

HP System Support Service

Specifications



Personalized System Support

Product Number: HP H5356A

Service Description

HP System Support service provides personalized, comprehensive hardware, software, and network maintenance. With HP System Support service, you can rely on an HP support team focused on your maintenance needs. The personal relationship developed between you and the HP support team helps you increase system availability and the productivity of your internal support staff. Your support team's understanding of your business and computing environment enables them to proactively prevent problems from occurring and if problems do occur, to resolve them quickly. As a result, you spend more time managing your business and less time managing your systems.

HP System Support service gives you the flexibility to choose the hardware response time and coverage hours that meet your needs. You also get access to the worldwide HP Response Center network.

HP System Support service includes the software license for new releases, patches, and updates to HP software products.

Benefits to You

- Increase system availability through proactive maintenance.
- Resolve problems faster.
- Increase productivity through personalized assistance.
- Integrate new software releases smoothly.

Service Features

- Assigned system support engineer
- Assigned HP Response Center engineer
- Patch management assistance
- Operational reviews
- System release planning seminars
- Installation of software updates and add-on hardware products
- On-site hardware support
- Software assistance
- Escalation management
- Flexible call submittal
- License for software updates

- Software media and documentation
- HP SupportLine electronic support
- Network support*
- Complete network documentation*
- Assigned contract administrator

For Select HP Products

- Preventive hardware maintenance
- Remote support
- HP PowerPatch tapes
- Site environmental surveys

Descriptions of these features are in tables 1 and 2 on the following pages. Optional features and services are described in table 5.

* Network features are excluded if network support is not ordered.

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Specifications

Table 1. Service Features

Feature	Delivery Specifications
Assigned system support engineer	Your assigned system support engineer (SSE) coordinates all hardware, software, and network on-site maintenance services, schedules operational reviews, installs software updates, and ensures that all appropriate HP resources are made available to you. Your SSE is available during normal HP business hours, excluding HP holidays.
Assigned HP Response Center engineer	Your assigned HP Response Center engineer (RCE) understands the remote support needs of your computing environment and works as your HP Response Center advocate to ensure that your remote maintenance needs are met. Your RCE monitors your calls to the HP Response Center for software assistance to help identify trends and potential problems, and to help HP Response Center engineers provide more precise solutions to your problems. Your engineer contacts you immediately if a class problem arises and works with you to implement a solution that minimizes system disruptions. Assistance is available Monday through Friday, 8:00 am to 5:00 pm local HP Response Center time, excluding local HP Response Center holidays.
Patch management assistance	Your HP Response Center engineer monitors all newly recommended patches and helps you manage needed patch installations to avoid potential problems. Assistance is available Monday through Friday, 8:00 am to 5:00 pm local HP Response Center time, excluding local HP Response Center holidays.
Operational reviews	Your SSE schedules two operational reviews per year, covering review topics mutually agreed to. Possible topics include reviewing operational procedures such as system security; planning for add-on hardware, software, and network products; and reviewing HP Response Center calls. Operational reviews are provided during normal HP business hours.
System release planning seminars	In system release planning seminars, HP support representatives review changes to new software releases—including new features and functions, problem fixes, and performance implications; new hardware, software, and network products supported by new releases; hardware needs; and impact on system and network configurations. System release planning seminars are provided for major releases only, generally one per year. HP schedules meetings 1 month in advance at an HP office, with one seminar for each major release.
Installation of software updates and add-on hardware products	<p>Your SSE installs one operating system update per year on your central system. Installation is available 7 days a week, 24 hours a day, excluding HP holidays. Installation must be scheduled at least 1 week in advance at a mutually agreed-upon time, and your system manager or alternate must be present during the installation.</p> <p>Additional HP hardware products purchased directly from HP and added to your HP System Support service agreement are installed at no additional charge. This applies to select products and does not apply to hardware that is designated as customer-installable.</p>
On-site hardware support	<p>HP travels to your site and provides all labor, parts and materials necessary to maintain your hardware products in good operating condition. HP diagnoses and corrects product malfunctions and failure. Replacement parts are new or equivalent to new; replaced parts become the property of HP.</p> <p>Once an HP engineer arrives at your site, the engineer continues service, uninterrupted, until your products are operational or as long as reasonable progress is being made. Work may be temporarily suspended if additional parts or resources are required, but resumes when they become available. With the Scheduled support service level, work resumes on the following business day. HP installs appropriate engineering improvements on your system to ensure maximum performance and maintain compatibility with HP-supplied hardware replacement parts.</p>

