

# HP IT Professional Help Desk for SMB Service - U.S. and Canada

## HP Care Pack Services

### Technical data



HP IT Professional Help Desk for SMB Service gives small and medium-sized business IT professionals a single contact point of Level 2 and Level 3 telephone technical support. In addition, you have access to HP's one-stop online portal that offers support for PCs, printers, storage, and other desktop computing devices.

As described in Table 1, support includes Level 2 and Level 3 technical assistance in resolving certain hardware and software issues with end-user devices, servers, and network components, based on a list of hardware and software used by small to medium-sized businesses and supported by HP under this service. You will be responsible for providing Level 1 technical support. If you have a valid HP Hardware Maintenance Onsite agreement with HP, or if the product is still under hardware warranty, routing of support requests to HP warranty/dispatch support is included. This HP IT Professional Help Desk Service is designed to support Microsoft® Windows® network operating environments and associated hardware and software using toll-free telephone access to HP IT professional support agents.

Service is delivered on a per-call basis, providing problem determination and call logging. Hours of coverage are 13 hours a day, 5 days a week, Monday through Friday, 8:00 a.m.–9:00 p.m. local time excluding HP holidays.

### Service benefits

- Reduce downtime due to software defects
- Expedited problem resolution through trained technical HP resources

### Service feature highlights

- Level 2 and Level 3 support
- Comprehensive supported software products list covering client, server, or network software questions
- Software application usage assistance
- End-user access device/server/network hardware usage assistance
- IT professional instructional support

- Problem isolation—software
- Problem isolation—hardware
- Escalation management
- Remote access
- Installation advisory support
- Access to online support site
- Access to online troubleshooting tools
- Access to support forums and technical databases

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## Service features

**Table 1. Service features**

Feature	Delivery specifications
<b>Support levels</b>	<ul style="list-style-type: none"> <li>• Level 1 (Customer’s responsibility): Support for end-user incidents or service requests. Support represents advisory and “how-to” support and provides analyst-assisted end-user support service that includes logging, triage, dispatch, tracking, and communication of problem resolution for the covered products.</li> </ul> <p>Level 2 support is provided for all products specified in HP’s Supported Product List (see URL below). Level 3 support is provided for HP and Microsoft products.</p> <ul style="list-style-type: none"> <li>• Level 2: HP support for end-user incidents that cannot be resolved at Level 1 ; involves identification of root causes of those incidents for the covered products. Level 2 are those incidents with known resolutions that can be resolved by further research by an individual with an advanced and/or specialized level of knowledge. Level 2 results in communication of the resolution back to the end user and does not require engagement or involvement by parties outside of HP to determine such resolution.</li> <li>• Level 3: Service level for end-user incidents that cannot be resolved by HP at Level 1 or 2, if no known resolution exists for such issues for the covered products. As a result, such incidents require HP to dispatch to a third-party vendor, provided a support agreement between the third-party vendor and HP is in effect at the time of the Level 3 incident. Usually these problems require changes to software code, environment, or scripts (such as those used by a support group internal to the Customer or a third-party vendor) and may include the provision of a patch or workaround, if available, from the third-party vendor until the next release and/or update is available. HP’s only obligation for Level 3 is to escalate the incident to the applicable third-party vendor and track and close such incident based upon information provided by the vendor. The third-party vendor will provide resolution back to HP within 72 hours. If HP does not receive information on this incident within 72 hours, the incident will be closed.</li> </ul>
<b>Supported products list</b>	<a href="http://www.hp.com/sbso/services/it_helpdesk_supported_app_list.pdf">www.hp.com/sbso/services/it_helpdesk_supported_app_list.pdf</a>
<b>Software application usage assistance</b>	As a part of this service, HP will provide the Customer’s help desk agents and IT professionals with access to HP technical resources via telephone to obtain help related to Level 2 and Level 3 software usage problems encountered with supported software. Specifically, HP will provide software application usage assistance by providing information on product features and usage, answering installation and configuration questions, and advising on connectivity issues.
<b>End-user access device/server/network hardware usage assistance</b>	The Customer can access HP technical resources via telephone for help in resolving supported hardware problems. Specifically, HP will provide hardware application usage assistance by providing information on product features and usage, answering installation and configuration questions, and advising on connectivity issues. For supported networks, assistance includes support for network support addresses, operating system setup, configuration issues, and troubleshooting of network-related components within the Microsoft client/server environment. Issues involving network hardware are limited to commercially reasonable efforts to assist Customers in identifying and diagnosing failing components. Additional high-end network troubleshooting is available through a separate per-event consulting agreement. Note that equipment using proprietary components may require the Customer to have hardware/software support agreements with the specific manufacturer before a consulting engagement can be offered. These agreements may be necessary to allow HP access to and use of such proprietary components and to ensure that the third-party components are up to date, with all necessary software and firmware patches. In addition, for non-HP hardware issues, HP’s support is limited to assisting the Customer in determining if the problem is hardware-related and, if so, directing the Customer to the product manufacturer for further action.

