HP Care Pack Services Level I

January 2005

Agenda

- HP Care Pack Services

- Business Rules

- Services Portfolio

- Resources and contacts

- Q&A

What Are HP Care Pack Services?

- **HP Care Pack Services is the new name for**
- **the packaged services portfolio**
- **Intended to replace pre-merger offerings**
  - CarePaq™
  - Supportpack
  - System Support Products (CATS options)
- **Include upfront services in the form of fixed and flexible offerings**
- **Offer 20+ globally consistent service levels**
- **Available for all technologies**
  - Business Critical Servers, ProLiant servers, Storage, Printing and Imaging, Personal Systems, Software and Education service
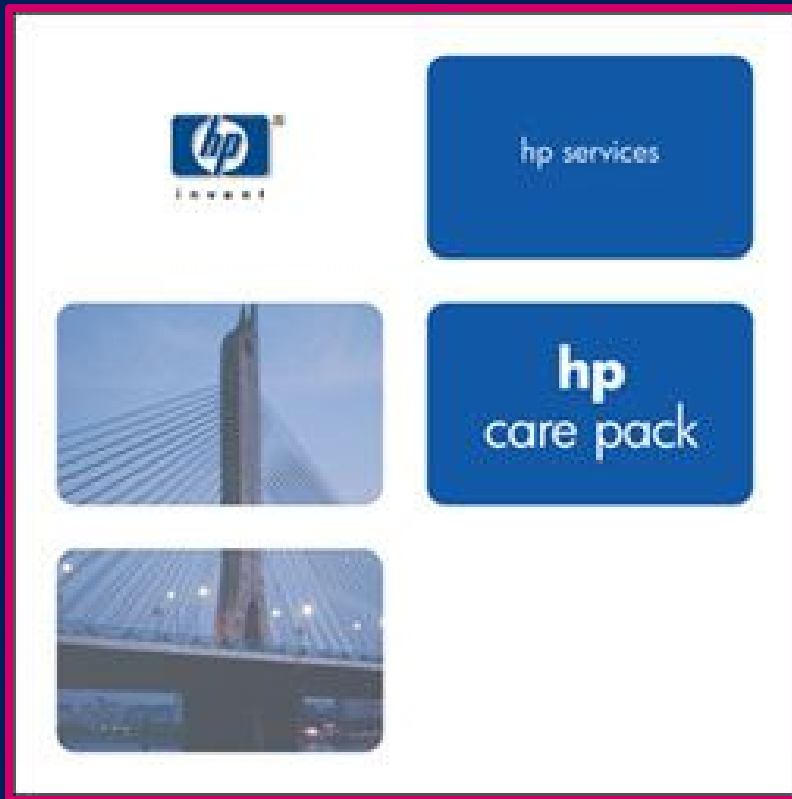
Pre-merger HP
Support Portfolio

