

HP Software Enterprise Priority Support



Protect your investment

HP Software 24x7 Support

In our always-on economy, businesses run 24 hours a day. Long gone are the days when staff arrived at 8 a.m. and departed at 5 p.m. Your customers are online day and night. This is why your IT staff needs fast 24-hour access to HP experts who can diagnose and resolve issues as well as give advice on HP Software features. HP 24x7 support gives your business the right level of service to meet the demands of today's economy.

Protecting your software investment

Companies are also under pressure to keep systems up and cost down as well as maximize the value of any software investment. HP Software Support helps you achieve this by providing comprehensive technical support and updates for HP Software. We have the know-how to increase uptime, reduce total cost of ownership (TCO), and drive efficient business outcomes.

Empower your business with HP Software Support

- Software updates: Get the latest updates, new features, and available solutions
- Access: Take advantage of online, around-the-clock self-solve support
- Stability: Increase system performance and reduce downtime
- Reduced TCO: Enable quicker time to resolution and reduce resource consumption
- Problem resolution: Gain access to technical resources and HP experts
- Defined Response Time Objectives: 1-hour for severity 1 problems for 24x7 customers
- Optimization: Optimize your IT environment with our technical expertise
- Communication: Receive notification about new software versions and patches, and search our extensive online knowledge base

For more information on all of our support offerings, visit autonomy.com/work/services.

HP Software Support online

Self-service support at your fingers

Available around the clock, HP Software Support online provides the interactive technical support tools needed to manage your HP Software. It lets your IT staff quickly locate product updates and fixes, access product documentation, self-solve technical problems, or log support cases electronically. It also puts a vast array of HP Software knowledge at their fingertips.

HP Support online enables you to

- Electronically download the latest software updates and patches for HP Software products
- Search our extensive technical knowledge base for known problems, technical documents, manuals, and patches
- Provides online incident reporting to a limited number of users
- Log, track, and update cases electronically

Visit HP Support online: customers.autonomy.com

Enterprise Priority

Reactive support services

Adding Enterprise Priority boosts the level of reactive support you receive from HP and is an additional service for purchase. If time-to-resolution is a priority to your business, this is the support service you need.

- Your technical incidents are prioritized for support, giving you faster access to HP experts to resolve problems
- Incidents will be owned and worked on a dedicated team, meaning you get priority routing and handling for quicker resolution
- Coordination with third-party vendors if their software is causing the problem

Additional options available for Enterprise Priority Support offer

- A Named Advanced Support Engineer (NASE) as your HP primary point of contact for HP products covered by Enterprise Priority support
- Enhanced initial response time for severity level 1 and 2 incidents
- Local language support delivered by a NASE

Only need business hours support?

If your business has no need for out-of-hours support to run smoothly, you have the choice of HP Support (9x5). This provides the same excellent level of service and is available when you need it most—between 8 a.m. and 5 p.m. local time. You can also add HP Software Enterprise Priority support if you would like a higher level of reactive services.

HP Software Support specifications and features

HP Support online

You have 24x7 access to HP Support online, including access to product updates, access to an extensive knowledge database, including information regarding known symptoms and proposed solutions, specifications, and technical literature.

Advanced self-solve

HP's self-solve knowledge search provides immediate, easy-to-use recommendations from HP knowledge sources. This tool is available 24x7 online to assist you and your staff in finding information needed to resolve software issues.

Access to technical resources

You can access our technical resources for assistance in resolving software or operations problems via HP Support online or telephone.

Support delivery languages

Our worldwide centers are structured to provide you with support in the English language and local language access in most major countries. Depending on language knowledge and resources availability, support may be available in languages such as French, German, Italian, Japanese, Korean, Spanish, Portuguese, Russian, or Chinese (Cantonese and Mandarin). Support outside of standard local business hours may be provided in English only.

Note

While HP Software continues to develop its support delivery capability for the HP products, support is primarily delivered in English language only. From time to time, support may be available in other languages but there is no guarantee of availability.

Escalation management

HP has established formal escalation procedures to facilitate the resolution of complex software problems.

