

# Trusted global IT support

## HP Priority Services

Get back to business fast with premium, enterprise-class global IT support that works where you do and speaks your language



## Optimize IT performance across the globe with HP Priority Services

HP Priority Services are designed to enhance enterprise IT performance by helping to reduce your help desk workload, manage the entire install base of PC and commercial printer support needs, and deliver executive-level performance reporting.

Additionally, HP Priority Management can help you get ahead of issues before they occur with an assigned HP global customer support manager, who will manage and proactively plan IT support needs and tech-to-tech support.

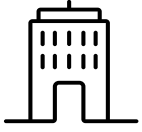
### HOW IT WORKS

HP Priority Services is available for HP commercial customers with internal help desks, delivering service levels of 1-5 years.<sup>5</sup> HP Priority Services comprises a three-tier solution: HP Priority Access,<sup>2</sup> HP Priority Access Plus,<sup>3</sup> and HP Priority Management.<sup>4</sup>

- HP Priority Access<sup>2</sup> offers anytime, anywhere access to advanced global support agents and a full suite of online tools to quickly address support needs and improve help desk productivity.
- HP Priority Access Plus<sup>3</sup> offers all the features of HP Priority Access and a dedicated remote global support agent to reactively manage your support needs and performance reporting on a quarterly basis.
- HP Priority Management<sup>4</sup> offers all of the features of Priority Access and Priority Access Plus, except this will include the assignment of a global support manager, located in your headquarter's region, who proactively monitors and manages your support needs. It also includes parts prioritization<sup>1</sup> to reduce downtime.

Each tier is designed to deliver premium level IT support, with access to advanced global support agents and online tools that act as a fast lane for IT support issues—delivering globally consistent support from a world-class IT partner, available in almost 60 countries and more than 20 languages worldwide.

## It's a good time for enterprise-level global support. HP Priority Services benefits include:



Making support easier for enterprise



World-class customer support experience



Improved IT help desk productivity



Trusted IT partner relationship

## HP Priority Access<sup>2</sup>

HP Priority Access helps expedite support needs and improve productivity. HP understands that organizations need a more direct way to access skilled remote support agents for IT help desks. HP Priority Access leverages your internal diagnoses to bypass standard troubleshooting steps and provide shorter support call times.

### Features

- Technical support that's designed for IT professionals, rather than end users
- Globally consistent experience in almost 60 countries and over 20 languages
- Prioritized access to specially trained HP IT support professionals with a unique PIN
- Submit and manage cases 24x7 via a suite of web-based submission and tracking solutions

### Benefits

- Shorter support call time with fast-track resolutions
- Online case management system to maximize help desk productivity
- Direct access to specially trained HP IT support professionals and online support tools available 24/7<sup>6</sup>



# HP Priority Access Plus<sup>3</sup>

When your business requires additional coverage and insights, HP Priority Access Plus provides all the benefits of HP Priority Access as well as the support of a dedicated, remote, global support agent and quarterly, executive-level performance reporting on product quality and service status.

## Features

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HP Priority Access Plus offers all the features of HP Priority Access and the following:

- A dedicated, remote, global support agent to act as the customer's single point of contact when special issues arise
- Executive-level performance reporting on a quarterly basis

## Benefits

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- A dedicated, remote, global support agent to address support needs and serve as a single point of contact within HP
- Streamlined processes, operations, and quarterly reporting to help keep your business up and running

# HP Priority Management<sup>4</sup>

HP Priority Management focuses on your current and future needs, offering all the benefits of Priority Access and Priority Access Plus, except this will include the assignment of a global support manager, located in your headquarter's region, who proactively monitors and manages your support needs.

## Features

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- Assigned, in-region global support manager who acts as the customer's single point of contact when special issues arise and addresses support and performance needs. This global support manager is available to travel to the customer headquarters location up to a maximum of four times per year.
- Tailored, proactive support plan that addresses strategic business needs and IT requirements
- Parts order management prioritization<sup>1</sup> to ensure you get the parts you need, with customer support in almost 60 countries

## Benefits

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- Proactive services address support needs and performance—so you don't have to
- Streamlined processes, operations, and reporting to help keep your business up and running
- Comprehensive, consistent problem management and premium support across remote office locations in multiple countries

# Delivery specifications

## HP Priority Access<sup>2</sup>

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Technical support designed to support IT professionals, rather than end users. This feature leverages your diagnosis, bypassing standard troubleshooting steps and resulting in up to 30 percent shorter support call times to get you back to business fast.

## Global experience

- Provides a globally consistent experience in almost 60 countries and 20 languages. Refer to HP Priority Services country coverage in this file for specific country information.

## Direct access

- Provides your IT help desk teams with access to specially trained HP IT support professionals via a toll-free number and unique PIN.

## Online case management tools

- Provides convenient, web-based submission and tracking solutions, such as [MyHPSupport Tool](#), to enable you to submit and manage support cases 24x7 via the Internet.

## HP Priority Access Plus<sup>3</sup>

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Includes all the stated features of HP Priority Access as well as the following:

### Incident Management

- A dedicated, remote support expert is assigned to the customer to serve as a single point of contact within HP if/when an issue arises that requires special attention.

### Performance reporting

- Provides executive-level reporting and regular status communications to track the support quality, as well as quarterly performance summary reports with action plans.

