

# HP EXSTREAM SOFTWARE SUPPORT

ONE TEAM, ONE VISION,  
WORLD CLASS SUPPORT



# MEET YOUR HP EXSTREAM SUPPORT TEAM

**Anita Danford**  
Director

**Valerie Moore**  
SW Support Delivery

- **HP Exstream-Americas**
  - Bobby Boyd
  - Joe Hammer
  - Aaron Lamar
  - Leandro Lopez (Brazil)
  - Harden Perry
  - Shanthi Venkat
  - Michael Waugh
  - Angela Webb
  - Regina Yamada (Brazil)
- HPOS- Global
  - Jeffrey Baldwin
  - Frederic Boucher (FR)
  - Kay-John Kavanaugh
  - Bob Muhlbauer
  - Frank Rohrig (NL)
  - Doug Strasburg

- HPOS Competency Ctr (India)
- Zulfiqar Ali Ahmed
- Ramana Gouda
- Venugopal Adiga Balkur
- Nevin Thomas
- Sathish

**Clare Pilgrim**  
SW Support Delivery

- **HP Exstream-EMEA**
  - Joel Antunes (FR)
  - Sara Drobig (UK)
  - Catia Fernandes (UK)
  - Pierre-Yves Fougeron (FR)
  - Emile Houben (CAD)
  - Andre Wiedenhoef (GE)
- - - Sriram Rangarajan (India)
- HP Exstream-APJ
  - Paul Deane (AU)
  - - - Anesh C (India)
  - - - Jwalaprasad DS\* (India)

**Anita Danford**  
SW Escalation Response

- **HP Exstream**
  - David Colvin
  - Dione Gardner (AU)
  - Dwane Gilvin
  - Joey Hammack
  - Betsy Keplinger
  - Mike Pelfrey
  - Jeff Wheeler

**Kristi Guyer**  
Customer Assistance Team & Communications

- CAD-Americas
  - - - Joe Hammer
  - - - Harden Perry
  - - - Shanthi Venkatramanan
- CAD-EMEA/APJ
  - - - Paul Deane (AU)
  - - - Catia Fernandes (UK)
  - - - Andre Wiedenhoef (GE)

**Nancy Cantwell**  
Customer Care Processes/Systems Black belt

- SMB Cloud Customer Care
  - - - Jeff Wheeler
  - - - Joey Hammack

**Highly experienced**

- 5+ years supporting the product, on average
- ✓ Technical support in 6 languages

