

HP Telco Premier Service

Data sheet



To operate one of today's highly complex telecom environments, you need the insights of experts who have knowledge of both telecommunications and IP environments. The HP Telco Premier Service offering provides this expertise.

Helps you keep your telecom solution performing to your expectations

Proactive and reactive services

Through this flexible package of proactive and enhanced reactive services, HP telecom experts make solid recommendations regarding proactive steps that can be taken to help you maintain optimal service levels.

In many instances, the availability of consistent, focused attention and expertise is the key to achieving better overall service performance. The HP Telco Premier Service was created specifically for these situations. The HP Telco Premier Service

delivers knowledgeable, personalized services in an unmatched level of support for complex environments operating HP telecom solutions.

Service overview

With the HP Telco Premier Service, you can expect to improve the response time for your resolution requests. The support assistance you receive will help you identify operational risks and address emerging issues before they occur. By reducing the risk of downtime, these services will help you achieve your specific business objectives.

HP Telco Premier Service provides you with the following benefits:

- The assistance of assigned knowledgeable HP telecom experts and access to HP's most appropriate telecom technical experts who understand your environment and share your business objectives.
- Expertise, partnership and hands-on assistance from your assigned HP telecom expert—your assigned resource and direct contact for any support issue.
- Faster response time through direct access to your assigned expert and having the highest priority given to your calls .
- Improved effectiveness of problem resolution provided by your assigned HP telecom expert who has intimate knowledge of your system environment —no need to re-explain your configuration.
- Increased performance of your HP telecom environment through improvement in stability and rapid resolution of reactive problems through established and proven processes and direct ownership from your assigned HP telecom engineer.
- Reduced risk of service disruption through preventative support activities.
- Reduction in costly downtime through effective planning with the customer and timely responsive support.
- Reduced risk and exposure to a service outage through robust proactive services that help you avoid problems before they occur.
- Improvement in the effectiveness of your HP telecom software environment through knowledge transfer and applied best practices—you get more value from your HP telecom software investment.
- Increased productivity of your internal resources through proactive activities that improve system stability and performance.
- Flexible packaging and a range of optional services—you chose the services you need.

Service features—highlights

	Expertise	Delivery office hours
Proactive delivery	Named Response Center Engineer, plus a backup	<ul style="list-style-type: none"> • Onsite kick-off meeting • Operational profile management • Two onsite visits per year • Patches consulting/critical patch recommendation • Account support plan/customer profile • Case trend monitoring and analysis • Remote technical review
Reactive delivery	Named Response Center Engineer, plus a backup	<ul style="list-style-type: none"> • Highest priority on software support call • Direct access to an HP telecom expert • Escalation management

Service features - additional options

	Expertise	Delivery office hours
Telecom technical services	<p>Most appropriate technical experts on your HP telecom products.</p> <p>With HP Telco Premier Service, technical advice is an essential part of how HP helps you keep your telecom solution performing to your expectations.</p> <p>Telecom experts help improve your ability to proactively manage your telecom application configurations and operational practices in order to deliver the stability, performance and reliability you require.</p> <p>HP Telco Premier Service customers can choose additional technical service days to be delivered within their IT environments. Your HP telecom expert works with you to explain, select or customize based on your particular needs.</p> <p>Since each customer's site and environment is unique, your HP telecom expert will define together with you the amount of time that is needed to deliver the service in your environment. You may purchase additional technical service days to perform these customized support activities.</p>	<ul style="list-style-type: none"> • Answering product-specific questions, such as inquiries about HP telecom product functionality. • Validating particular uses of the product features, such as addressing questions that require inquiries or basic tests to validate technical answers. • Advising your team on development methodologies. • Carrying out proactive activities related to setup, such as auditing your current implementation and configuration for optimization or migration. • Assisting with other activities focused improving your current product setup.
Alliance manager	Knowledgeable HP telecom products expert	<ul style="list-style-type: none"> • Acts as your advocate and business ally • Represents customer's interests within HP • Ensures the higher priority is assigned to customer's business requests

