

# HP Premier Support

Technical and business expertise for complex IT environments



Today's IT environment is complex and time critical and you need proactive software support available at your fingertips. You have invested in HP products to help drive efficiency and be more competitive. Now make sure you get the most from your investment by using HP Premier Support.

## Strengthening your business with HP Premier Support

- Simplify your overall support experience with a single point of accountability
- Improve cost predictability with defined service level objectives (SLOs)
- Reduce the risk of service disruption through personalized and proactive support and planning
- Optimize your staff, shifting focus from day-to-day maintenance to innovation

HP Premier Support provides a flexible portfolio of support services designed to help you support and optimize your HP products and drive increased value. HP Premier Support experts work with you to increase uptime, improve performance, achieve service objectives with your internal customers, and enhance your return on investment (ROI). The HP Premier Support portfolio includes:

- HP Enterprise Priority: Priority incident routing and handling by a dedicated team for quicker incident resolution
- HP Premier Advisory: Proactive support and guidance from a technical account manager
- HP Premier Business: Personalized and proactive management and strategic planning of your HP software

**Note**

HP Enterprise Priority is available to customers with HP products who have a valid contract for HP 9x5 or HP 24x7.

## Enhanced reactive support with HP Enterprise Priority

HP Enterprise Priority boosts the level of reactive support you receive from HP. 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 by a dedicated team, meaning you get priority routing and handling for quicker resolution.

For a full list of the features of HP Enterprise Priority, see the tables at the end of the document.

**Note**

HP Premier Advisory is available to customers with HP products who have a valid contract for HP Enterprise Priority.

## A proactive approach with HP Premier Advisory

HP Premier Advisory goes beyond helping you support and manage your HP products. Your technical account manager (TAM) will work with you to help drive enhanced value from your HP products. As your technical advocate, your TAM can proactively manage all HP Enterprise Priority and HP Premier Advisory activities to expedite incident resolution.

**Benefits include:**

- Account management from a technical account manager
- Coordination with third-party vendors
- Enhanced escalation management
- Quarterly technical reviews
- Management of technical support incidents

For a full listing of the available benefits of HP Premier Advisory, see the tables at the end of the document.

**Note**

HP Premier Business is available to customers with HP products who have valid contracts for HP 9x5 or HP 24x7.

## Capitalize on broader support by adding HP Premier Business

With HP Premier Business, an enterprise services manager (ESM) becomes your partner in the holistic management of your HP Software. Your assigned ESM will provide leadership across the HP Software Support team for HP Software products covered by the support service. You can also benefit from quarterly business reviews, enhanced escalation management for software issues that impact your operations, and management of critical patches.

**Benefits include:**

- Assigned ESM as primary point of contact for holistic support delivery
- Personalized and proactive management and strategic planning
- Management of business support incidents and technical support incidents
- Enhanced escalation management
- Quarterly business reviews
- Management of critical patches

For a full listing of the available benefits of HP Premier Business, see the tables at the end of the document.

## Tailor HP Premier Support with optional add-ons

Additional optional services are available to increase the level of service available through HP Premier Support. With HP Enterprise Priority, you can opt for a named advanced support engineer (NASE) so you receive enhanced reactive support from someone who knows your unique business and environment. In addition, you can choose to accelerate response times or have local language support. These optional features are subject to an additional charge. The optional add-ons are listed below:

### HP Enterprise Priority

- **NASE:** This option provides a NASE for HP products covered by your HP Enterprise Priority support agreement. This option provides a reactive engineer who will learn your environment and work on your support incidents.
- **30-minute enhanced impact level one first technical contact (FTC):** This option provides a faster level of response for those incidents with the greatest impact to your business. SLO: 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 Premier Support service and options

HP Premier Support is available between 8 a.m. and 5 p.m. local time on local business days, excluding bank and local public holidays based upon the location of your HP Premier Support contract.

## Compare HP Premier Support

Compare HP Enterprise Priority, HP Premier Advisory, and HP Premier Business to determine which offering is right for you. This data sheet provides an overview of HP Premier Support.