- - dotted line reporting

# OUR SUPPORT MODEL



# FASTEST WAY TO ACCESS SUPPORT

## – Technical problems/queries

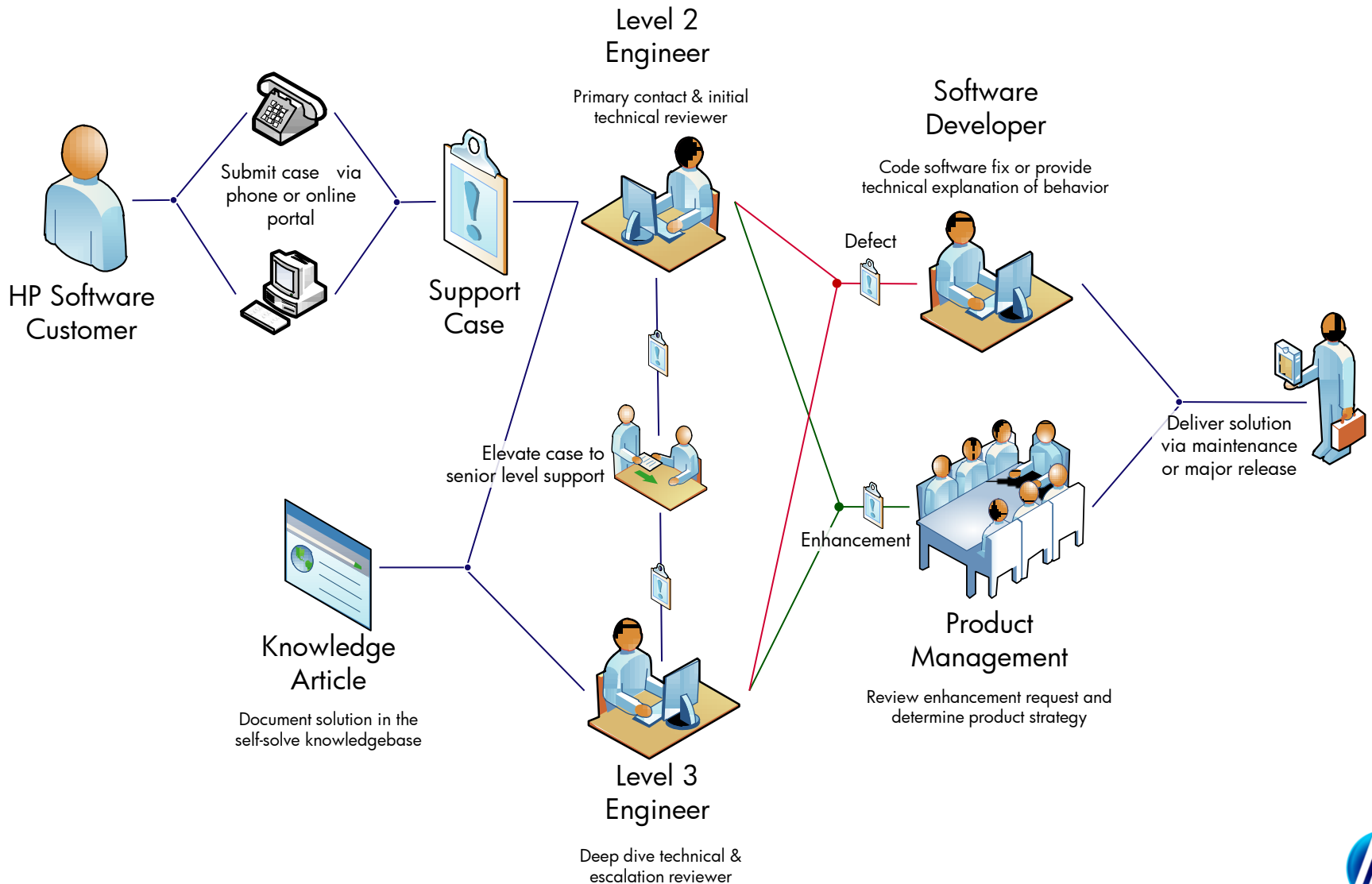
- Online via Software Support Online (SSO)  
<http://support.openview.hp.com/support.jsp>
- By phone via the HP Software Customer Call Center  
country access numbers at  
<http://www.hp.com/go/exstreamsupportresources>

## – Non-technical problems

- By email to [exstreamca@hp.com](mailto:exstreamca@hp.com)
- Online via SSO  
<http://support.openview.hp.com/support.jsp>



# SUPPORT CASE WORKFLOW



# TECHNICAL SUPPORT RESPONSIBILITIES

Response times are based on the type and severity of the support case

- Response times:

| Case Type           | Response Target        |
|---------------------|------------------------|
| Severity 1 Defect * | 2 Hours                |
| Severity 2 Defect   | 6 Business Hours       |
| Severity 3 Defect   | 8 Business Hours       |
| Severity 4 Defect   | Within 2 Business Days |

\* Severity 1 (“production down”) cases will be worked 24 x 7 until an acceptable workaround or fix is delivered.



# CUSTOMER SUPPORT INITIATIVES



# HP EXSTREAM SUPPORT WEBSITE

[www.hp.com/go/exstreamsupportresources](http://www.hp.com/go/exstreamsupportresources)

- This website is dedicated to HP Exstream customers. You will find support information, as well as important product information.
- This site is dynamic and changes often. Bookmark it and check it often!
- Your feedback is important! Please email [exstreamca@hp.com](mailto:exstreamca@hp.com) with feedback/suggestions.