<b>IT professional instructional support</b>	HP provides the Customer's help desk agents and IT professionals with tutorial-style "how-to" instructions for supported server network operating system environments or problems escalated to them by their end users.
<b>Problem isolation—software</b>	Problem isolation for the supported software product is provided by HP technical resources. When a problem is identified, HP will apply known remedies, within the boundaries set by the Customer's environment. This support may include assistance in editing or updating required files, modifying configuration values, or editing Windows registries. Where appropriate, the Customer's help desk agents and IT professionals may be counseled in the use of known workaround routines or may be directed to sources of software updates or patches.
<b>Problem isolation—hardware</b>	Problem isolation of the supported hardware product is provided by HP technical resources. The Customer is informed if the problem is perceived by HP to be hardware-related. If the Customer's hardware is covered under an HP Hardware Maintenance Onsite agreement, a service request will be logged on the Customer's behalf. With Customer approval, a per-call service request may be logged on the Customer's behalf for problems related to hardware not covered under an HP Hardware Maintenance Onsite agreement, provided the Customer provides all necessary information required by HP to place such calls.
<b>Escalation management</b>	HP has established formal escalation procedures to facilitate Level 2 and Level 3 supported software problem resolution. Local HP management coordinates problem escalation, enlisting the skills of key problem-solving specialists throughout HP and selected third parties.
<b>Remote access</b>	At the option of HP and with the Customer's approval, remote access tools may be used to facilitate problem-solving. The use of these tools allows HP to work interactively with the Customer and facilitates remote diagnosis of problems with the Customer's system. The Customer can choose to use any of these remote access tools to assist in the resolution of service requests. Only HP-provided or HP-approved tools are to be used as a part of this feature.
<b>Installation advisory support</b>	Advisory support is provided for Customers who encounter difficulties after installation and configuration of a supported software product. Advisory support may also be provided for products that are installed in a network environment. This service feature does not include installation and configuration of complete supported software products. These installation and configuration services are available for an additional charge and can be purchased separately from HP.
<b>Access to online support site</b>	<p>The Customer will have unlimited access to the HP Business Solution Center, subject to its terms and conditions. The HP Business Solution Center is a one-stop online portal that offers support for PCs, printers, storage, and other desktop computing devices. From this site, the Customer may:</p> <ul style="list-style-type: none"> <li>• Download drivers and software</li> <li>• Troubleshoot a problem</li> <li>• Set up, install, and configure products</li> <li>• Discover how to use a product</li> <li>• Perform regular maintenance</li> <li>• Upgrade and migrate to new products</li> <li>• Recycle and dispose of old products</li> </ul>
<b>Access to online troubleshooting tools</b>	<p>The Customer will have access to HP Instant Support Professional Edition (HP ISPE). HP ISPE is a suite of troubleshooting tools for desktop computing and printing products. It gathers and analyzes system and printer data and provides the Customer with automated online solutions, including applicable BIOS and driver updates. A System Health Scan informs the Customer of existing or potential issues and provides recommendations for resolution and for improving the operation of the Customer's system.</p> <p>HP ISPE's knowledge database enables the Customer to find answers to questions. Submit a query, and a search engine returns relevant information related to the Customer's query.</p> <p>For a complete list of supported products, visit <a href="http://www.hp.com/go/ispe">www.hp.com/go/ispe</a>.</p>
<b>Access to support forums and technical databases</b>	The Customer will have access to the HP Business Support Center, which offers the opportunity to interact with other professionals in a collaborative online environment. This database includes direct advice and in-depth discussion threads. It contains more than 300,000 messages and more than 35 content categories, such as desktops and workstations, mobile products, printing and digital imaging, servers, and storage. The Customer can also subscribe to personalized e-mail notifications based on areas of interest and can be automatically notified of replies to questions and new message threads.