HP
Care Pack

Pre-merger Compaq
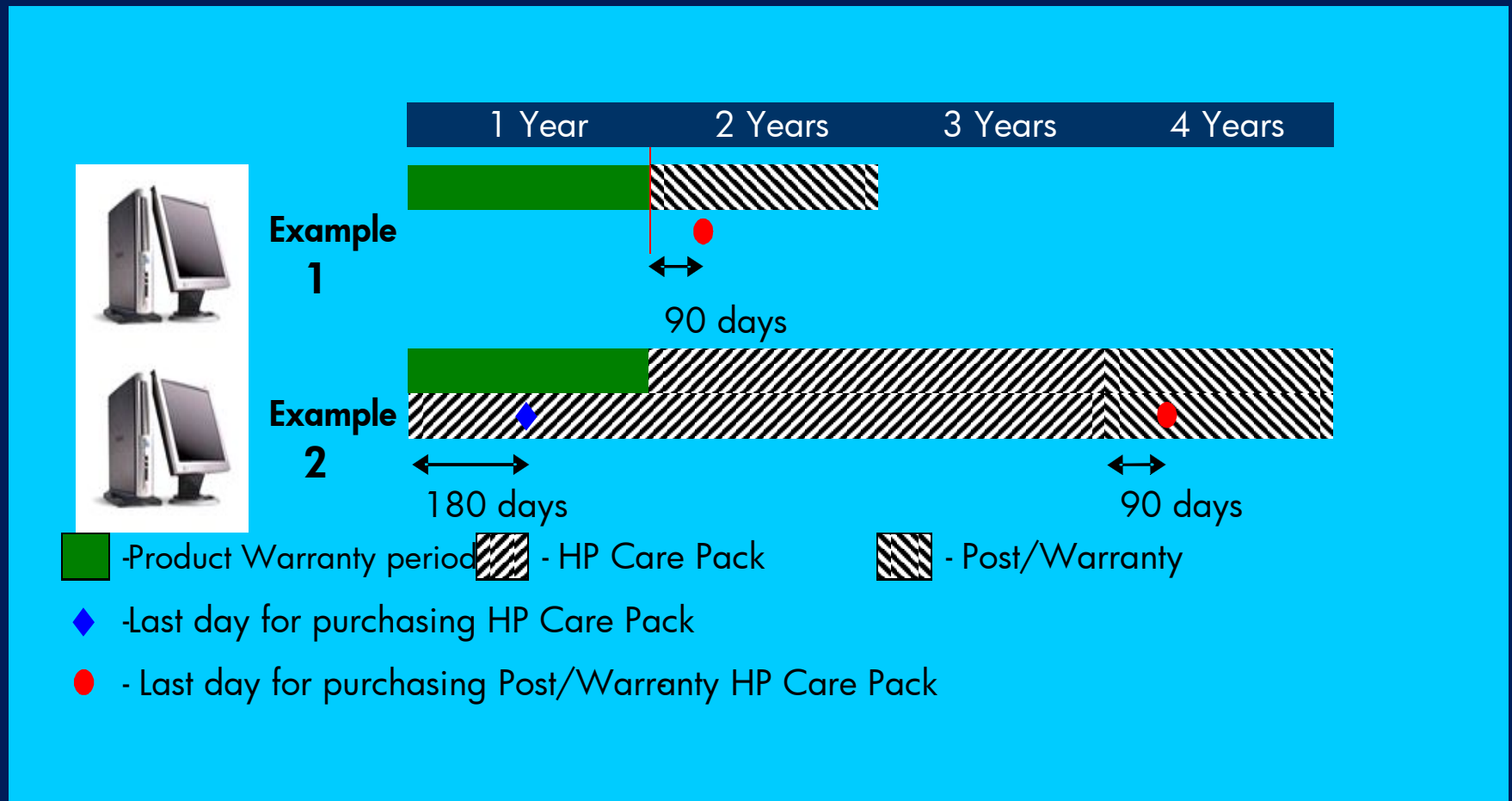Support Portfolio

¿What is HP Care Pack?

=

HP Care Pack Services cost-effectively upgrade or extend your standard warranty with easy-to-buy, easy-to-use *

An excellent way to easily increase revenue & profits....
Can be purchased only during the first 180 days of the product warranty period

Business Rules

- HP Care Pack Services – Business Rules

1 Year	2 Years	3 Years	4 Years

Example 1

90 days

Example 2

180 days

90 days

■ -Product Warranty period ▨ - HP Care Pack ▨ - Post/Warranty

◆ -Last day for purchasing HP Care Pack

● - Last day for purchasing Post/Warranty HP Care Pack

What is an hp care pack?

Contents

* Certificate with
    Unique Number

* Terms & Conditions

* Data Sheet

* User's Guide

* Registration Form

HP Care Pack Terminology

- Fixed Structure

  - **Electronic / Unboxed**
    An electronic service package that does not have a physical form

- Flexible Structure

  Configurable, upfront support options

Why buy HP Care Pack Services?

Warranty vs. HP Care Pack Services

Warranty Provides

- Hardware protection against manufacturer defect

- Parts & labor

- Best-effort response for replacement of defective components

- No software or network operating system support

- No installation services

- No specialized services to help you meet changing IT realities

HP Care Pack Services Provide

- Protection against downtime

- Committed response times

- Software support

- A single source of expert help for the most popular business SW applications

- Installation support if applicable

- Flexible support levels

HP Care Pack provides coverage for:

HP Care Pack provides coverage for HP internal components purchased with the hardware HP.