# CUSTOMER ASSISTANCE DESK

- For non-technical issues (such as questions regarding licensing, software redemption, or your company SAID), or to contact HP Exstream support management, email Exstream Customer Assistance at [exstreamca@hp.com](mailto:exstreamca@hp.com)
- Issues will be assessed within 2 hours; you will receive an email or phone call with status of your issue
- You will receive frequent updates until the issue is resolved



# WELCOME PACKAGE

- New customers\* will receive a welcome package shortly after their purchase containing:
  - Service Agreement ID (SAID) used to access support
  - Instructions for calling and using Software Support Online(SSO)
    - Support Guide
    - License Redemption Guide
  - And more...

\* Available to installed customers upon request



# PERFORMANCE MEASURES

## –Support experience satisfaction:

- Overall support experience
- Communication quality
- Technical competency
- Professionalism
- Responsiveness
- Documentation quality
- Overall product satisfaction

## –Time to first technical contact

## –Time to resolution



# NEW FEATURES IN CUSTOMER SUPPORT



# SOFTWARE SUPPORT SINGLE SIGN ON



## Software Support Online

HP Software Support Online is a fast efficient way to access interactive technical support tools needed to manage your business. [Learn more about access levels.](#)

### » Software Support Online

- » Solutions
- » Products
- » Demos
- » News
- » BTO Software
- » Information Management Software
- » Partners
- » Education & Training
- » Developers

### » How to buy

- » HP Software Solutions Community
- » Large Enterprise Business
- » HP Software Web Events Center

### » Site map

- Home
- » Self-solve
- » Case Manager
- » Downloads
- » Communities

### Login to use self-solve search

Save time performing searches by accessing our knowledge base for technical solutions, manuals, patches and more to resolve your software questions

Want to search the self-solve knowledge database? Please login first!

Login »



### Notices and alerts

Check out the new [HP Software Solutions Community](#) online forum - your place to connect with peers a experts, share insights & information, and access wealth of content including blogs, webinars, and podcasts.

[Find out how to utilize HP SSO](#)



### » Software Support Online

- » Solutions
- » Products
- » Demos
- » News
- » BTO Software
- » Information Management Software
- » Partners
- » Education & Training
- » Developers

### » How to buy

- » HP Software Solutions Community
- » Large Enterprise Business

## Software updates

- » Home
- » Self-solve
- » Case Manager
- » Downloads
- » Communities

### Login to use self-solve search

Save time performing searches by accessing our knowledge base for technical solutions, manuals, patches and more to resolve your software questions

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Login »



| Title   | Description                    |
|---|--------------------------------|
| <a href="#">My Updates</a>                                | All regions                    |
| <a href="#">My Updates portal FAQs</a>                    | Frequently asked questions     |
| <a href="#">Software support online - access tutorial</a> | HP SSO online training program |

\* Requires Adobe Acrobat Reader. To download the latest version, please go to the [Adobe website](#).

# WHAT'S NEW FOR YOU!



Single Sign On Portal via HP Passport means HP knows you and what you are entitled to.



**Tell us about your...**  
Support experience?  
Product experience?  
Licensing experience?  
**\* We read every survey!**

