



HP JET FUSION 3D SOLUTION SERVICES HP Priority Care

February 2019

HP JET FUSION 3D SOLUTION SERVICES - Portfolio

HP Priority Care



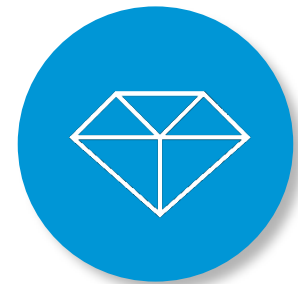
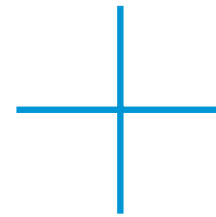
Onboarding and
Transition to Basic
Support Service



HP Ramp Up
Service



Support Services



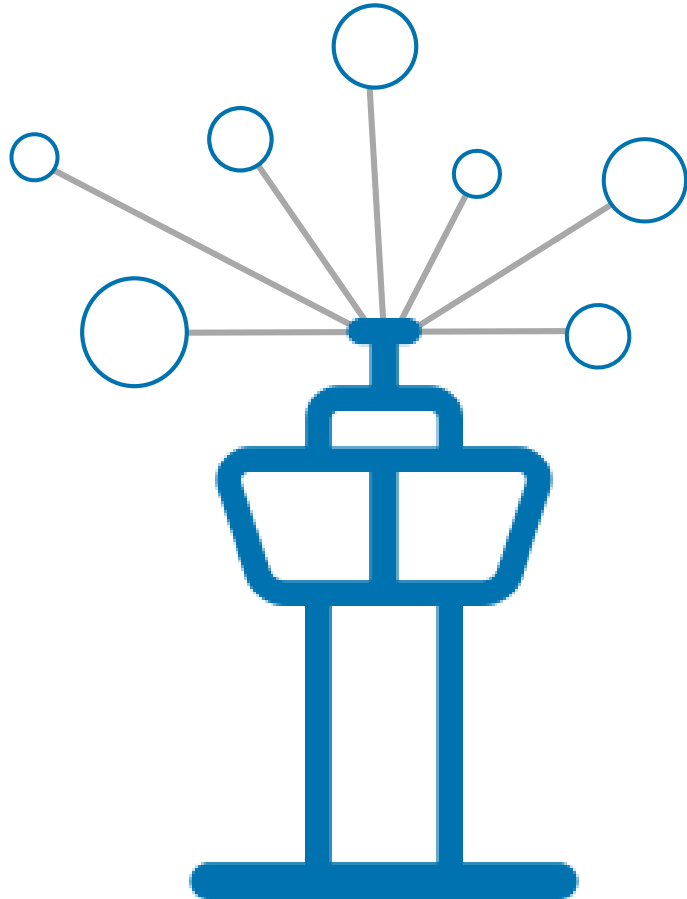
HP Priority Care Service

Build a competitive advantage
through a Premium Proactive
Service experience that enhance
the HP Support Service or HP
Shared Support Service



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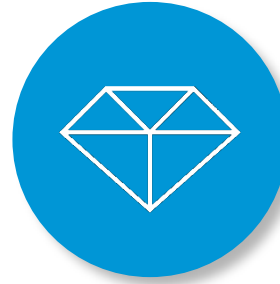
HP Priority Care



- A team of HP experts take care of your 3D Printers every day
- Enhance your experience with HP Support Service
- Bet for proactivity
- HP takes care of you so you can focus on the things you care about

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Key Benefits

- Direct communication with assigned tech support for greater intimacy and efficiency
- Proactive calls for communication or prevent technical issues.
- Keeps you proactively informed about service request status and its evolution up to solution