For ProLiant HP Servers, HP Care Pack services covers the mouse, keyboard, docking station and external monitor. At HP's discretion service will be provided using remote diagnosis and support, services delivered onsite or other service delivery methods, or a combination of these.

For HP PC products you may choose a "CPU only" coverage or HP Care Pack services with CPU only coverage.

HP Care Pack doesn´t include services for:

Consumable (Ej. Batteries, Tablet PC pens, maintenance Kits and other supplies.

Non-HP devices ((such as cards, memory, etc)

User maintenance.

hp care pack services

HP Care Pack
25 service levels consistent across technologies and geographies

Hardware Support Services

- Return to HP
- Next business day HW support
- 4 hr, 9x5 HW support (low-end products)
- 4 hr, 13x5 HW support (high-end products)
- 4 hr, 24x7 HW support
- 6 hr Call-To-Repair HW, 24x7
- Post- Warranty

Software Support Services

- SW Support 9x5 2hr + updates
- SW Support 24x7 2hr + upates
- SW updates

Startup Implementation Services

- HW Installation
- HW Installation & SW Startup
- Implementation

Premium Services

Combinations Services

- Support Plus
- Support Plus 24

Proactive Services

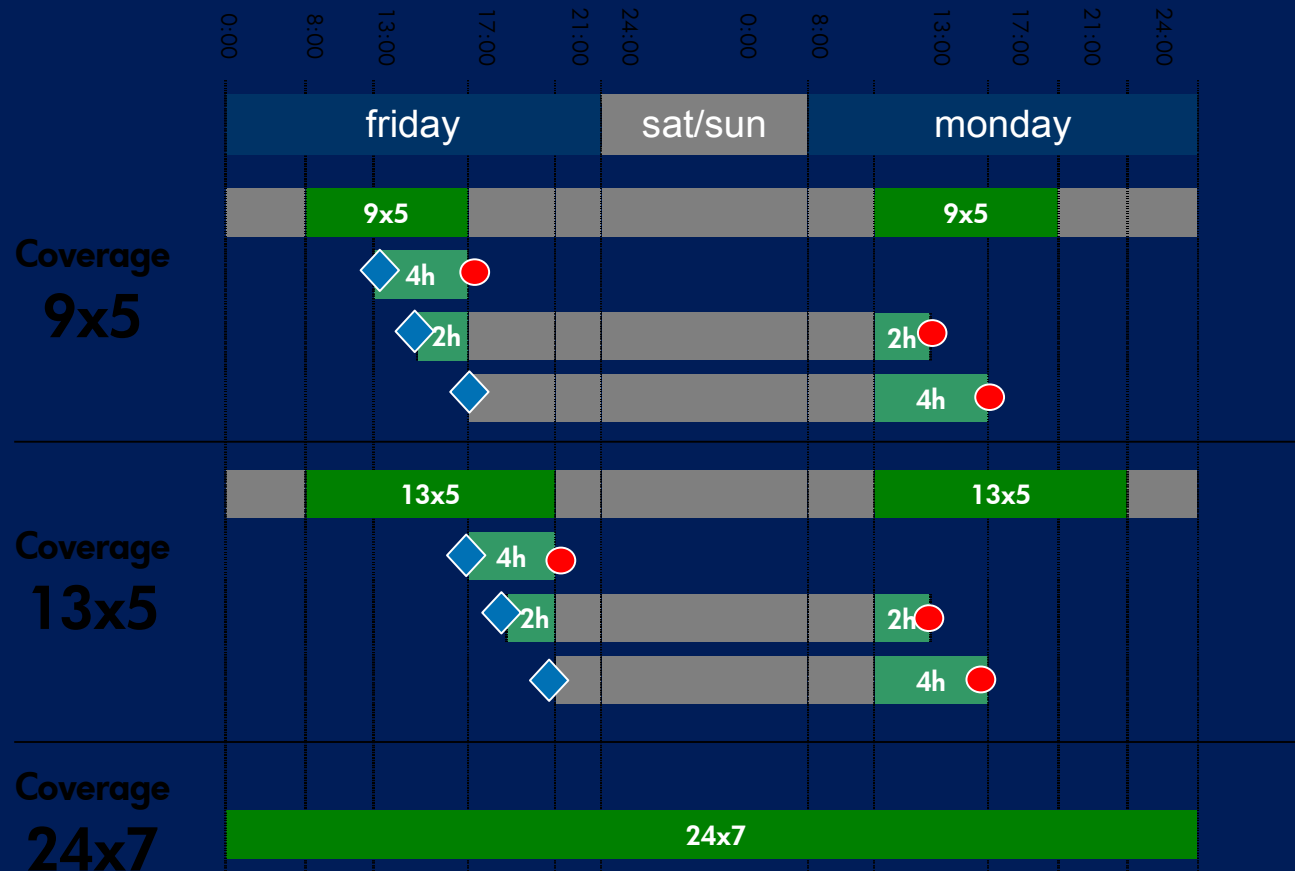- **Proactive Essentials Unlimited**
- Proactive 24
- Critical Service

