



Make support easier

HP Priority Services available for PC

HP Priority Services offers a suite of premium, enterprise-class PC support services to optimize help desk and IT resource performance, so organizations can get back to business faster.



There are two Care Pack offerings available in the Americas under Priority Services: HP Priority Access and HP Priority Management. Features and benefits are as follows:

HP Priority Access

- Enterprise IT Help Desk-to-Help Desk support that provides access to specialized HP IT support engineers and online case management tools. Global enterprise specific remote support teams specifically trained to work with IT professionals provide hassle-free resolution for the entire PC install base.
- Requires the purchase of a Care Pack per unit to be supported in the install base with a minimum requirement of 250 Care Packs and supports PC units.

Support Agents

- Designed to support the enterprise's IT professionals
- Bypass standard troubleshooting steps that results in up to 30% shorter support call times

Global Experience

- Specially trained support specialists in more than 60 countries and over 20 languages

Direct Access

- Resolve PC IT issues faster with unique Support PIN Number
- Gain direct access to specially trained support engineers

Web-based Tracking

- Web-based submission and tracking solutions

HP Priority Management

- Provides Priority Access features plus assigned Customer Support Manager to manage all support needs including support performance management and parts prioritization. The assigned contact helps manage all PC support needs and provide a globally consistent, premium support experience.
- Requires the purchase of a Care Pack per unit to be supported in the install base with a minimum requirement of 1000 Care Packs and supports PC units.

Assigned Customer Support Manager

- Located in the region of the organization's headquarters and dedicated to meeting regional support needs

Proactive Support Plan

- Support plan designed and tailored to meet the organization's business and strategic IT requirements and needs

Problem Management

- Assigned expert who proactively manages support and performance needs

Parts Prioritization

- Optimize business uptime through parts order management prioritization

Performance Management

- Keep your technology up and running with regular status communications and executive level reporting that assesses your organization's unique product quality and service status

Priority Services rules

- Pricing for these Care Packs must follow Big Deal Process.
- Engage Services Sales Specialist or Partner Business Manager for every deal to validate deal meets minimum requirements and ensure visibility to support the customer post sale.
- Once deal is won, customer has to be onboarded into the Service
 - PIN creation
 - CSM assignment and introduction to customer
 - Parts prioritization

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