



HP Customer Support Technical Assistance Day Service

HP Services

HP Customer Support Technical Assistance Day Service provides you with the flexibility to customize tasks beyond the scope of HP's standard technical services. Highly trained technical service specialists can assist you with a variety of operational, optimization, and assessment activities.

HP's approach is based on thorough analysis, planning, and rapid execution to help address the technical challenges you face. Using proven techniques and processes gained from extensive experience in many successful engagements for enterprise clients worldwide, our technical specialists help you reduce the cost, timeframe, and business risk typically associated with a broad range of technical, change management, and project management activities. The end result is a solution that will help you to meet your business needs.

HP Customer Support Technical Assistance Day Service is available for all HP supported products.

This service does not include installation and deployment-related activities, which are part of a separate service, HP Installation & Deployment Assistance Day Service.

Service benefits

- Accelerates your time to operational effectiveness
- Provides your IT staff with assistance on a wide variety of IT operational management and optimization activities through HP best practices and experienced HP technical specialists
- Helps reduce business risks and project costs by providing specialized skills
- Allows your IT resources to stay focused on their core tasks and priorities
- Provides cost-effective supplemental assistance and services

Service feature highlights

- Service preparation
- Assignment of an experienced HP technical service specialist
- Service planning
- Service delivery
- Customer orientation session (optional)

Specifications

Table 1. Service features

Feature	Delivery specifications
Service preparation	HP will contact the customer to gather the information in order to help characterize the Customer's environment, identify the customer contact for service execution as well as the workload management in order to verify the time needed for the service.
Assignment of an experienced HP technical service specialist	HP will assign the Customer a technical specialist experienced with delivery of technical assistance services
Service planning	The HP service specialist will identify and list to the customer all the pre-requisites for the service delivery, will plan the service execution for the foreseen activities expected by customer and will remain flexible to plan additional activities in the allowed time budget
Service delivery	The HP Service Specialist will deliver the technical activities as per the service planning, in accordance with the time budgeted for the service

Specifications

Table 2. Optional service features

Feature	Delivery specifications
Customer orientation session	Upon completion of the service, the HP service specialist will conduct an orientation session on the results of the activities delivered, and will be available to answer questions, as appropriate, in the time allocated for the service.

Service limitations

Activities such as, but not limited to, the following are excluded from this service:

- Service design activities
- Installation, implementation, and deployment activities with related project management
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Break-fix activities

Customer responsibilities

The Customer will:

- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist HP in facilitating the delivery of this service
- Ensure that all service prerequisites identified during the 'Service planning' activity have been met
- Ensure that all hardware, firmware, and software that the HP service specialist will need in order to deliver this service are available and, for software products, are properly licensed
- Allow HP full and unrestricted access to all locations where the service is to be performed
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Be responsible for all data backup and restore operations
- Identify the appropriate focal points to work collaboratively with HP

General provisions/Other exclusions

- HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.
- HP reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.

Ordering information

Please use the following services product numbers to order Flexible and Fixed HP Care Pack services, and Per-Event and Contractual services:

- For HP Integrity servers: HA334A1, UU096E, HA334AE, and HA334AC
- For HP ProLiant servers: HL251A1, UW806E, HL251AE, and HL251AC
- For HP storage products: HL922A1, UW807E, HL922AE, and HL922AC

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our website at:

www.hp.com/services/support

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This data sheet is governed by HP's current standard sales terms or, if applicable, the Customer's purchase agreement with HP.

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