## Coverage

Service is available between 8:00 a.m. and 9:00 p.m. local time, Monday through Friday excluding HP holidays. Calls received and answered outside this coverage window will be logged the next business day for which there is a service window.

## 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 consult with HP to facilitate the delivery of this service
- Provide Level 1 help desk support (as described above) for the supported products
- Ensure Internet connectivity to users for the purpose of accessing the Internet-based tools provided in this solution
- Assume full responsibility for the management and protection of its unique access number(s) and/or logon credentials, where applicable
- Adhere to the licensing terms and conditions as indicated by the original software or hardware manufacturers
- Maintain a current backup copy of the operating system, development programs, and all other applicable software programs and data
- Provide the name and telephone number of employees who are authorized to direct and approve HP action in the event of a critical problem
- Provide HP with updates to primary contact lists, as required

## Service limitations

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

- Support of software or hardware products not included on the HP Supported Product List
- Services that, in the opinion of HP, are required due to improper treatment or use of the product
- Services required due to causes external to the HP-maintained hardware or software
- Customer modifications to products covered by this service
- Software product media, documentation, and license updates
- Individual software products that have been removed from the HP Supported Product List
- At HP's discretion, support for any version of a software product more than one hundred eighty (180) days after release of the subsequent version; support for earlier versions may be provided on a commercially reasonable effort basis, however, and additional charges may apply
- Call volumes in excess of the number of incidents provided or calls placed after expiration of the timeframe allotted to place such calls; if actual calls are exceeded or calls are received after the expiration period, HP will offer service at the prevailing call rate for Customer IT professional help desk support

HP is not responsible for qualifying callers and will accept all calls placed for this service from the Customer (if required information is provided) up to the amount purchased or expiration, as detailed in the "Ordering information" section.

A call is defined as closed when one or more of the following criteria have been met:

- The Customer has received all the information available to HP regarding the resolution of a usage problem with a supported software application.
- The Customer has received information on how to obtain a patch that will resolve the software problem.
- The Customer has received notice that the software problem is caused by a known, unresolved bug in the software.
- The Customer has received notice that the problem has been identified as a hardware problem.
- The Customer has received notice that the problem has been corrected in a subsequent release of the product. HP is providing overall assistance, technical advice, and other information that may be provided either directly or indirectly from HP hereunder in an effort to resolve issues relating to the supported products. HP makes no warranties or representations that the resolution provided to the Customer will resolve issues associated with the supported products.

This service is delivered remotely.

## Service eligibility

This service is available for the Customer's help desk agents and IT professionals supporting a wide variety of personal computing equipment, servers, and applications running within Microsoft Windows network operating environments.

This service is available for HP "Small/Medium Business" customers, as defined by HP, throughout the United States and Canada

## Ordering information

HP IT Professional Help Desk for SMB Service can be purchased in a 5-incident HP Care Pack and is effective for 12 months, upon registration. Registration must occur no later than 30 days from the date of purchase.

With respect to this service, HP will issue no refunds or prorated credits if the Customer terminates services prior to the expiration of the 5-incident HP Care Pack. Unused incidents of the 5-incident HP Care Pack expire twelve (12) months from the registration date specified in the applicable support agreement or thirty (30) days from the date of purchase, whichever occurs first. Unused incidents are not transferable.

To obtain further information or to order HP IT Professional Help Desk for SMB Service, contact a local HP sales representative.

## For more information

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

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

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