Proactive features

Feature	Description
Kickoff meeting	<p>This is the initial onsite visit from your assigned HP telecom expert to kickoff the delivery of this Premier Service support agreement. This is an opportunity for your HP telecom expert to meet and greet key personnel within your organization. This will include collecting specific account information that will be used to create your account support plan and customer profile. You will be provided with detailed information about your HP Telco Premier Service deliverables, including the communication protocol with your HP telecom expert.</p> <p>The meeting will signify the beginning of delivery against your telecom support agreement. This face-to-face meeting will promote a better working relationship and improved communication.</p>
Operational profile management	<p>HP will establish and maintain an electronic profile of the HP telecom environment. This information will be used during problem resolution, and the delivery of various proactive services. The profile can contain customer information, product information, technical information and business information that the customer and the HP telecom expert agree on that will be useful toward achieving the results below.</p> <p>All HP support engineers with whom the customer interfaces will have the benefit of the information contained in the customer profile. This will ensure better, faster decision making during reactive support, and more informed and valuable proactive support. This will also save the customer time and trouble in communicating a problem or need.</p>
Onsite visits	<p>Your HP telecom expert will travel to the customer location or site as mutually agreed. This is an opportunity for your telecom expert to gain additional information about your telecom management environment.</p> <p>Your HP telecom expert can also participate in your internal meetings and other activities as you see fit. And you may choose to have your telecom expert perform a traditional remote deliverable onsite, such as a technical case review or upgrade planning and assistance.</p> <p>This will provide the HP telecom expert more in-depth understanding and information about your telecom management environment, which will promote a better working relationship and increased knowledge as future activities are performed.</p>
Case trend monitoring and analysis	<p>Standardized case history and trend reports of your telecom support calls are regularly generated and reviewed with you. Trends are targeted for improvement and action. This cycle repeats three times throughout the contractual year.</p> <p>The HP telecom expert will lead a teleconference with you to review your current technical cases and develop action plans designed to eliminate barriers and drive timely resolution of open technical cases. Recently closed telecom technical cases are also reviewed to provide retrospective and develop action plans to minimize the risk of problem recurrence.</p>
Quarterly technical review	<p>Your HP telecom expert provides technical reviews quarterly to proactively review your operational telecom needs. Telecom products support reviews are communication forums through which the HP telecom expert and your team build a strong relationship in order to continuously enhance your IT environment. These monthly meetings discuss technical and operational issues as well any other topic you wish to discuss. The outcome of these discussions is an assurance that HP has comprehensively addressed your current and future business objectives.</p>

Reactive features

Feature	Description
Highest priority on software support	<p>Premier Service customer calls into the HP Response Center receive a higher priority than calls from customers with a Software Support or Software Support 24x7 contract. Your HP telecom expert is there when you call (local business hours, excluding HP holidays) with access to the most experienced HP telecom technical professionals to assist in expediting problem resolution.</p>
Direct access to HP telecom expert	<p>The HP Telco Premier Service provides you with more flexible choices for direct communication between you and your HP telecom expert. You can use the direct phone number and e-mail address of your telecom expert, instead of calling the toll-free support line. You can also choose to use Instant Message chat mediums based upon regional availability.</p>
Escalation management	<p>HP has established formal escalation procedures to solve very complex HP telecom software problems, or problems that have a critical business impact to a customer.</p> <p>Your HP telecom expert will rapidly enlist the skills of key problem solving experts throughout HP.</p>

Requirements

The HP Telco Premier Service is offered on HP telecommunication products and HP OpenView products. The products supported are:

- HP OpenCall IN7
- HP OpenCall SS7
- HP OpenView TeMIP
- HP OpenView Service Quality Manager
- HP OpenView Internet Usage Manager

To order the service, the customer must already have the HP Care Pack Software Support 24x7 or the HP Care Pack Software Support 8x5.

HP recommends that all HP Telco Premier Service customers have a modem connection, so that the remote HP telecom expert can identify and resolve the problem faster.

Ordering information

Product ID	Product Name, Description
HA529A1	HP OpenCall SS7, HP OpenCall IN7
HA530A1	HP OpenView TeMIP, HP OpenView Service Quality Manager, HP OpenView Internet Usage Manager

Contact information

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