New

Other Services

- Education Packs
- TSU Packs

On-site Hardware Support—5 service levels

- Next Business Day HW Support
- 4 hr   9x5 HW Support
- 4 hr 13x5 HW Support
- 4 hr 24x7 HW Support
- 6 hr Call-to-Repair HW, 24x7

On-site HW Support—attributes defined

- Remote Problem Diagnosis and Support
  - HP engineer receives call
  - Remote resolution attempted first
- On-site Hardware Support: HP engineer dispatched to customer site within coverage hours & response time
- Materials: all parts & materials necessary for:
  - Good operating condition
  - Any recommended engineering improvements
- Work to Completion
  - Continuation of service (either on-site or remote), until customer's products are operational or as long as reasonable progress is made
  - Work may be temporarily suspended if additional parts or resources are required, but resumes when they become available
- Escalation Management
  - Formal escalation procedures to solve very complex hardware problems
  - Local HP management coordinates & enlists HP problem solving experts

Next Business Day HW Support

Deliverables

- On-site hardware support
  - Call 8 AM to 5 PM, Monday through Friday
  - Next day response
- Remote problem diagnosis and support
- Materials and parts included
- Work to completion
- Escalation management.

- High-quality support, remote & on-site
- Increased system uptime and return on the IT investment
- Available for all HP and Compaq branded hardware
- **Sweet Spot:** Customers who want support beyond the warranty but can tolerate a day of downtime

4 Hr, 9x5 HW Support (low-end products)

Deliverables

- On-site hardware support
  - Call 8 AM to 1 PM, Monday through Friday for on-site service during standard business hours (8 AM to 5 PM)
  - 4-hour response

- Remote problem diagnosis and support

- Materials and parts included

- Work to completion

- Escalation management

- High-quality support, remote & on-site

- Increased system uptime and return on the IT investment

- Available for all HP and Compaq branded hardware

- **Sweet Spot:** Customers who want support beyond the warranty but can tolerate a half day of downtime

4 Hr, 13x5 HW Support (high-end products)

Deliverables

- On-site hardware support
  - Call 8 AM to 5 PM, Monday through Friday for on-site repair during extended business hours (8 AM to 9 PM)
  - 4-hour response
- Remote problem diagnosis and support
- Materials and parts included
- Work to completion
- Escalation management

- High-quality support, remote & on-site
- Increased system uptime and return on the IT investment
- Available for high-end HP printers; HP & Compaq servers
- **Sweet Spot:** Customers who would experience business impact from server or printer downtime and need extended coverage hours

4 Hr, 24x7 HW Support

Deliverables

- On-site hardware support
  - Call 24-hours per day, Monday–Sunday & holidays
  - 4-hour response
- Remote problem diagnosis and support
- Materials and parts included
- Work to completion
- Escalation management..