Software updates

“Updates” mean bug fixes, patches, and new Major Versions and Minor Versions made generally available by HP, its assignees or successors, to customers with active, current support contracts.

When HP releases Updates to certain HP Software and reference manuals, HP shall make them available to you electronically. You may be able to select from a choice of media types. Required access codes and license keys are made available directly or through provided instructions.

The license terms for Updates shall be (a) as described in the HP software licensing terms corresponding to the customer’s prerequisite underlying software license, (b) any additional software licensing terms that may accompany Updates provided under this service; and, (c) with respect to nonbranded HP Software products, in accordance with the current licensing terms of the third-party software manufacturer.

Patches

As new patches become available, HP will post them to customers.autonomy.com for easy access. For select nonbranded HP Software products, HP will provide instructions on how to obtain the patch through the original software manufacturer.

Named callers

A limited number of qualified users can log cases through customers.autonomy.com or via the telephone.

Software versioning

A Major Version Update usually includes major enhancements or new functionality, which is denoted by a change to the left of the decimal point (for example, version 6.0 to 7.0). A Minor Version Update usually includes functional enhancements, denoted by a change to the right of the first decimal point (for example, version 6.1 to 6.2).

Choice of coverage window

Customers logging technical cases with HP Support online have a choice of four incident Severity levels. Customers should select the most appropriate Severity level when logging a case. HP support engineers may reassign Severity levels assigned to a case once problem diagnosis has started if it is determined that the Severity level has been set at an inappropriate level.

You have the option to choose between 24x7 or 9x5 coverage depending on support service selected. Response is based on the location of your support contract.

- 24x7: available 24 hours per day, Monday through Sunday, 365 days per year.
- 9x5: available between 8 a.m. and 5 p.m. local time on local business days, excluding bank and local public holidays. Response Time Objectives for calls submitted outside the coverage window will apply to the next business day.

Response Time Objectives

Definitions	Severity level 1—Critical	Severity level 2—Serious	Severity level 3—Medium	Severity level 4—Low
	<p><i>Critical: Production system is down</i> The HP product is unusable, resulting in a total disruption of work or other critical impact operations. No workaround is available.</p>	<p><i>Serious: Major feature/function failure</i> Operations are severely restricted. A workaround is available.</p>	<p><i>Medium: Minor feature/function failure</i> The product does not operate as designed, there is a minor impact on usage and an acceptable workaround deployed.</p>	<p><i>Low: Minor problem</i> This can be classified as a request for documentation, general information, enhancement request, etc.</p>
9x5: Local business hours and local business days	2 hours	6 hours	8 hours	1 business day
24x7: Including all bank and public holidays	1 hour with prioritized support response	4 hours	6 hours	1 business day

Response Time Objectives are typical initial response times to support requests. HP may not actually provide such response within the Response Time Objectives. For critical applications, HP offers a 30 minute Response Time Objective option for Severity Level 1 cases for an additional charge. For more information, see Enterprise Priority service and options.

Enterprise Priority service and options

The HP Enterprise Priority service is an additional service feature available to both 24x7 and 9x5 support, offering prioritized case handling. You have access to a pool of experienced, certified HP NASE to expedite problem resolution. Access to the features offered by Enterprise Priority service is available between the hours of 8 a.m. and 5 p.m. local time on local business days, excluding bank and local public holidays. Response time SLOs for customers subscribing to Enterprise Priority are as follows:

- Severity level 1—Critical: 1 business hour
- Severity level 2—Serious: 4 business hours
- Severity level 3—Medium: Per HP 9x5 or 24x7 Response Time Objective
- Severity level 4—Low: Per HP 9x5 or 24x7 Response Time Objective

Response Time Objectives are typical initial response times to support requests. HP may not actually provide such response within the Response Time Objectives.

Enterprise Priority support is not available for all products on the HP portfolio.

Please work with your HP Support Sales representative on HP Enterprise Priority Support. Pricing will vary depending on the complexity of your environment.

Enterprise Priority additional options available

Additional optional services are available to increase the level of service available through HP Enterprise Priority support. These optional additional service features are subject to additional charge.

