



Desktop Support Portfolio Hardware Break/Fix Service Management



Service overview

HP Hardware Break/Fix Service Management is designed to provide a service to repair or replace in-scope defective hardware. Where the equipment is not under warranty, a repair or replacement service can be provided subject to agreement.

All equipment will be included in a single Service Agreement. To simplify the process of placing a call, a web portal is provided for call logging.

Monthly Service call reporting is provided. This includes a summary of all calls placed and the service levels achieved.

Service benefits

This service offering will:

- Allow for the release of your IT staff to concentrate on business activities.
- Provide the management of warranty and required manufacturer liaison for all in-scope equipment under warranty.
- Provide an agreed process for equipment not under warranty.

Service feature highlights

An experienced HP technician will:

- Contact the end-user prior to arrival to confirm that the end-user is available to demonstrate the fault or issue.
- Resolve or escalate the problem as required.

This will provide:

- A single, centralised Hardware Break/Fix Support Service.
- A Global presence with support by local technicians.

Customer profile

This service is best if your business wants to:

- Improve end-user productivity and continue to meet service levels.
- Efficiently use IT staff.
- Manage a multi-vendor environment.
- Reduce complexity and risk.



Refer to the Desktop Support Services Portfolio Overview for more information about the Desktop Support Services Portfolio.

Specifications of service

Features	Delivery specifications
Service overview	<p>HP will provide a Hardware Break/Fix Service that will:</p> <ul style="list-style-type: none">Provide the management of the warranty service for all in-scope hardwareProvide a Hardware Break/Fix service for all in-scope hardware outside of warranty subject to agreementReload agreed core image and establish network connections if appropriate, if the hard drive is replacedRestore End-user data subject to agreementReopen the call if closed prematurelyReturn out of scope calls to the Level 1 Service Desk and close all associated logged TicketsBe able to accept manual and/or email processes if the interface between the Level 1 and Level 2 systems is unavailableProvide regularly updated status information
Service deliverables	<p>The HP Hardware Break/Fix Service will provide the customer with:</p> <ul style="list-style-type: none">Up to Date resolution information- Ticket Description- Descriptions of contact with the end-user- Details of efforts attempted to resolve problems with associated results <p>Mutually agreed process improvement meetings to improve Level 1 scripts, processes and remote troubleshooting procedures</p>

Service limitations

The service is limited to In-scope calls. Calls not within this scope will be returned to the customer's Level 1 Service Desk and any Tickets logged in the Hardware Break/Fix queue will be closed. These misrouted Calls and any associated Tickets will be excluded from Ticket volumes and SLAs.

Customer responsibility

To ensure the engagement is successful, HP requires that the:

- Agreed Level 1 Service desk or approved system is in place and operational.
- Agreed Level 3 Support is in place and operational.
- Agreed process improvements are implemented.
- Required Call field data is provided.

Pricing

Pricing for the HP Desktop Multi-vendor Support service varies depending upon desktop products installed, service levels required, and equipment locations. The price will be finalised once the scope of works and deliverables are confirmed.

Related services

The HP Desktop Multi-vendor Support Service is only one element of a broad spectrum of services offered by the Desktop Support Services Portfolio.

Please refer to the following service descriptions for more information:

- Desktop Support Services Portfolio Overview.
- Service Desk.
- Remote Support.
- Onsite Support Service.
- Hardware Break/Fix Service.

Looking to lower cost and have a streamlined process to support your IT requirements? Contact your Account Team or HP Services today and realise a better managed IT environment immediately.

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Document version: 1.0 4AA1-4464EEAU