Content

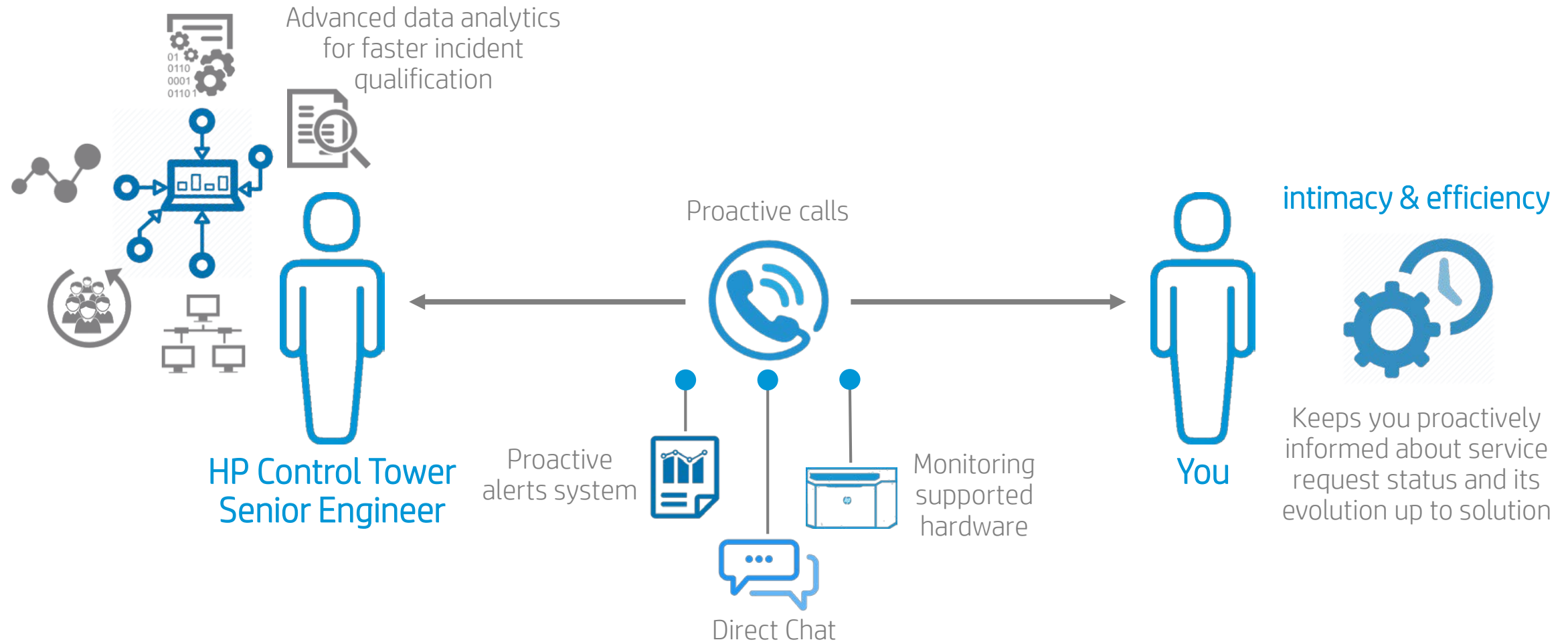
- Direct communication to HP Control Tower with chat feature
- Follow up contact with you to validate the solution provided
- Monitoring supported hardware
- Advanced data analytics for faster incident qualification



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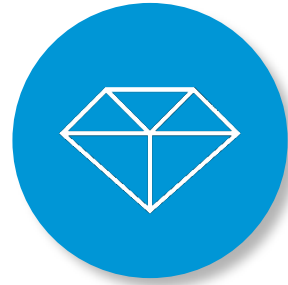


HP Priority Care – How HP take care of your investment



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Sales Speech

- Premium Proactive Service that will transform the Customer experience
- Control Tower Support Engineers will remotely address the technical issues
- Cases history tracking and reporting to ensure proper handover
- Availability: from 8am to 5pm, local time

Rules of Configuration

- HP Priority Care is a service enhancement of HP Support Service or HP Shared Support Service
- Sold separately with the support Care Pack acquisition - HP Priority Care can not exist without support Care Pack
- Available for post-sales
- 12 months Service duration, with optional renewal
- The service SKU applies for one HP Solution