Named Advanced Support Engineer

This option provides for a NASE for HP products covered by your HP Enterprise Priority support. This provides a reactive engineer who will learn your environment and work on your support incidents.

30-minute Enhanced Severity level 1 (FTC)

This option provides a faster level of response for those incidents with the greatest impact to your business. SLO: Thirty (30) minutes.

Local language support

This option provides local language support delivered by a NASE. Support tools are typically English-based. Local language is defined by the country where the support order is placed and is dependent upon resource availability.

HP will classify each Software migration into one of the following four categories:

- Standard (6 months Concurrent Use Period)
- Advanced (12 months Concurrent Use Period)
- Complex (18 months Concurrent Use Period)
- Exceptional (24 months Concurrent Use Period)

Extended Support is limited to:

- Around the clock self-solve support
- Access to technical support engineers
- Access to existing patches and hotfixes created while the product version was in Committed Support.
- No new enhancement requests, patches, fixes, document changes, or platform certifications will be made for product versions in Extended Support.

Concurrent support

For any Update delivered under Support, HP authorizes you, for a period of six (6) months from the delivery of said Update to use both the current Software Version and the Update simultaneously at no additional charge ("Update Concurrent Use Period"). With respect to an HP authorized migration, HP authorizes you to use both the current Software Version and the Migrated Software simultaneously ("Migrated Software Concurrent Use Period") for the period of time specified per the categories below at no additional charge. Migrated Software results from an HP authorized migration from a current Software product to a different HP Software product.

Notwithstanding the foregoing, neither the Update Concurrent Use Period nor the Migrated Software Concurrent Use Period (collectively referred to as the "Concurrent Use Periods") may extend beyond End of Support for the current Software product. During the Concurrent Use Periods, you are only authorized to use the Update or Migrated Software to manage the same environment that is currently managed using the current Software Version. At the end of the Update or Migrated Software Concurrent Use Period, your license for the current Software Version will terminate.

End of support

HP will provide full support for all Major/Minor Versions of products. Full support will be available for three (3) years from the general availability of a release ("Committed Support").

HP will offer two (2) additional years of support for products that have reached end of their Committed Support life and for which a successor product or product version is commercially available under Support. An additional charge will be levied for this service ("Extended Support").

Discontinuation

If HP discontinues a product and no successor product is commercially available under Support, HP will provide full support for five (5) years from the product's last generally available release date if: (a) you have paid all applicable Support fees to date, and (b) you continue to pay all applicable Support fees.

The above specified "End of Support" policy applies to the latest generally available release as of June 1, 2012 and all future releases, if any, for all HP products. For all other releases of HP products, the following support terms apply:

HP provides support for the current and previous Minor Versions of the current Major Version. HP will support the last Minor Version of a Major Version (for example, 6.2) for either (i) twenty-four (24) months from the date when a new Major Version (for example, 7.0) becomes generally available or, (ii) until the date when the next Major Version (for example, 8.0) becomes generally available, whichever occurs earlier. If HP discontinues a product and does not make another Minor Version commercially available as an Update, HP will provide support for twenty-four (24) months from the date of the product discontinuance notice. HP may discontinue specific Support offerings no longer generally offered by HP upon sixty (60) days notice.

Return to support

If you allow Support to lapse, you may re-enroll only upon completing all of the following: (a) Payment to HP of the annual Support fee for the renewal term, (b) payment to HP of 100 percent of all annual Support fees that would have been paid had you not terminated Support offerings or lapsed in any applicable Support fee, (c) payment to HP of an administrative fee of fifteen percent (15%) of the total past Support fees to resume Support, if applicable, and (d) changing certain of your hardware or software to meet eligibility requirements of new versions.

Software support eligibility

“For ongoing Support eligibility, Customer must maintain the License Set at the same level of Software Support. “License Set” means all (a) licenses of HP Products with the same part number that are part of the same implementation, and (b) technically dependent prerequisite HP Products that are part of the same implementation, across all of the Customer’s Support Agreement Identification (“SAID”) numbers. Licenses for the same products that are part of the same implementation but may have different part numbers to allow for different usage rights (e.g., Site, Area, or Global licenses) or versions are also part of the same License Set.”