## HP Priority Management<sup>4</sup>

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Includes all of the stated features of HP Priority Access and HP Priority Access Plus except this will include the assignment of a global support manager located in your region, rather than a remote support expert.

### Assigned support contact

- An HP global support manager, located within your region, is assigned to help meet your global support needs. This global support manager is available to travel to your headquarter's location up to a maximum of four times per year.

### Proactive support plan

- Upon purchase of this service, the HP global support manager meets with you and the HP account team to gain a thorough understanding of your business and IT requirements, including the review and documentation of your geographical footprint, entitlements, service level agreements (SLAs), and specific support instructions. The global support manager will then implement a proactive support plan tailored to meet your needs.

### Problem management

- Provides an assigned support expert to proactively manage and address your support needs and performance, including regular monitoring of key operational performance indicators to compare against your established targets. It also provides thorough rootcause analysis, corrective action plans, and resolution timelines.

### Parts prioritization<sup>1</sup>

- Whether there's a natural disaster or everyday technical issue, this feature provides you with proactive prioritized access to parts that improve end-user uptime—utilizing exceptional means when necessary to acquire inventory for your needs, including but not limited to internal inventory sourcing, expedited factory deliveries, and broker purchases.

## Performance management

- Provides executive-level reporting to assess your unique product quality and service status, plus regular status communications to track the support health for the install base. It also includes monthly and quarterly reviews with the global support manager to recap performance metrics and create action plans to address any deviations from target, including issue summary and root-cause action plans.

## HP Priority Services languages supported

The following languages are supported by HP support centers:

Bahasa	English	Hungarian	Norwegian	Spanish
Cantonese	Finnish	Italian	Polish	Swedish
Czech	French	Japanese	Portuguese	Turkish
Danish	German	Korean	Slovak	Thai
Dutch	Hindi	Mandarin		

## HP Priority Services country coverage

North America	Canada United States	Asia Pacific and Japan (APJ)	Australia China Hong Kong India Indonesia Japan Malaysia New Zealand Philippines Singapore South Korea Taiwan Thailand	Europe, Middle East and Africa (EMEA)	Austria Belgium Czech Republic Denmark Egypt Finland France Germany Greece Hungary Ireland Iceland Israel Italy Luxembourg Morocco The Netherlands Nigeria Norway Poland	Portugal Qatar Saudi Arabia Slovakia Slovenia South Africa Spain Sweden Switzerland Turkey United Arab Emirates United Kingdom
Latin America	Argentina Brazil Chile Colombia Costa Rica Dominican Republic Ecuador Guatemala Honduras Mexico Panama					



# Ordering information

For further information or to order HP Priority Services, contact a local HP sales representative.

## PRODUCT ORDERING INFORMATION

PC part numbers	Description	Print part numbers	Description
U80M5E	1 yr HP Priority Access PC 250+ seats SVC	U1PB1E	1 yr HP Priority Access Print
U80LYE	2 yr HP Priority Access PC 250+ seats SVC		
U80M6E	3 yr HP Priority Access PC 250+ seats SVC	U1PB2E	3 yr HP Priority Access Print
U80M1E	4 yr HP Priority Access PC 250+ seats SVC	U4ZX6E	4 yr HP Priority Access Print
U80M2E	5 yr HP Priority Access PC 250+ seats SVC	U4ZX7E	5 yr HP Priority Access Print
U80M9E	1 yr HP Priority Access Plus PC 1K+ seats SVC	U9DB6E	1 yr HP Priority Access Plus Print
U80LZE	2 yr HP Priority Access Plus PC 1K+ seats SVC		
U80MBE	3 yr HP Priority Access Plus PC 1K+ seats SVC	U9DB7E	3 yr HP Priority Access Plus Print
U80MCE	4 yr HP Priority Access Plus PC 1K+ seats SVC	U9DB8E	4 yr HP Priority Access Plus Print
U80MDE	5 yr HP Priority Access Plus PC 1K+ seats SVC	U9DB9E	5 yr HP Priority Access Plus Print
U80M7E	1 yr HP Priority Management PC 5K+ seats SVC	U1PB3E	1 yr HP Priority Management Print
U80M0E	2 yr HP Priority Management PC 5K+ seats SVC		
U80M8E	3 yr HP Priority Management PC 5K+ seats SVC	U1PB4E	3 yr HP Priority Management Print
U80M3E	4 yr HP Priority Management PC 5K+ seats SVC	U4ZX8E	4 yr HP Priority Management Print
U80M4E	5 yr HP Priority Management PC 5K+ seats SVC	U4ZX9E	5 yr HP Priority Management Print

Learn more at [hp.com/support-services](https://hp.com/support-services)



1. Parts prioritization and prioritized repairs will vary by market. Parts prioritization and prioritized repairs are not available in Latin America.
2. HP Priority Access requires a 250-seat minimum of HP PC and/or HP commercial printers. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract.
3. HP Priority Access Plus requires a 1000-device minimum of HP PC and/or HP commercial printers. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract.
4. HP Priority Management requires at least 5,000 commercial PCs or 1,000 commercial printers. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract.
5. Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit <https://cpc2.ext.hp.com/>. HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.
6. 24/7 support available in English only.