



HP Software Premier Support



Data sheet

Support that understands your business.

With HP Software Premier Support, you benefit from an assigned expert who knows HP Software products and has in-depth understanding of your IT environment and business requirements. This enables our service to align with your business needs, minimizing the risk of service disruption, and helping you achieve better business outcomes.

Service Description

HP Software Premier Support is a scalable and flexible offering that allows you to choose from a broad menu of deliverables to meet your individual business requirements. We offer the choice of a Named Response Center Engineer (NRCE) and/or Enterprise Support Manager (ESM) with the product coverage that is right for you.

With HP Software Premier Select, Plus, Total and Solutions Support, you can choose from a variety of proactive and enhanced reactive deliverables. HP Software Premier Select, Plus and Total provide you with an assigned NRCE who has advanced knowledge of HP Software products and your unique IT environment. Your NRCE is a trusted technical advisor who works with you to identify and deliver the support you need. Direct access to the NRCE will help with quicker incident resolution and reduce the risk of service disruptions by shifting focus from maintaining your environment to achieving business results.

As part of HP Software Premier Solutions Support, the ESM is your assigned business partner within HP Software Support to help deliver business focused solutions. Your ESM has a broad knowledge across multiple HP Software products and is your personal advocate to provide account management and help resolve business escalations. Consequently, your ESM plays a crucial role in understanding your ever-changing environment and will help accelerate your IT projects. As part of this offering, the ESM coordinates the delivery of technical support provided by Advanced Support Resources.

Advanced Support Resources are experienced technical experts who can solve the most complex incidents from our Premier Support customers. With your ESM and Advanced Support Resources you can count on a team of professionals to help you every step of the way.

“Premier Support provides us with fast and reliable technical assistance through our NRCE. This ensures timely responses thereby minimizing any potential downtime to our systems. Our HP Technical Support Team streamlines enhancement requests and business escalation processes to support our changing requirements for products.”
John Larsen, System Manager, Post Denmark

Value of Premier Support

- Resolve problems in less time with priority incident handling and direct access to experienced HP Software Support professionals
- Minimize the risk of service disruption through personalized and proactive support deliverables
- Increase predictability with effective change-management planning and an account support plan
- Make your environment more agile to meet ever-changing business needs

When Premier Support is Right for You

- Need for HP Software technical expert who knows your unique IT environment and challenges
- Need for HP Software assigned business advocate in form of an ESM who understands your changing environment
- Proactive support of business critical applications
- Incident prevention as a result of change through close partnership with HP experts
- Requirement to deliver against service level agreements with your customers
- Highly complex and/or global IT environment

Which Premier Offering Meets Your Business Need?

Premier Select

- Proactive and reactive deliverables with primarily technical focus
- NRCE for one Premier Product Group
- The NRCE is your technical resource with an understanding of your particular environment and in-depth product expertise
- Access to personalized services for smaller environment

Premier Plus

- Increased proactive deliverables with primarily technical focus
- Assigned NRCE(s) for two to four Premier Product Groups
- The NRCE is your technical resource with an understanding of your particular environment and in-depth product expertise
- Access to personalized services for mid-size environment

Premier Total

- Increased proactive deliverables with both technical and business focus
- NRCE(s) for five or more Premier Product Groups
- The NRCE is your technical resource with an understanding of your particular environment and in-depth product expertise
- Enterprise Support Manager for business focused account advocacy
- Access to personalized services for mid-size to large environment

Premier Solutions

- Primarily business focused solution with proactive and reactive deliverables
- Advanced Support Resources deliver reactive support
- Access to an assigned Enterprise Support Manager for two or more Premier Solutions (product centers)
- Consolidated business management and account advocacy
- Can be augmented with HP Software Premier Select or Plus Support offerings for increased proactive technical focus

Order Information

HP Premier Support is sold by product line. BTO (Business Technology Optimization), BIO (Business Information Optimization) and BSA (Business Service Automation) businesses are individual product lines. HP Premier Support consists of flexible deliverables from which you can choose based on your business needs.

HP Software Premier pricing therefore depends on your customized deliverables. A 9x5 or 24x7 HP Software Support contract is required. Please work with your Sales Representative to determine the deliverables that best fit your needs.

The availability of features may vary according to HP resources and products in your environment. Regional restrictions may apply.

Product Definitions:

- **Product:** Individual HP Software product
- **Product Solutions:** Aligned with HP Software Product Marketing grouping of individual products within product centers and based on application type (i.e. Business Availability Center, Application Security Center, etc)
- **Premier Product Group (PPG):** HP Software Support's unique grouping of HP Software products for Premier Select, Plus and Total Support offerings. A Premier Product Group can be a product, various combinations of products, or an entire product center.

Technology for better business outcomes

© Copyright 2008 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

To learn more, visit: www.hp.com/go/hpsoftwaresupport/support_options

5982-9663 EEW - DS, Rev.5, November 2008