For avoidance of doubt, the following examples are provided (Assuming the customer has two (2) License Sets for a given HP Product).

HP Software License set	Number of licenses	Level of Software Support needed	Example of acceptable scenario	Example of scenarios not allowed
License set One for product A	100	24x7	Maintain a valid Software Support contract for all 100 licenses at 24x7 level	<i>Example no. 1</i> <ul style="list-style-type: none"> • 25 licenses at 24x7 Support • 75 licenses at 9x5 Support <i>Example no. 2</i> <ul style="list-style-type: none"> • 25 licenses at 24x7 Support • 75 licenses with no valid Software Support contract
License set two for product A	200	9x5	Maintain a valid Software Support contract for all 200 licenses at 9x5 level	<i>Example no. 1</i> <ul style="list-style-type: none"> • 50 licenses at 9x5 Support • 150 licenses with no valid Software Support contract

Customer may not cancel Support for a portion of licenses within a License Set unless Customer, at the time of Support renewal, (i) terminates license rights of the unsupported licenses, or (ii) certifies that the unsupported licenses will not be used and will not receive any of the services provided through Support (the “Certification”). The Certification must be provided by an authorized representative of Customer via a written letter sent to HP according to the notice provisions in Customer’s governing Support contract with HP. HP reserves the right to audit Customer’s compliance with the Certification at any time. If Customer chooses to resume Support for any of the unsupported licenses covered under the Certification, the Return to Support terms and conditions will apply.

Cancellation

You may cancel Support orders or delete Software from Support effective upon the next Support renewal date with sixty (60) days prior written notice. For multiple year orders which are annually billed, (a) you may cancel your contract with no less than 60 days written notice prior to the next annual anniversary date, and (b) cancellation will be effective from such anniversary date.

HP Software Support terms

This support offering is governed by the HP Customer Terms or another agreement referenced in the quotation for Support services (the “Terms”). All capitalized terms used in this data sheet, but not otherwise defined, will have the meaning assigned to them in the Terms. In the event of conflicts between this data sheet and the Terms, this data sheet shall take precedence. The Support offering set forth in this data sheet is available for the HP product lines. Support delivery begins upon delivery of licenses.

Upgrades

Software upgrades are not a feature of Enterprise support. For clarification purposes only, the HP definitions of Upgrades are included below:

- Upgrade—License Type Upgrade means upgrading from one type of license to another upon customer purchase. An example would be moving from a Site license to an Area license.
- Upgrade—License Quantity Upgrade means upgrading to a higher count of license upon customer purchase. An example would be upgrading from 1000 nodes to 2500 nodes.

The following additional terms are hereby incorporated into this data sheet:

General

a. Exclusions

HP is not obligated to provide warranty services or support for any claims resulting from:

- Improper site preparation, or site or environmental conditions that do not conform to HP site specifications as set forth in the product release notes, design guides, technical articles, etc. Product documentation defines the supported platforms, configurations, integrations, and operating environments required for the product to function.
- Customer's noncompliance with HP specification, statements of work provided by HP Professional Services organization as part of design and implementation services, or this data sheet.
- Improper or inadequate maintenance or calibration
- Customer or third-party media, software, interfacing, supplies, or other products
- Modifications not performed or authorized by HP
- Virus, infection worm, or similar malicious code not introduced by HP
- Abuse, negligence, accident, loss or damage in transit, fire or water damage, electrical disturbances, transportation by customer, or other causes beyond the control of HP

b. Local availability

Customer may order support from HP current support offerings. Some offerings, features and coverage (and related software) may vary according to HP resources and products in your environment or may not be available in all countries or areas. In addition, delivery of support outside of the applicable HP coverage areas may be subject to travel charges, longer response times, reduced restoration or repair commitments, and reduced coverage hours.

c. Relocation

Relocation of any software under support is the responsibility of customer and is subject to local availability, and may result in changes to support fees. Reasonable advance notice to HP may be required to begin support after relocation. For software products, any relocation is also subject to the license terms for such software. Customer may be required to execute amended or new documents as a result of relocation.