All SKUs and pricing are available on the price book posted in Partner First Portal



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HP Priority Care – Comparison table

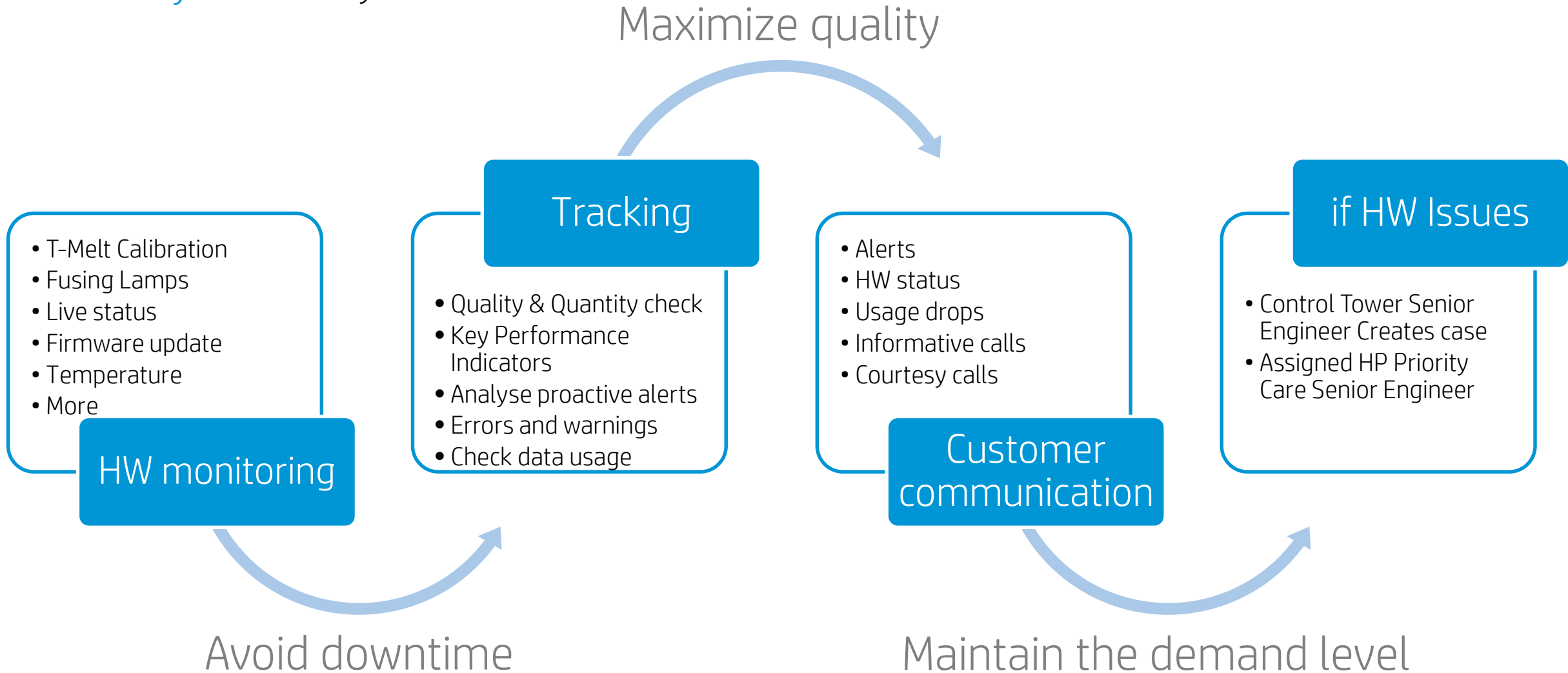


	Remote Support	Priority Care
Diagnosis	✓	✓
Troubleshooting	Reactive	Proactive
Remote Resolution	✓	✓
Proactive Hardware monitoring	No	✓
Assigned Tech Support	No	✓
Proactive Communications	No	✓
Courtesy calls	No	✓



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HP Priority Care – Daily Flow





keep reinventing