



HP JET FUSION 3D SOLUTION SERVICES HP Priority Care

August, 2018

HP JET FUSION 3D SOLUTION SERVICES - Portfolio

HP Priority Care



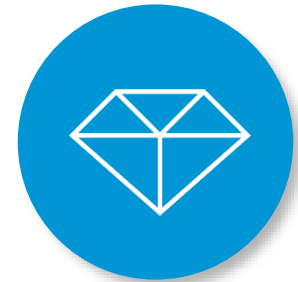
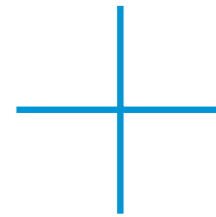
Transition and
on to Basic
on Service



HP Ramp Up
Service



Support Services



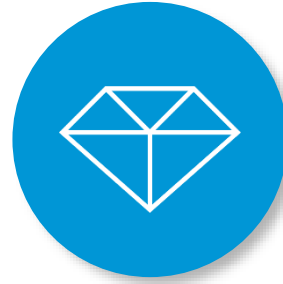
HP Priority Care Service

Build a competitive advantage
through a Premium Proactive
Service experience



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Key Benefits

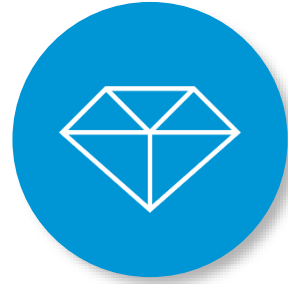
- Direct communication with assigned tech support for greater intimacy and efficiency
- Extended remote support window from 9x5 to 18x5
- Proactive calls with both directions communication
- Senior support engineers for Priority Care customers
- Keeps you proactively informed about service request status 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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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
- Extended availability: from 7am to 2am

Rules of Configuration

- HP Priority Care complements any HP Support Service or HP Shared Service
- Sold separately with the Care Pack acquisition
- Available for post-sales
- 6 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





keep reinventing