## Premier Support for products

### Enhanced reactive

Premier Support component	Service description	Enterprise Priority	Premier Advisory/ Enterprise Priority is a prerequisite service	Premier Business
Premier start-up	Includes a personalized welcome package and conference call to introduce your assigned Premier Support resources and to review all the details pertaining to your level of HP Premier Support.	✓ NASE add-on required	✓	✓
Enterprise Priority support	Your incidents related to a product covered by HP Premier Support receive a higher priority than incidents covered by HP 9x5 or HP 24x7 support. You have access to highly experienced HP Software technical professionals to assist in expediting problem resolution.	✓		
HP primary point of contact for reactive support	Your NASE is your primary point of contact for all reactive support incidents for products for which the NASE add-on option was purchased. You may have one or multiple NASEs assigned depending on the products covered by the agreement.	✓ NASE add-on required		
Priority incident routing/resolution/handling	Your incidents related to a product covered by HP Premier Support will be initially owned and worked on by experienced HP technical professionals to assist in expediting problem resolution.	✓		
Enhanced FTC	You will receive the following enhanced SLOs on your severity level one and severity level two reactive technical issues: <ul style="list-style-type: none"> <li>Severity level one: first technical contact within one business hour</li> <li>Severity level two: first technical contact within four business hours</li> <li>Severity levels three and four will continue to follow the respective HP 9x5 or HP 24x7 support related SLOs</li> </ul>	✓		
Coordination with third-party software support vendors	If it is determined that the problem of a support incident lies with another vendor's software product, HP can assist you in collecting the data needed for you to report the problem to that vendor. In addition, HP can assist with tracking the problem to verify that resolution efforts continue to progress. This activity requires you to have a valid support agreement with the other vendor.	✓	✓	✓
Enhanced technical escalation management	HP has established formal escalation procedures to solve complex HP problems, or problems that have a critical impact to customers. As an enhancement to HP 9x5 support or HP 24x7 support, the TAM (if applicable) assumes direct responsibility for action plans that assist with your escalations to engage the most appropriate HP management and resources to resolve your support issues in less time. The TAM is your technical escalation engineer for technical escalations. Your ESM (if applicable) will act as your escalation manager driving overall responsibility for your escalation from end to end.	✓ NASE add-on required	✓	✓

### Proactive

Premier Support component	Service description	Enterprise Priority	Premier Advisory/ Enterprise Priority is a prerequisite service	Premier Business
Kick-off meeting	For a new Premier Support customer, your assigned HP TAM or ESM will have an initial one-day onsite visit to kick off the delivery of the HP Premier Support agreement for Premier Advisory and Premier Business. This provides an opportunity for your TAM or ESM to meet and greet key personnel within your organization. During the kick-off meeting, your TAM or ESM will collect specific account information that will be used to create your account support plan. You will receive detailed information about your HP Software Premier Support deliverables, including the communication protocol with your TAM or ESM. This meeting promotes a better working relationship and enhanced communication. For Premier Support renewals, the kick off is done.		✓	✓
Remote reviews	Your TAM or ESM provides regular remote reviews to proactively monitor your operational HP needs at least once per month, and no more than once a week. Support reviews are communication forums through which your TAM or ESM and your team build a strong relationship. These meetings give you the opportunity to discuss operational issues, as well as other topics you wish to explore.		✓	✓

## Premier Support for products (continued)

### Proactive (continued)

Premier Support component	Service description	Enterprise Priority	Premier Advisory/ Enterprise Priority is a prerequisite service	Premier Business
Technical advisor	Acting as your technical advocate, your TAM will be notified of all your incidents, and will track and monitor the work in progress through the support lifecycle engaging with support specialists as needed. Your TAM is your primary point of contact at any time for any inquiries related to your technical incidents. Your TAM can assist, as you require, in putting action plans in place, and facilitate effective communications.		✓	
Enhanced patch management	Your TAM will proactively monitor the release of new product patches for your HP. Your TAM can assist with enabling you to install the patches (technical service days are required). This activity can help in reducing unplanned maintenance downtime.		✓	
Quarterly technical review	Remote quarterly HP Premier Support technical review with your TAM includes a detailed review of all your HP Premier proactive and reactive support-related activities. Support case data is analyzed to help identify trends and identify action plans to reduce risk and recurrence.		✓	
Account support plan	The account support plan defines support deliverables, the support process, and the personnel involved in support and escalation procedures. This plan sets a clear expectation of how support will be delivered. Unplanned downtime and problems can be reduced because all required information can be gathered and communicated clearly, and a carefully coordinated and predictable resolution process can take place. Your TAM or ESM will update this plan on an ongoing basis with any changes that affect support delivery.		✓	✓
Onsite visits (one per year)	You will receive one visit per premier product group (PPG) from your TAM (for Premier Advisory) and one visit per premier product center (PPC) from your ESM (for Premier Business) per year. Your TAM or ESM will travel to your location as mutually agreed upon, and during standard working hours, based on the location of the HP Premier Support contract. At your request, the TAM or ESM can participate in your internal meetings. Onsite visits will provide the TAM or ESM an in-depth understanding about your HP software management environment. This will promote a better working relationship and increased knowledge as future activities are performed.		✓	✓
Management of technical support incidents	As part of Premier Advisory and Premier Business, your TAM or ESM is primarily accountable for handling your Premier Support incidents. In addition to working with you on prioritizing open incidents, the TAM's or ESM's role is to provide timely status updates. If HP is aware of issues that may impact your environment, your TAM or ESM will bring those to your attention and provide an opportunity to discuss the technical impact.		✓	✓
Management of business support incidents	As part of Premier Business, your ESM will track and monitor all of your business-related support incidents. Your ESM will help drive action plans and resolution.			✓
Business advisor	Your ESM is the primary point of contact for all your HP business-related concerns. Acting as your advocate within the HP support teams, your ESM works to monitor and track the progress of all your support-related issues and initiates appropriate actions as needed. Your ESM is your primary contact point for all satisfaction-related concerns around business and technical issues.			✓
HP critical patch and critical problem management	Your ESM will proactively monitor and share any critical patch or critical class problems associated with your HP environment and notify you. Critical patches typically involve system security, data loss, and high outage risk.			✓
Enhanced business escalation management	HP has established formal escalation procedures to solve complex HP problems, or problems that have a critical impact to customers. As an enhancement to HP 9x5 support or HP 24x7 support, the ESM will own the end-to-end management and assume direct responsibility for helping ensure that action plans are put in place to assist with your escalations and to engage the most appropriate HP management and resources to resolve your support issues in less time.			✓
Quarterly business reviews	Remote quarterly HP Premier Support business review with your ESM. This includes a detailed review of all your HP Premier Support product-related activities, such as program progress, review of business metrics, accomplishments, and future goals. Support case data is analyzed to help identify trends and identify action plans to reduce risk and recurrence.			✓