Table 1. Service Features (continued)

Feature	Delivery Specifications
Software assistance	Remote assistance is available for software problems. Unlimited, toll-free access to the HP Response Center is provided for authorized callers. Response is immediate for critical calls and within 2 hours for all calls. Assistance is available from Monday through Friday, excluding HP holidays, during normal HP Response Center hours for all HP and select non-HP software products. Extended-hours support is available for select operating system, subsystem, and application software products. Refer to the HP SupportLine database for details of products and coverage hours.
Escalation management	HP has established formal escalation procedures to solve very complex hardware, software, and network problems. Local HP management coordinates problem escalation, rapidly enlisting the skills of key problem-solving experts throughout HP. At HP's discretion, the HP Response Center may dispatch an HP service representative to your site to assist with problem resolution.
Flexible call submittal	Authorized callers can submit software calls electronically to the HP Response Center via HP SupportLine support and request a call back within 2 hours (or the next business day if after normal hours) or a written electronic response the next business day. If you've selected a hardware service level that only provides coverage during normal business hours, you can still place an after-hours service call. The HP Response Center logs the call and notifies your local office the following business day. Outside the U.S., hours are subject to local availability.
License for software updates	You can use and copy updates to HP software on each system covered by HP System Support service as described in HP Terms and Conditions of Sale and Service, Exhibit 5, HP System Support Service.
Software media and documentation	As HP releases updates to your HP software, the latest revisions of the software and reference manuals are made available to your system manager. Media types available for software and documentation updates include tape, disk, paper, electronic, and compact disc read-only memory (CD-ROM). HP value-added businesses (VABs) may request priority delivery of software releases.
HP SupportLine electronic support	HP SupportLine provides electronic access to a database of current product and support information. HP SupportLine includes new product information, software status bulletins, engineering and application notes, and information about available software patches and HP PowerPatch tapes. Keyword search and browse capabilities make it easy to locate appropriate information. Software patches, when available for HP 9000 systems, can be downloaded from HP SupportLine. HP SupportLine is available from Sunday through Friday, 2:00 am to midnight, and Saturday from 2:00 am to 9:00 pm eastern time (U.S.). Outside the U.S., hours are subject to local availability.
Network support*	Resolution of a network problem begins within 2 hours of your call to the HP Response Center. Network specialists isolate the problem remotely and, if HP deems necessary, HP sends a support engineer to your site. Since the HP Response Center can manage the resources required to solve multivendor and multisite problems, HP can cover your entire network. To efficiently solve your problem, HP may contact select vendors directly or work with you to contact the appropriate vendor.
Complete network documentation*	Customer-specific network documentation for all of your sites is updated annually by your HP representative. Your network map is included in the HP Response Center's database.
Assigned contract administrator	An account-assigned contract administrator serves as your single point of contact for contract administration.

*** Network features are excluded if network support is not ordered.**

Table 2. Service Features (For Select HP Products)