- High-quality support, remote & on-site
- Increased system uptime and return on the IT investment
- Available for desktops, workstations, servers, networking and storage
- **Sweet Spot:** Customers who would experience severe business impact from hardware downtime

6 Hr Call-to-Repair HW, 24x7

Deliverables

- On-site hardware support
  - Call 24-hours per day, Monday–Sunday & holidays
  - 6-hour restoration commitment

- Quick engagement of a customer support engineer

- Upfront server audit

- Escalation management

- Assurance of hardware restoration within 6 hours of the customer's call

- Available for selected HP & Compaq-branded hardware

- **Sweet Spot:** Customers who would experience severe business impact from hardware downtime

Software Support—3 service choices

- Software Support, 9x5
- Software Support, 24x7
- Software Product Updates

Software Support—attributes defined

- **Access to Technical Resources:** Phone, electronic communication, or fax connect a customer to HP technical resources for assistance

- **Escalation Management**
  - formal procedures to solve complex software problems
  - rapid enlistment of HP problem-solving experts & select 3rd parties

- **Remote Access** tools enable HP to work interactively with the customer and to remotely diagnose an IT problem

- **Software Features & Operational Support**
  - latest product features information
  - known problems and available solutions
  - operational advice and assistance

Return HP

Deliverables

- Monday through Friday, during standard business hours.

- Customer carries the equipment to HP designated Repair Center

- All materials and parts included

- Return shipment generally within 5 days

- Cost efficiency

- Reliability of support solution

- High quality of support backed by HP

- **Sweet Spot:** Customers who use the covered products in non-critical business environments

Startup Implementation Services—4 levels

- Installation

- Installation & Startup

- Implementation

- Maintenance Kit Replacement

Installation and Startup

Installation Deliverables

- Basic, fixed fee installation
- On-site or remote, during standard office hours

Installation and Startup Deliverables

- Customized installation
- Configuration
- Knowledge transfer

- Verify service prerequisites
- Install per product specifications

- Support unique configuration requirements

Implementation

Deliverables

- Custom installation to support the customer's unique configuration requirements
- Installation of the HP printer per HP quality standards
- Highly trained service delivery specialist to perform the installation
- Project management
- Service planning
- Service deployment
- Installation Verification Tests
- Customer orientation session

- Verification that any service prerequisites are met prior to installation
- Delivery of the service at a mutually scheduled time
- Installation of the product per the product specifications
- Project manager to manage all aspects of the service engagement
- Service specialist answers to any customer questions

Maintenance Kit Replacement

Deliverables

- Installation of maintenance kit to prolong printer life
- Professional cleaning and power-on
- On-site during standard office hours

- Especially suited for:
  - LaserJet – Med
  - LaserJet – High
  - Color LaserJet / MFP
  - DesignJet
- **Sweet Spot:** Customers buying any of the printers listed above and who do not have a technical staff or who want to free their staff from these tasks.

HP Care Pack Services Combination and Mission Critical Services

HP Care Pack Services
Combination services

Support Plus

- 4 hr HW 13x5
- SW Tech Assist
- SW Updates

Combination Package

Support Plus 24

- 4 hr HW 24x7
- SW Tech Assist
- SW Updates

Combination Package

Proactive 24 Service

- Account Mgmt
- 4 hr HW 24x7
- SW Tech Assist
- SW Updates

Features:
Semi-annual on-site support planning
Quarterly activity review (remote)
On-site HW support: 4 hr response, 24x7
SW Technical support:, 24x7

Annual system health check
1 level B technical service
Semi-annual Patch Mgmt
HW event notification

Critical Service

- Acct Mgmt
- Proactive Svcs
- Change Mgmt
- 6 hr CTR
- SW Tech Assist
- SW Updates

Features:
Qtrly on-site support planning
Enhanced Parts Inventory Management
Accelerated escalation management
Quarterly activity review (remote)
6 hour HW CTR commitment
Environmental response/intervention 24x7

Availability Checkup
2 level B technical services
Qtrly customized patch analysis & mgmt
Firmware updates, micro-code upgrade
Remote monitoring, analysis and mgmt

