specifications
Services Focal Point	<ul style="list-style-type: none">• A principal contact for ordering HP Services for your business and addressing all of your equipment and technology questions.• Efficient and effective communication between your business and HP to help you improve your productivity and meet your goals.
Proactive Technology Analysis	<ul style="list-style-type: none">• Work directly with your team to cultivate an understanding of your HP technology (not just printing right?) environment and your business needs, goals, and service history.• Periodically review operational service history and provide benchmarks based on your key performance indicators and on key industry performance indicators.• Follow up on performance reports to identify areas for improvement.
Detailed Business Solutions	<ul style="list-style-type: none">• Present recommendations to optimize performance.• Help prepare an implementation plan for your business' technology needs and goals.• Educate your team to proactively identify risks and minimize future issues.• Provide case resolution reporting and feedback.

Delivery specifications

Your Account Service Manager will setup conference calls at an agreed upon frequency, day, and time. He or she will also work with your Production team to schedule periodic onsite visits.

Your Account Service Manager will meet with you face-to-face multiple times per year to deliver performance reports, analysis and recommendations, and case resolution reporting and feedback. The number of onsite visits will be defined in your service agreement.

Your Account Service Manager will work directly with your team to implement HP technology best practice solutions, service and support routines, diagnostic and automation tools, and resources needed to ensure consistent, high quality output.

Service limitations

All HP equipment which have not reached the end of their service life are eligible for this service.

Availability of service may vary according resource availability.

Terms and conditions

For full terms and conditions [Terms and Conditions](#)

For more information

To obtain further information contact a local HP sales representative.

Learn more

HP PWP services: hp.com/go/webpressservice

HP Scitex services: hp.com/go/scitexservice



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