Feature	Delivery Specifications
Preventive hardware maintenance	An HP engineer visits your site at regularly scheduled intervals to perform diagnostics on your system, adjust mechanical or electronic system components as needed, and replace worn or defective parts if necessary.
Remote support	Prior to any necessary on-site assistance, an HP engineer may initiate and perform remote diagnostics to facilitate problem resolution. By using an HP-qualified support modem to resolve problems remotely, HP can have your system up and running more quickly. HP performs remote support only upon receipt of your authorization. Remote support tools include HP Predictive Support software, which helps to transform unplanned downtime to scheduled maintenance through early warning and prevention of potential problems, and HP Remote Watch software, an HP proprietary support management tool that helps you to manage your HP-UX workstation systems better by documenting and reporting configuration changes.
HP PowerPatch tapes	Operating and subsystem patches are available for supported MPE V and MPE/iX releases. You can order HP PowerPatch tapes from the HP Response Center at any time, for installation with a new release or between major software updates. HP PowerPatch solutions are subjected to the same quality assurance testing as all HP software releases. (select products)
Site environmental surveys	HP computer products are designed to operate within specific power, temperature, airborne contaminant, and humidity ranges. Your HP engineer periodically monitors these environmental conditions at your site and advises you of necessary modifications.

Hardware Service Levels

The right coverage hours and response times for your business depend upon the critical nature of your applications and the availability of alternate computing resources. With HP System Support service, you can choose from the four hardware service levels described in table 3. While these service levels meet the needs of most customers, HP also has the flexibility to individualize service for you.

Response Time

When your call is received at HP, an engineer quickly responds to gather information about the problem and begin work. If remote support is available, the engineer may access your system to run diagnostics. If on-site assistance is required, an HP engineer arrives at your location as quickly as possible within the response time specified in your agreement.

Travel Zones

If your system is within 100 miles (160 km) of a primary HP Support Responsible Office, you receive the response time you've selected as specified in table 3. Response times to locations beyond 100 miles are specified in table 4. Travel to sites located within 200 miles (320 km) of your primary HP Support Responsible Office is provided at no additional charge. If your site is more than 200 miles (320 km) from the primary HP Support Responsible Office, you will be charged for travel based on the distance to your location.

Table 3. Hardware Service Level Selection Guide

Hardware Service Level	Coverage Hours*	Response Time	Environment
Priority Plus	24 hours a day, 7 days a week	Best response; not to exceed 4 hours	Highly critical
Priority	8:00 am–9:00 pm, Monday–Friday, excluding HP holidays**	Best response; not to exceed 4 hours	Urgent
Next Day	8:00 am–5:00 pm, Monday–Friday, excluding HP holidays	Next working day	Less critical
Scheduled	8:00 am–5:00 pm, Monday–Friday, excluding HP holidays	Scheduled weekly visits	Multiple units; spare equipment

* Outside the United States, hours are subject to local availability. Please check with your local office for detailed coverage hours.

** If you request service before 5:00 pm, an HP engineer responds on site within 4 hours if necessary.

Table 4. HP's Response Time for Extended Travel

Distance from Primary HP Support Responsible Office	Response Time		
	Priority Plus	Priority	Next Day
101–200 miles	8 hours	8 hours	1 additional coverage day
201–300 miles	*	*	2 additional coverage days
Beyond 300 miles	*	*	*

* Established at time of order and subject to resource availability

Table 5. Optional Features and Services

Feature or Service	Delivery Specifications
On-site consulting	Your technical consultant is on site, as planned, for technical consulting, business planning sessions, and reviews. Technical consulting is provided during normal business hours, excluding HP holidays. (subject to local availability)
Additional operational review	This feature adds one additional operational review, scheduled during normal HP business hours.
Additional maintenance activities	This feature provides time for an HP engineer to handle maintenance activities not included with HP System Support service. Assistance can be added to your support contract in daily increments, and is provided during normal HP business hours.
Additional HP Response Center caller	This feature allows one additional caller access to the HP Response Center. Response is immediate for critical calls and within 2 hours for all calls. Additional callers must meet HP training requirements.
Additional software update installation	This feature adds one additional software update installation on one system. Installation is available 24 hours a day, 7 days a week, excluding HP holidays (U.S.).
Per-call services	On occasion, you may require hardware services that are not included in your HP System Support agreement, such as deinstallation or data recovery. As an HP System Support customer, you may purchase certain one-time services at a rate lower than HP's standard service rate. This lower service rate only applies to services performed on products covered by HP System Support service.
Extended coverage	You can extend your hardware coverage hours and improve response time on a per-call basis, subject to local resource availability, for an additional fixed charge. To buy these options, you must have an open purchase order on file with HP, specifying all persons authorized to request these services.
Media retention	This service waives HP's right to maintain possession of a failed disk drive component on which sensitive data is stored. (select products)

Eligibility

Priority Plus Support.

