

HP Wolf Security Premium Support



Service benefits

- ✓ Access to deployment assistance from HP Wolf Security experts
- ✓ Access to enhanced support from HP Wolf Security experts
- ✓ Use of On-Premise or Cloud-based HP Wolf Controller

Service highlights

- ✓ Assistance with Wolf Security design and deployment activities.
- ✓ Guidance and support with setup and upgrade of on-premise Wolf Controller
- ✓ Proactive engagement and quarterly touch points

Service overview

HP Wolf Security Premium Support¹ provides enhanced support services to customers with HP Wolf Pro Security, HP Sure Click Enterprise, or HP Sure Access Enterprise. HP Wolf Security experts are there to ensure customers receive the maximum value out of their Wolf Security investment.

Features and specifications

HP Premium Support is an enhanced support and entitlement offering that enables customers to receive the maximum value from the Wolf Security offering. The offer includes the following key benefits.

- Entitlement to run an on-premises instance of the Wolf Security Controller²
- Access to HP Wolf Security experts to assist with the design and deployment of Wolf Security
- Priority access to HP Wolf Security experts to assist with support cases

Delivery specifications

HP Premium Support customers will be assigned an HP Wolf Security expert to assist them in planning for their deployment and ongoing support of HP Wolf Security.

REMOTE DEPLOYMENT WORKSHOP

Your assigned HP Wolf Security expert will work with you to ensure that your Wolf Security deployment goes smoothly. This includes a remote workshop and ongoing assistance with items such as the following:

- Define Wolf Security project objectives
- Establish appropriate Wolf Security policies
- Assist with integrating HP Wolf Security into existing customer systems
- Define Wolf Security support and help desk integrations
- Guide Wolf Security deployment and rollout schedule
- Recommend Wolf Security best practices based on organizational size, industry, and security objectives

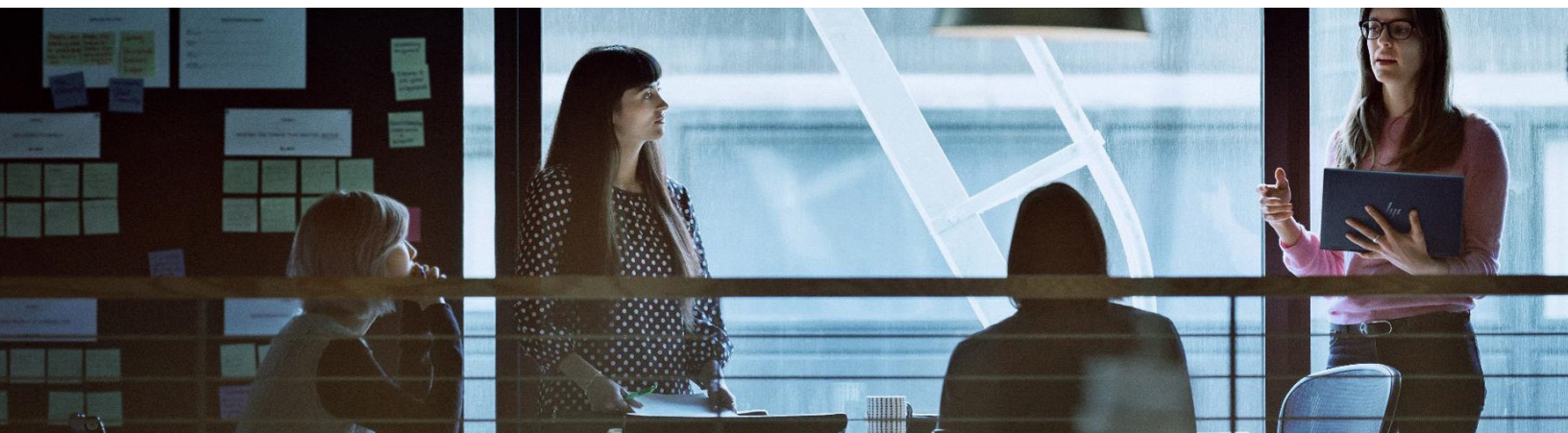
ESCALATED SUPPORT

As a Premium Support customer, you are entitled to escalated support for high priority issues you open as a [Priority 1](#) or [Priority 2](#) tickets in the Wolf Support portal. You can also reach out directly to your assigned HP Wolf Security expert who will also serve as an escalation path.

REGULAR REVIEWS

As a Premium Support customer, you are entitled to regular reviews of your Wolf Security deployment and configuration by our HP Wolf Security experts. At a minimum, your HP Wolf Security expert will schedule quarterly reviews to ensure that you are receiving maximum value from your Wolf Security investment. During the regular review sessions, items such as the following can be covered:

- Open Wolf Security support cases
- Wolf Security policy configuration
- Upgrades of Wolf Security
- Review Wolf Security Threat data
- Questions about the Wolf Security deployment or configuration





Delivery specifications (continued)

HP RESPONSIBILITIES

- Assign an HP Wolf Security expert as primary contact
- Onboard customer into HP Wolf Security Support Portal
- Lead a remote deployment workshop
- Assist with the Wolf Security deployment
- Provide escalated support for Wolf Security issues as required
- Schedule quarterly checkpoint meetings with customer to review deployment

CUSTOMER RESPONSIBILITIES & LIMITATIONS

- Identify primary customer Wolf Security support contacts for deployment and ongoing operation
- Identify customer resources to attend remote deployment workshop
- Provide technical resources to work with HP Wolf Security expert
- Provide resources to perform the Wolf Security deployment and ongoing operation

Service limitations

- Customer's devices need to meet the HP Wolf Security system requirements.³
- Premium Support is not a managed service offering. HP Security experts are there to provide guidance and support assistance. The customer is responsible for the actual deployment and ongoing operation.
- If an optional on-premise Wolf Controller is to be used, the customer is fully responsible for the deployment and ongoing support of the Wolf Controller, including the necessary Microsoft licensing required to host the on-premise Wolf Controller.
- HP Wolf Premium Support is a fully remote offering and does not include any on-site services.

For more information

Contact your local HP sales rep or [channel partner](#) for details.

Visit us at hp.com/security to learn more about HP Wolf Security solutions.

Terms and conditions

See [HP Security Software and Services Agreement](#), [HP Wolf Cloud](#), and [Support Service Levels](#).

1. HP Wolf Security Premium Support provides support for Wolf Pro Security, Sure Click Enterprise, and Sure Access Enterprise and requires minimum purchases prior to purchasing. HP Wolf Security Premium Support requires purchasing of at least one of the following: 25 licenses of Wolf Pro Security, 100 licenses of Sure Click Enterprise, 25 licenses of Sure Access Enterprise. HP Wolf Security Premium Support is automatically included for no additional cost to customers with 1,000 or more active licenses of Wolf Pro Security or Sure Click Enterprise. HP Wolf Security Premium Support is also included for no additional cost to customers with 100 or more active licenses of Sure Access Enterprise.
2. The on-premises Wolf Controller is only deployable by customers running Sure Click Enterprise or Sure Access Enterprise. If a Wolf Pro Security customer desires to purchase Premium Support and run an on-premises Wolf Controller, they will first need to migrate to Sure Click Enterprise. Please speak to your HP sales representative about the process and any costs associated with migrating from HP Wolf Pro Security to Sure Click Enterprise.
3. [Wolf Pro Security system requirements](#), [Sure Click Enterprise system requirements](#), and [Sure Access Enterprise system requirements](#).