**HP Software Customer**

## Software Support Online (SSO)

**Downloads** → My Updates

**Case Manager** → eSupport

**Communities** → Forums  
Software as a service

**Self-Solve** → Documents  
Knowledgebase Articles

**HP Support Alerts** → Notifications  
Update Notices, EOL & User Announcements (Subscribers Choice)

**Coming in 2012**

**New & Improved for 2011**

The screenshot shows the HP Support Alerts web interface. At the top, there is a navigation bar with the HP logo, "Support ALERTS", and links for "My Products" and "View Recent Alerts". Below this is a secondary navigation bar with links for "Edit my Profile", "Critical" (with a red exclamation mark icon), "Recommended" (with a checkmark icon), "Routine" (with a square icon), and "Priority Definitions". The main content area displays "Products in profile: 10" and a sidebar on the left with links for "HP Support", "Business Support Center", "HP Software", "Support Forums", and "Solutions". The main content area features a "Routine Software Update" notification dated "Aug 23 2011" for "Electronic Download Software Updates". The notification details the availability of the HP Exstream 8.0 release and lists the new product versions introduced.

# SUBSCRIBER'S CHOICE SIGN UP

STEP 1: From the My software updates page, click the image to 'Sign Up'

When selecting a country other than the US, use this URL:  
<https://h30046.www3.hp.com/SubChoice/country/us/en/subhub.aspx>

Support Services  
 » Software Support Online  
 » Customer Support Handbook

Professional Services  
 » Professional Services for BTO  
 » Professional Services for IM

Education Services  
 » Software Education Services

Once you have completed your selection, click on "Get software updates" to access your and documentation.

If you want to view the existing selection for this SAID, just click on "Get software updates"

If you want to select a different SAID, please click [here](#).

Show a single category / product center

Search for products in all categories / product centers:

Enter single or multiple search details

(Note: the product name, product number and version will be searched)

[Expand all](#) [Collapse all](#)

**Exstream Design & Production**

|                          | Product name                             | Product number | Version | Requires new license | Release date (mm-dd-yyyy) |
|--------------------------|--|----------------|---------|----------------------|---------------------------|
| <input type="checkbox"/> | HP Remote Collaboration Server 8.0 SW    | CV006BAE       | 8.0.301 | Yes                  | 08/22/2011                |
| <input type="checkbox"/> | HP Exstream Designers 8.0 SW             | CQ939BAE       | 8.0.301 | Yes                  | 08/24/2011                |
| <input type="checkbox"/> | HP Exstream Dsgn and Productn MVS 8.0 SW | CQ897BAE       | 8.0.301 | Yes                  | 08/22/2011                |
| <input type="checkbox"/> | HP Exstream Design and Production 8.0 SW | CQ896BAE       | 8.0.301 | Yes                  | 08/22/2011                |

» Click here to provide site feedback

» Sign up: get product update alerts

Subscribe to Software Update Alerts from HP

» Already subscribed?

I'm from: \*

I primarily read in:

My email address is: \*

My first name is: \*

My last name is: \*

Password \*

Confirm your password

**HP Support Alerts**

Let us know what products you own and we'll send you the latest updates to keep your business running smooth.

I'd like my alerts delivered:\*  
 Daily  Weekly  Monthly

I'd like my alerts in the following format:  
 HTML email  Text email  RSS  
 (What's RSS?)

product # or description:

Or Enter SAID

A Service Agreement ID (SAID) is your support identifier with HP

search results:


My products:

\* Indicates required field

STEP 2: Provide information, enter SAID, select products and click 'Subscribe'

# SELF-SOLVE KNOWLEDGEBASE

To access the support knowledgebase:

- Navigate to Software Support Online (SSO)  
[www.hp.com/go/exstreamsupport](http://www.hp.com/go/exstreamsupport)
- Sign-in with your HP Passport (or register if applicable)
- Click on the » Self-solve  tab





# SELF-SOLVE KNOWLEDGEBASE SEARCH

Software > Software Support Online > Troubleshooting > Self-solve knowledge search

## Advanced search

Immediate, easy to use recommendations from HP Software knowledge sources and technical forums.

**Select your Self-solve knowledge search criteria** [Help](#)

Save time performing searches by accessing our knowledge base for technical solutions, manuals, patches, and more to resolve your software questions.

