HP Software Premier Support

Technical and business expertise for complex IT environments

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HP Software Premier Support

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

Strengthening your business with HP Software Premier Support

• Simplify your overall support experience with a single point of accountability

• Improve cost predictability with defined service level objectives (SLOs)

• Minimize 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 Software Premier Support provides a flexible portfolio of support services designed to help you support and optimize your HP Software products and drive maximum value. HP Software 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 Software Premier Support portfolio includes:

• HP Software Premier Response/HP Software Enterprise Priority: Priority incident routing and handling by a dedicated team for quicker incident resolution

• HP Software Premier Advisory: Proactive support and guidance from a technical account manager

• HP Software Premier Business: Personalized and proactive management and strategic planning of your HP Software

Enhanced reactive support with HP Software Premier Response/HP Software Enterprise Priority

HP Software Premier Response/HP Software Enterprise Priority boosts the level of reactive support you receive from HP Software. 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 Software 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 Software Premier Response/HP Software Enterprise Priority, see the tables at the end of the document.

Note
HP Software Premier Response and HP Software Enterprise Priority are alternative names for the same offering. HP Software Premier Response is the name given to this offering for HP ArcSight products. For HP IT Management, HP Fortify, and HP IM software products, this offering is called HP Software Enterprise Priority.

HP Software Premier Response is available to customers with HP ArcSight products who have a valid contract for HP Software Foundation 9x5 or HP Software Foundation 24x7. HP Software Enterprise Priority is available to customers with HP IT Management, HP Fortify, and HP IM software products who have a valid contract for HP Enterprise Basic or HP Enterprise Standard.

A proactive approach with HP Software Premier Advisory

HP Software Premier Advisory goes beyond helping you support and manage your HP Software products. Your technical account manager (TAM) will work with you to help drive enhanced value from your HP Software products. As your technical advocate, your TAM will proactively manage all HP Software Premier Response/HP Software Enterprise Priority and HP Software 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 Software Premier Advisory, see the tables at the end of the document.

Note

HP Software Premier Advisory is available to customers with HP IT Management, HP IM software, HP ArcSight, and HP Fortify products who have a valid contract for HP Software Enterprise Priority or HP Software Premier Response.

Capitalize on broader support by adding HP Software Premier Business

With HP Software 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 will 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 Software Premier Business, see the tables at the end of the document.

Note

HP Software Premier Business is available to customers with HP IT Management, HP Fortify, and HP IM software products who have valid contracts for HP Software Enterprise Basic or HP Software Enterprise Standard, and to customers with HP ArcSight products who have valid contracts for HP Software Foundation 9x5 or HP Software Foundation 24x7.

Tailor HP Software Premier Support with optional add-ons

Additional optional services are available to increase the level of service available through HP Software Premier Support. With HP Software Premier Response/HP Software 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. Similarly, you can opt for technical service days, remotely or onsite, during or after business hours. These optional features are subject to additional charge. The optional add-ons are listed below:

HP Software Premier Response/HP Software Enterprise Priority
• NASE: This option provides a NASE for HP Software products covered by your HP Software Premier Response support/HP Software 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: 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 Software Premier Response/HP Software Enterprise Priority, HP Software Premier Advisory, and HP Software Premier Business

• Technical service days

HP Software Premier Support service and options
HP Software 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 Software Premier Support contract.

Table 1. Premier/Enterprise Priority support services by product line

HP Software Premier Support option	HP IT Management	HP IM	HP ArcSight	HP Fortify
HP Software Premier Response and optional add-ons			✓	
HP Software Enterprise Priority and optional add-ons	✓	✓		✓
HP Software Premier Advisory	✓	✓	✓	✓
HP Software Premier Business	✓	✓	✓	✓

Compare HP Software Premier Support

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

Premier Support

Enhanced reactive

Premier Support component	Service description	Premier Response/ Enterprise Priority	Premier Advisory Premier Response/ Enterprise Priority prerequisite	Premier Business
Premier start-up	Includes a personalized welcome package and conference call to introduce your assigned Premier resource(s) and to review all the details pertaining to your level of HP Software Premier Support.	✓ NASE add-on required	✓	✓
Priority HP Software Support	Your incidents related to a product covered by HP Software Premier Support receive a higher priority than incidents covered by HP Software Support Foundation/HP Software Enterprise Support. You have access to highly experienced HP Software technical professionals to assist in expediting problem resolution.	✓		
HP Software 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 Software Premier Support will be initially owned and worked on by experienced HP Software technical professionals to assist in expediting problem resolution.	✓		

Enhanced reactive (continued)

Premier Support component	Service description	Premier Response/ Enterprise Priority	Premier Advisory Premier Response/ Enterprise Priority prerequisite	Premier Business
Enhanced FTC	You will receive the following enhanced SLOs on your impact level one (1) & impact level two (2) reactive technical issues: • Impact level one (1): first technical contact within one (1) business hour • Impact level two (2): first technical contact within four (4) business hours • Impact levels three (3) & four (4) will continue to follow the respective HP Software Support Foundation/HP Software Enterprise Support related SLOs.	✓		
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 Software problems, or problems that have a critical impact to customers. As an enhancement to HP Software Support Foundation/HP Software Enterprise 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	Premier Response/ Enterprise Priority	Premier Advisory Premier Response/ Enterprise Priority prerequisite	Premier Business
Kick-off meeting	For a new Premier customer, your assigned HP Software TAM and/or ESM will have an initial one-day onsite visit to kick-off the delivery of the HP Software 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 renewals, the kick-off is done remotely with your TAM and/or ESM rather than onsite.		✔	✔
Remote reviews	Your TAM and/or ESM provides regular remote reviews to proactively monitor your operational HP Software 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 to continuously enhance your IT environment. These meetings give you the opportunity to discuss operational issues, as well as other topics you wish to explore.		✔	✔
Customer operational profile management	HP will establish and maintain an electronic profile of the HP Software environment. This information will be used during problem resolution, and the various proactive activities. The profile can consist of customer, product, technical, and business information that you and your TAM determine to be useful toward delivering HP Software Premier Support. All HP Software support engineers will have the benefit of the information contained in the customer profile. This enables better, faster decision-making during reactive support, and more informed and valuable proactive support. This can save you time in communicating a problem or need.		✔	
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 and class/security problems for your HP Software management environment review these with you and help to put the appropriate action plans in place. Your TAM can assist with enabling you to install the patches (technical service days are required). This activity will help in reducing unplanned maintenance downtime and fully protect your HP Software management environment. Your IT staff's productivity may improve by HP owning this task.		✔	