d. Service providers

HP reserves the right and customer agrees to HP's use of HP authorized service providers to assist in the delivery of support.

e. Modifications

The customer will allow HP, at HP's request and at no additional charge, to modify software to improve operation, supportability, and reliability or to meet legal requirements. Such modifications are hotfixes or patches (i.e., Software Updates) required by the product and covered under the terms of this data sheet.

f. Force majeure

Neither party will be liable for performance delays nor for nonperformance due to causes beyond its reasonable control; however, this provision will not apply to customer's payment obligations.

Site and product access

Customer shall provide HP access to the software covered under support; and if applicable, adequate working space and facilities within a reasonable distance of the software; access to and use of information, customer resources, and facilities as reasonably determined necessary by HP to service the software. Access to software may be through a secure remote access tool or onsite access. Failure to provide sufficient access to troubleshoot or service the software, may result in the inability for HP to provide support or issue resolution. Customer is responsible for removing any software ineligible for support, as advised by HP, to allow HP to perform support. If delivery of support is made more difficult due to lack of access or the presence of ineligible software, service may require a separate engagement of HP Professional Services under a statement of work at HP published service rates.

Software support

- **Eligibility:** Customer may purchase available software support for HP branded software only if the customer can provide evidence that it has rightfully acquired an appropriate HP license for such software. HP will be under no obligation to provide support due to any alterations or modifications to the software not authorized by HP or for software for which customer cannot provide a sufficient proof of a valid license.
- **Documentation:** If customer purchases a software support offering that includes documentation updates along with the right to copy such updates, customer may copy such updates only for software under such coverage. Copies must include appropriate HP trademark and copyright notices.

Use of proprietary service tools for support

HP will require customer's use of certain hardware and/or software system and network diagnostic and maintenance programs ("Proprietary Service Tools"), as well as certain diagnostic tools that may be included as part of the customer's system, for delivery of support under certain coverage levels. Proprietary Service Tools may include other commercial HP Software diagnostic packages or custom debug tools specific to HP products. Proprietary Service Tools are and remain the sole and exclusive property of HP, are provided "as is," and include, but are not limited to: remote fault management software, network support tools, Insight Manager, Instant Support and Instant Support Enterprise Edition (known as "ISEE"). Proprietary Service Tools may reside on the customer's systems or sites. Customer may only use the Proprietary Service Tools during the applicable support coverage period and only as allowed by HP. Customer may not sell, transfer, assign, pledge, or in any way encumber or convey the Proprietary Service Tools. Upon termination of support, customer will return the Proprietary Service Tools to HP or allow HP to remove these Proprietary Service Tools.

Customer will also be required to:

- Allow HP to keep the Proprietary Service Tools resident on customer's systems or sites, and assist HP in running them
- Install Proprietary Service Tools, including installation of any required updates and patches
- Use the electronic data transfer capability to inform HP of events identified by the software
- If required, purchase HP-specified remote connection hardware for systems with remote diagnosis service
- Provide remote connectivity through an approved communications line

Customer responsibilities

- Data backup: To reconstruct lost or altered customer files, data, or programs, customer must maintain a separate backup system or procedure that is not dependent on the software under support.
- Temporary workarounds: Customer will implement temporary procedures or workarounds provided by HP while HP works on permanent solutions.
- Hazardous environment: Customer will notify HP if customer uses software in an environment that poses a potential health or safety hazard to HP employees or subcontractors. HP may require customer to maintain such software under HP supervision and may postpone service until customer remedies such hazards.
- Authorized representative: Customer will have a representative present when HP provides support at customer's site.
- Software list: Customer will create and maintain a list of all software under support including: the location of the software and coverage levels. Customer shall keep the list updated during the applicable support period.

Talk to us about HP Enterprise Priority Support

We are here to make sure you get the right level of support for your business. We can explain your options and how your business will benefit. Please contact your HP Software Support Sales representative. Please note that this data sheet does not apply to HP IM products.

Learn more at autonomy.com/work/services



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