

HP Global Call Management Service

HP Services

Technical data



HP Global Call Management (GCM) Service will provide your enterprise with a single point of contact that will log, route, and manage support calls placed on your HP supported products as initiated by your designated centralized help desk personnel. The HP GCM Service has the capability to manage requests for remedial and Install, Move, Add, Change (IMAC) support on equipment covered by an HP hardware, software, and/or IMAC service support agreement. GCM supports both HP branded and multivendor equipment.

A single telephone number connects you to the HP Global Call Management team, who will log, route, and monitor your service requests and, if necessary, escalate them as appropriate. In addition to phone access, the GCM team has the capability to accept service requests electronically, by ITRC or HP Case Exchange, for example.

When your centralized help desk contact makes a request for service, the HP GCM team verifies the contact information, validates the service entitlement of the product for which service is being requested, and routes the call to the local delivery country for resolution by an HP service specialist or an authorized service provider. The GCM team then monitors the call to verify that the proper level of support is being provided. Escalation, when required, is initiated proactively by the GCM team or at the request of your help desk. The local HP service specialist will notify the GCM team once the problem has been resolved and, optionally, the GCM team can contact your help desk with closure details. In addition, GCM will enable HP's service performance tool in support of the creation of reports.

Service benefits

HP Global Call Management Service:

- Helps you meet the critical success factors of your worldwide centralized help desk operations
- Allows your IT resources to stay focused on their core tasks and priorities
- Reduces the number of resources required for your enterprise to log and track service events on a worldwide basis
- Provides a single point of contact to manage your support calls
- Minimizes language barriers
- Provides you with a choice of mediums through which your service requests may be logged

Service feature highlights

- A designated call management team that provides a single point of contact to manage your requests for service
- A single telephone number
- Choice of methods for logging your service requests
- Worldwide entitlement verification
- Worldwide call routing
- Worldwide call monitoring
- Worldwide call escalation
- Compatibility with HP's MUSE service reporting tool

Specifications

Table 1. Service features

Feature	Delivery specifications
A designated call management team and single point of contact	HP provides a designated call management team as a single point of contact to entitle, log, route, monitor, and escalate (if necessary) service requests worldwide and periodically report basic call status information to the Customer's centralized help desk.
A single telephone number	HP provides the Customer's help desk with a single telephone number to be used to contact the GCM team for the purpose of logging or requesting status for hardware and software support calls.
Multiple methods for logging your service requests	In addition to requesting service via telephone, the Customer's help desk can take advantage of electronic call logging, e.g., ITRC or HP Case Exchange.
Worldwide entitlement verification	The GCM team will perform service-level entitlement for the Customer's hardware and software on a worldwide basis.
Worldwide call routing	Calls will be routed directly to the delivery country in which the supported HP or multivendor products are located.
Worldwide call monitoring	All calls will be monitored to verify that professional attention is provided in response to the Customer's request for service.
Worldwide call escalation	The GCM team will, as part of its monitoring activities, provide proactive call escalation.
Compatibility with the HP MUSE service reporting tool	GCM enables the use of the HP MUSE tool for the creation of service performance reports.

Coverage

Requests for service can be made to the GCM team on a 24x7 basis. However, service will be delivered under the terms and conditions of the service-level agreement associated with the product for which service is being requested.

Prerequisites

- The Customer must have a centralized help desk that will take responsibility for logging service requests to the GCM point of contact.
- All equipment covered under this service must have an active HP Hardware Maintenance Onsite, Hardware Maintenance Offsite, and/or Software Technical Support service obligation. This obligation can be in the form of an active HP warranty, Care Pack, or other HP service agreement and must be purchased in the country in which the equipment resides.
- Support for IMAC service requests can only be supported if the Customer has a hardware and/or software support agreement in addition to a separate IMAC support agreement.

Customer responsibilities

The Customer must:

- Contact the GCM point of contact via phone or per the agreed-upon electronic method—e.g., ITRC, HP Case Exchange, etc.—for the purpose of logging service requests
- Provide accurate call details when requesting service, including identification of product serial numbers, service contract ID, equipment location, and the 8-character Customer Tracking Number (CTN) as provided by HP
- Contact the GCM team point of contact when requesting status information for logged service events
- Adhere to licensing terms and conditions regarding the use of any HP service tools used to facilitate the delivery of this service, if applicable
- Provide alternative contact names and phone numbers in support of HP's "diagnose before dispatch" call-back process
- Prior to implementation of the service, provide an equipment list to HP that includes the model number, serial number, and location of each device for which the GCM service is being requested
- Provide an update to the HP account representative whenever a change is made to the number and/or location of HP supported products to be covered by the GCM service
- Ensure that all HP Care Pack service obligations have been registered within the country in which the supported equipment is located
- When logging requests for service via the IT Resource Center (ITRC) or HP Case Exchange, use the special routing code or select the appropriate GCM queue, and provide the unique 8-character Customer Tracking Number (CTN) as provided by HP
- Communicate in English when contacting the GCM team
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met

Service limitations

- Requests for service are accepted only from the Customer's designated central help desk contacts as agreed to by HP.
- The GCM team is a non-technical call management entity.
- Service provided in support of the Customer's equipment is based on the level of support for which there is a contractual agreement with HP within the country in which the equipment is located.
- The GCM team does not directly transfer service requests to a resident or local customer service engineer.
- HP GCM Service is not a substitute for HP Mission Critical Service or other similar levels of service.
- In-country service is performed based on the standard local service delivery processes and capabilities.
- GCM support for Software Technical Support service obligations is limited to the default remote response time of "Standard Response."
- Support of IMAC service requests cannot be purchased as a standalone service. All of the supported equipment must also be covered by a hardware and/or software service support obligation.
- Services rendered per an IMAC service request will be billed per the Customer's contractual IMAC agreement.
- Service reporting is not a deliverable of this service. The GCM team only enables HP's MUSE tool in support of the creation of service performance reports.
- The implementation time for the GCM Service is dependent on verification that the prerequisites have been met and that entitlement testing validation is successful.
- The GCM team does not interface directly with partners or third-party vendors.
- No event monitoring is performed for Software Technical Support calls.

Service eligibility

- Only equipment that has an active HP Hardware Maintenance Onsite, Hardware Maintenance Offsite, and/or Software Technical Support service agreement or warranty is eligible for this service.
- To be eligible for this service, the Customer must have a centralized help desk that supports its end users.

General provisions/Other exclusions

English is the language required to be used when communicating with the GCM team.

- 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.

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

- 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
- Service required due to causes external to the HP maintained hardware or software
- Routing of Hardware Maintenance Onsite, Hardware Maintenance Offsite, and/or Software Technical Support service requests for equipment not covered by an active HP warranty or service maintenance agreement

Ordering information

To purchase this service, contact your HP Account Team representative and mention the HP Global Call Management Service and service ID HA184BC.

For more information

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

HP support services: www.hp.com/hps/support

HP Care Pack services: www.hp.com/hps/carepack

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