Proactive (continued)

Premier Support component	Service description	Premier Response/ Enterprise Priority	Premier Advisory Premier Response/ Enterprise Priority prerequisite	Premier Business
Quarterly technical review	Remote quarterly HP Software Premier Support technical review with your TAM. This includes a detailed review of all your HP Software Premier proactive & 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 (1 per year)	You will receive one visit per PPG from your TAM (for Premier Advisory) and one visit per PPC from your ESM (for Premier Business) per year. Your TAM and/or ESM will travel to your location as mutually agreed upon, and during standard working hours, based on the location of the HP Software Premier Support contract. At your request, the TAM and/or ESM can participate in your internal meetings. Onsite visits will provide the TAM and/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 and/or ESM is primarily accountable for handling your Premier 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 Software 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 Software 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.			✓

Proactive (continued)

Premier Support component	Service description	Premier Response/ Enterprise Priority	Premier Advisory Premier Response/ Enterprise Priority prerequisite	Premier Business
HP Software critical patch and critical problem management	Your ESM will proactively monitor and share any critical patch or critical class problems associated with your HP Software 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 Software problems, or problems that have a critical impact to customers. As an enhancement to HP Software Support Foundation or HP Software Enterprise Support, the ESM will own the end-to-end management and assume direct responsibility for ensuring 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 Software Premier Support business review with your ESM. This includes a detailed review of all your HP Software 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 Software Support representative on HP Software Premier Support pricing. All HP Software Premier Support contracts are sold on an in-country basis. Pricing may vary depending on the complexity of your environment.

Premier Support

Optional add-ons

Optional Premier Support component	Support description	Premier Response/ Enterprise Priority	Premier Advisory Premier Response/ Enterprise Priority prerequisite	Premier Business
Named advanced support engineer	This option provides a NASE for HP Software products covered by your HP Software Premier Services contract during the Premier Services hours. This provides a reactive engineer who will learn your environment and work on your support incidents.	✓		
30 minute enhanced impact one (FTC)	Provides a faster level of response for impact level one (1) cases. SLO: thirty (30) minutes.	✓		
Technical service days	HP Software technical service days are available to spend on the delivery (onsite or remote, standard hours or after-hours) of one or more technical support topics. Technical support topics are essential for maintaining the operability and availability of your HP Software environment and can be defined during the kick-off meeting. Technical support topics consist of, and are not limited to, troubleshooting management, enhanced as well as onsite patch management, and more. These days must be used as technical service days within the contract period defined and will expire at the end of the contract period. One day consists of eight (8) business hours. Off-hour technical service days depend on resource availability.	✓	✓	✓

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 Software product

Premier Product Group: A single product or combination of products

Premier Product Center: Consists of various product groups

Response time objectives

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

Impact level	Level 1: production system is down	Level 2: major feature/function failure	Level 3: minor feature/function failure	Level 4: minor problem
	The HP product is unusable, resulting in a total disruption of work or other critical impact on operations. No workaround is available. Newly received cases will be assessed through discussions with the customer to confirm that they fulfill the criteria, and may be downgraded in priority if they do not.	Operations are severely restricted. A workaround is available.	The product does not operate as designed, there is a minor impact on usage, and an acceptable work around deployed.	This can be classified as a request for documentation, general information, enhancement request, etc.

Response time objectives

Enterprise Standard/ Foundation customers—24x7, Monday—Sunday, 365 days per year	1 hour with prioritized support response	4 hours	6 hours	1 business day
Enterprise Basic/ Foundation customers—9x5 local business hours and local business days.			8 hours	1 business day

Prerequisites

HP IT Management, HP Fortify, and HP IM software products
• HP Software Enterprise Priority customers must have a valid HP Software Enterprise Basic contract or HP Software Enterprise Standard contract.

• HP Software Premier Advisory customers must have a valid HP Software Enterprise Priority contract.

• HP Software Premier Business customers must have a valid HP Software Enterprise Basic or HP Software Enterprise Standard contract.

HP ArcSight products
• HP Software Premier Response Support customers must have a valid HP Software Support Foundation contract.

• HP Software Premier Advisory customers must have a valid HP Software Premier Response contract.

• HP Software Premier Business customers must have a valid HP Software Support Foundation 9x5 or HP Software Support Foundation 24x7 contract.

Additional terms

The following additional terms from the HP Software Enterprise Support data sheet or 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

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 will benefit. Please contact your HP Software Support representative to discuss HP Software Premier Support pricing.

Talk to your HP Software representative to learn more.

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

To access technical interactive support, visit: hp.com/go/btosoftware and review Key Resources and Featured Services.

The HP Software IT Experts Community is your place to network, learn, and participate via forums, events, blogs and more. To learn more, visit: hp.com/go/swcommunity.

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