Support Plus and Support Plus 24 Service

Support Plus

- 4 hour hardware **13 x 5**
- Software technical assistance
- Software updates

Support Plus 24

- 4 hour hardware **24 x 7**
- Software technical assistance
- Software updates

- Increased IT infrastructure uptime
- Predictable, reduced cost of HP & select 3rd party SW updates
- Increased the return on the IT investment
- Available for all high-end servers and storage products
- **Sweet Spot:** Customers who want to increase IT systems productivity with a higher level of reactive service

HP Proactive 24 Service

- **Value Proposition:**
  - Optimize your team's IT effectiveness

- **Customer benefits:**
  - Improve availability and performance of the IT environment
    - Assigned Account Support Consultant and Remote Support Account Advocate focusing on issues specific to the environment
    - Shared best practices and knowledge transfer from HP experts
    - Proactive services implemented across the IT environment

  - Quickly solve complex problems
    - Integrated processes and problem diagnosis for the IT environment
    - Rapid response to software and hardware problems 24 x 7

HP Critical Service

- Value proposition:
  - Reduce business risk of downtime

- Customer benefits:
  - Maximize availability and performance across the IT environment
    - Access assigned team of HP-certified experts who know the customer's business
    - Collaboration and knowledge transfer
    - Proactive services across the IT environment
  - Fast, seamless resolution of complex problems
    - Single point of accountability across the IT environment
    - Immediate access to technical experts
    - Immediate dispatch of hardware specialists for critical problems
    - Real-time monitoring of the environment's stability
    - Hardware resolution commitments

HP Care Pack Portfolio
View by Technology

		Hardware Support services					Software Support	Installation, Startup and Implementation services	Business Continuity & Recovery services	Support Plus	Premium services		
		6-hour call-to-repair	4-hour 24x7	4-hour same day	Next business day (onsite)	Return-to-hp					Support Plus 24	Proactive 24 Svce	Critical Service
Business-critical servers			☐	☐	☐		☐	☐	☐	☐	☐	☐	☐
HP ProLiant servers		☐	☐	☐	☐		☐	☐	☐	☐	☐	☐	☐
Storage	High-end		☐	☐			☐		☐	☐	☐	☐	☐
Storage	Low-end	☐	☐	☐	☐		☐	☐	☐	☐	☐		
Network			☐	☐	☐		☐	☐	☐	☐	☐		
Desktop	Desktop		☐	☐	☐			☐	☐				
Desktop	Notebooks				☐	☐		☐	☐				
Desktop	Handhelds					☐		☐	☐				
Printers	High-end			☐	☐			☐					
Printers	Low-end			☐	☐	☐		☐					

This matrix is provided as a general overview of service levels across major technology groupings. For more detailed information regarding these services for specific product and/or models, or additional hp Care Pack services, please refer to **www.hp.com/services/carepack** or contact your local sales representative. Regional variations may occur.

HP Care Pack Services Resources

HP Care Pack Services Availability

Availability HP Care Packs services in your Country for specific product and / or models, please go to:

http://www.conecta.latinamerica.hp.com/

Resources and contacts

HP Channel Services	Marianela Archila marianela.archila@hp.com 1-305-2674632		
Registration and Purchasing order Processes.	Libby Delacueva libby.delacueva@hp.com 1-281-9277894	Ruth Prada ruth.prado@hp.com 1-305-2655591	Anne García anne.garcia@hp.com 1-305-2656039
	Belize, Bermuda, Costa Rica, Trinidad, Bahamas, Cayman Islands, Guyana, Haiti, Jamaica, Martinique, Panamá, St. Marteen	El Salvador, Nicaragua, República Dominicana, Suriname, Miami.	Barbados, Guatemala, Honduras, Netherland Antilles
Call Center	Jenny Perez – Nataly Moreno jenny.perez@hp.com · nataly.morenos@hp.com 57-1-6390000 Ext. 2615		
Business Manager HP Carepack	Raquel García A raquel.garcia@hp.com 57-1-6390110		

Resources and contacts

- Prices,Service Briefs, Data Sheets, Customer Brochures

  http://www.conecta.latinamerica.hp.com/

- HP Care Pack pre-sales support.

  http://www.hp.com/hps/carepack/

Questions and Answers?