Enter keyword(s), questions, phrases, or document identifiers:

Search tip: *Using punctuation marks in your search string or selecting Exact match can significantly reduce the number of results*

Natural language  All words  Any words  Exact match/Error Message

Show only my products  Include related subproducts  
> [Learn about subproducts](#)

Product » [Cannot find a product?](#)

All Products/SPIs  
Exstream Application Manager (EAM)  
Exstream Command Center  
Exstream Design and Production  
Exstream Live

[Important tips for Version and Operating System Searches](#)

Product version  Operating system

Document types: > [View document type definitions](#)

Known problems  Patches  Other  
 Manuals  Knowledge documents  
 Archived Mercury forums  White Papers

Sort by:  Relevance  Date (Modified Date)  Document type  Title

[Reset »](#) [Search »](#)

Enter keyword(s)

Keyword filter: Natural language, All words, Any words or Exact match/Error Message

Product: Filter

Version / OS: Filter

Document types: Knowledge documents

Sort by: Relevance, Date (Modified Date), Document type or Title

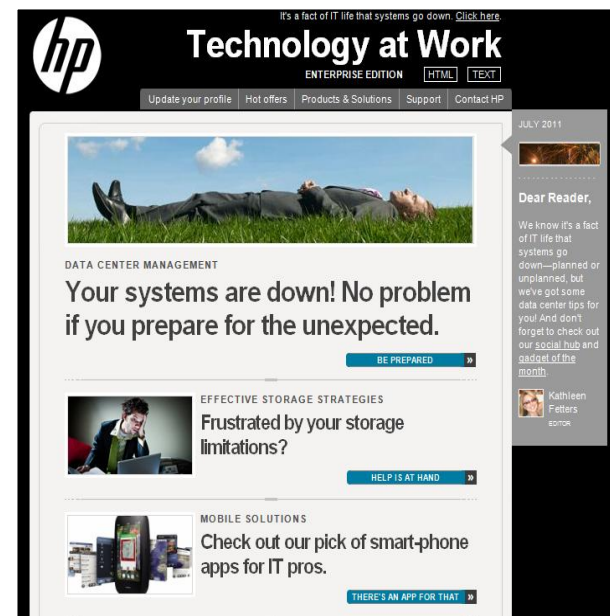


# TECHNOLOGY AT WORK NEWSLETTER

First edition published in October 2011

Topics to include:

- How to get product support alerts
- Announcements of new support guides and other tools
- Meet your support team  
(articles on the staff you work with on the phones and through your support cases)
- Webinars and ways to connect with us



# HELP US HELP YOU

- ‘Welcome To HP Support’ Webinar – for those just getting started
  - Designed for new and existing customers (who may need a refresher on support) and includes:
    - Team introductions and best practices for accessing and case submission for Technical Support and Exstream Customer Assistance
    - Resources available to customers
    - Live question and answer session
- ‘Support Refresher’ Webinar – tips and tricks and support news for our install base
  - Deep dives into license redemption when process is upgraded



# BENEFITS OF HP EXSTREAM SUPPORT

Continuous measurement, monitoring and review

## **Consistency through standardized processes:**

Global integration across all products and platforms

Focus on customer satisfaction

## **Global collaboration:**

Utilizing our worldwide resources to better meet your support needs

Teamwork

## **SUPPORT EXCELLENCE**

Driving to exceed your expectations

## **Unmatched technical knowledge:**

Continual training efforts to broaden our support capabilities

**Follow the sun:**  
Around-the-clock coverage for the most severe issues

Continual improvement initiatives



# HP EXSTREAM SUPPORT

We are listening! Contact us:

## **Director of Worldwide Support**

Anita Danford

[anita.danford@hp.com](mailto:anita.danford@hp.com) or (650) 390-4237

## **Americas Support Manager**

Valerie Moore

[valerie.moore@hp.com](mailto:valerie.moore@hp.com) or (678) 446-9554

## **EMEA Support Manager**

Clare Pilgrim

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