



## Desktop Support Portfolio Onsite Support Service



### Service overview

The HP Onsite Support Service is designed to provide Level 2 Deskside Assistance and IMACD (Install, Move, Add, Change and Delete) Services for the agreed in-scope equipment.

Onsite Support Services will be provided where a call cannot be resolved by either a Level 1 Service Desk or Level 2 Remote Support Service. The Onsite Support service may be either a resident or dispatched service.

This will improve the service to end-users by providing a cost-effective, flexible way to support your end-users and keep them productive. Using the HP Level 2/3 Onsite Service will allow the in-house IT staff to focus on business benefit activities.

### Service benefits

This service offering will allow you to:

- Release IT staff to concentrate on business activities.
- Receive where possible same day commencement to resolve the issue.
- Have the technician verify the problem has been resolved prior to leaving the end-user location, or escalate it to the relevant Service Desk if it cannot be resolved. The technician will return the following business day if it cannot be resolved by the normal COB.

### Service feature highlights

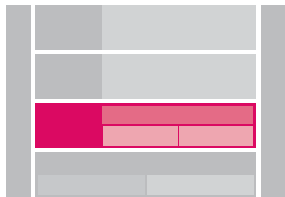
An experienced HP consultant will:

- Contact the End-user prior to dispatch to verify end-user is available to demonstrate the fault/problem.
- Resolve or escalate the problem as required.
- Management of all Onsite Deskside and IMACD in-scope service calls.
- Multilanguage support where applicable.
- A single, centralised Onsite Support Services.
- Global presence – with support by local experts.

### 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
<b>Service overview</b>	<p>HP will provide an Onsite Deskside Assistance and IMACD Services that will:</p> <p>Provide Level 2 Onsite Deskside Assistance for the in-scope calls that cannot be resolved by the agreed Level 1 or Level 2 Services</p> <p>Provide 'Hands and Eyes' services for your Level 3 technicians telephone support for complex Deskside Assistance activities for specific customer related issues</p> <p>Call the End-user prior to dispatch to verify availability to demonstrate the fault/problem and check resolution</p> <p>Make agreed number of attempts to contact the End-user before call is changed to an exception</p> <p>Reschedule if the End-user or nominee is not available when the technician arrives and leaves a notice.</p> <ul style="list-style-type: none"><li>– Call reschedule as a second call.</li></ul> <p>Verify the resolution of problem before departure or inform the appropriate helpdesk if it requires escalation</p> <p>Reopen the call if the same issue occurs within an agreed timeframe</p> <p>Return out of scope calls to the Level 1 system and close all associated logged Tickets</p> <p>Be able to accept manual and/or email processes if the interface between the Level 1 and Level 2 systems is unavailable</p> <p>Provide regularly updated Ticket status information</p>
<b>Service deliverables</b>	<p>The HP Onsite Support Service will provide the customer with:</p> <p>Up to Date resolution information</p> <ul style="list-style-type: none"><li>– Ticket Description</li><li>– Descriptions of contact with the end-user</li><li>– Details of efforts attempted to resolve problems with associated results</li></ul> <p>Tickets that require Level 2 onsite deskside assistance or higher support</p> <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 Onsite Support queue will be closed. These misrouted calls and any associated tickets will be excluded from ticket volumes and SLAs.

### Customer responsibilities

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 Onsite 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

HP Onsite Support Service is only one element of a broad spectrum of services offered by the Desktop Support Services portfolio:

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

[www.hp.com.au/services/desktopsupport](http://www.hp.com.au/services/desktopsupport)

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Document version: 1.0 4AA1-4474EEAU