Please work with your HP sales representative on HP Premier Support pricing. All HP Premier Support contracts are sold on an in-country basis. Pricing may vary depending on the complexity of your environment.

## Premier Support for products (continued)

### Optional add-ons

Optional Premier Support component	Support service description	Enterprise Priority	Premier Advisory/ Enterprise Priority is a prerequisite service	Premier Business
Named advanced support engineer	This option provides a NASE for HP products covered by your HP Enterprise Priority contract. This provides a reactive engineer who will learn your environment and work on your support incidents.	✓		
30-minute enhanced severity level one (FTC)	Provides a faster level of response for severity level one cases. SLO: thirty (30) minutes.	✓		

## Abbreviations

**ESM:** Enterprise services manager

**TAM:** Technical account manager

**NASE:** Named advanced support engineer

**SLO:** Service level objective

**FTC:** First technical contact

**PPG:** Premier product group

**PPC:** Premier product center

## Definitions

**Product:** Individual HP product

**Premier Product Group:** A single product or combination of products. Definition applies to both Enterprise Priority and Premier Advisory offerings.

**Premier Product Center:** Consists of various product groups. Definition applies only to the Premier Business offering.

## Premier Support for products (continued)

Below are typical initial response times to support requests. HP may not always provide such response within the response time objectives.

Severity level	Severity level 1—Critical	Severity level 2—Serious	Severity level 3—Medium	Severity level 4—Low
	<b>Critical: Total loss of functionality</b> The product is unusable, resulting in a total disruption of work or other critical impact on operations. No workaround is available.	<b>Serious: Major feature/function failure</b> Operations are severely restricted. A workaround is available.	<b>Medium: Minor feature/function failure</b> The product does not operate as designed, there is a minor impact on usage, and an acceptable workaround is deployed.	<b>Low: Minor problem</b> This can be classified as a request for documentation, general information, enhancement request, and so on.
<b>Response time objectives</b>				
HP customers—24x7, Monday–Sunday, 365 days per year	1 hour with prioritized support response	4 hours	6 hours	1 business day
HP customers—9x5 local business hours and local business days	2 hours	6 hours	8 hours	1 business day

## Prerequisites

### HP software products

- HP Enterprise Priority customers must have a valid HP 9x5 support contract or HP 24x7 support contract.
- HP Premier Advisory customers must have a valid HP Enterprise Priority contract.
- HP Premier Business customers must have a valid HP 9x5 or HP 24x7 support contract.

## HP Software Support terms

This support offering is governed by the HP Customer Terms or another agreement referenced in the quotation for support services (“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 only for the HP product lines. It excludes all HP Information Management product lines, which are covered in a separate offering applicable to HP Software IT Management, Information Management, Fortify, and Vertica. Support delivery begins upon delivery of licenses.

The following additional terms from the HP Software Support Foundation data sheet are hereby incorporated into this data sheet:

Cancellation, General, Site and product access, Software Support, Use of proprietary tools for support, and Customer responsibilities.

## Talk to us about HP Software Premier Support

HP Support is certified by Technology Services Industry Association (TSIA) as a worldwide Certified Support Staff Excellence Center. Customers can purchase HP products with confidence knowing that HP meets high industry support standards. Please see: [tsia.com](http://tsia.com) for more information.

We are here to make sure you get the right level of support for your business. You will find links to further information below, but why not talk to us? We can explain your options and how your business can benefit. Please contact your HP representative to discuss HP Premier Support pricing.

Talk to your HP representative to learn more.

Through our innovative offerings in HP Support, HP Software as a Service (SaaS), and HP Professional Services, we partner with you to help enable your success and ROI.

To access technical support, visit: [customers.autonomy.com](http://customers.autonomy.com).

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