HP computer products may be covered by the Priority Plus support service level if your monthly HP System Support service charges for a site exceed a minimum amount. If remote support is available on your equipment, you must allow remote access to receive Priority Plus support.

Scheduled Support. This service level covers all designated eligible products and their eligible accessories. To qualify for the Scheduled support service level, your HP System Support service monthly charges for products covered by this service level at a site must exceed a minimum amount. If your charges do not qualify you for this service level, your HP representative can discuss other support alternatives with you.

Additional Information

Problems with installed HP software or updates can be submitted to the HP Response Center via telephone or through HP SupportLine electronic support, or to your local HP sales office. HP acknowledges receipt of the service request, but retains the right to determine the final disposition of all reported problems.

Service features are available for HP software; all service features may not apply to select supported non-HP software.

Ordering Information

HP System Support service is usually purchased for a 12-month period, billable in advance, annually, quarterly, or monthly.

You immediately begin receiving the benefits of HP support if you order an HP System Support service contract when you purchase or lease a new system. For hardware products with a 90-day on-site warranty, HP provides the level of hardware service ordered or the level of warranty coverage, whichever is better, during the on-site warranty period.

When you place your order, select the types of software and documentation media you would like to receive. Available media depends on your SPU and system software.

You must include all contractual optional features and services on the original order (or renewal) for HP System Support service.

Availability of service features may vary according to local resources. To obtain further information or to order HP System Support service, contact your HP representative.



For more information, call your local HP sales office listed in your telephone directory or an HP regional office listed below for the location of your nearest sales office.

United States:
Hewlett-Packard Company
4 Choke Cherry Road
Rockville, MD 20850
(301) 670-4300

Hewlett-Packard Company
5201 Tollview Drive
Rolling Meadows, IL 60008
(708) 255-9800

Hewlett-Packard Company
5161 Lankershim Blvd.
No. Hollywood, CA 91601
(818) 505-5600

Hewlett-Packard Company
2015 South Park Place
Atlanta, GA 30339
(404) 955-1500

Canada:
Hewlett-Packard Ltd.
6877 Goreway Drive
Mississauga, Ontario L4V 1M8
(416) 678-9430

Japan:
Yokogawa-Hewlett-Packard Ltd.
15-7, Nishi Shinjuku 4 Chome
Shinjuku-ku, Tokyo 160
(03) 5371 1323

Latin America:
Hewlett-Packard
Latin American Region Headquarters
5200 Blue Lagoon
Suite 950
Miami, FL 33126
(305) 267-4220

Australia/New Zealand:
Hewlett-Packard Australia Ltd.
31-41 Joseph Street
Blackburn, Victoria 3130
Australia
(03) 895 2895

Asia Pacific:
Hewlett-Packard Asia Ltd.
Asian Pacific Region Headquarters
22/F Bond Centre
West Tower
89 Queensway
Central, Hong Kong
(852) 8487777

In Europe, please call your local HP sales office or representative:

Austria:
(0222) 2500 0

**East Central Europe (ECE),
Commonwealth of Independent
States (CIS), and Yugoslavia:**
(0222) 2500 0

Belgium and Luxembourg:
Customer Information Center
(02) 761 34 00

Denmark:
(42) 81 66 40

Finland:
(90) 88 721

France:
(1) 69 07 02 24

Germany:
(06172) 16 0

Greece:
(01) 68 28 811

Iceland:
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Ireland:
(01) 88 33 99

Sweden:
(08) 750 20 00

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Information Center)

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(011) 806 1000

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175 29 70

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Geneva, Switzerland
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