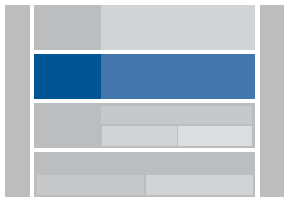




Desktop Support Portfolio Remote Support Service



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

Service overview

The HP Remote Support Service will provide remote support for calls using the standard remote access software tool. This tool will be installed on all in-Scope PCs. The HP Remote Support Service will attempt to resolve issues remotely for calls passed from the Level 1 Service Desk.

If the call is unable to be resolved remotely, the call will usually be passed to Level 3 Onsite Support for resolution, depending on the issue type and resolution required. All calls are Ticketed and updated on a timely basis with relevant status information. The Service will be supported in English with translation services where applicable.

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 Remote 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 current status on all outstanding Level 2 or higher calls.
- Have end-to-end SLA call tracking and management for in-scope calls.
- Control your own environment – you continue to make the key decisions, with support from HP as a key partner.

Service feature highlights

An experienced HP consultant will work with your organisation to configure and manage virtually any service desk solution, including:

- Up to 24x7 global remote support for your users.
- Management of all Level 2 or higher in-scope service calls.
- Multi-language support if applicable.
- Service level agreement (SLA) management.

This will provide

- A single, centralised view of service via industry-leading Support Services.
- 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.

Specifications of service

Features	Delivery specifications
Service overview	<p>The HP Remote Support Service will:</p> <p>Provide remote support for calls using the standard remote access software tool.</p> <p>The remote access software tool will be installed on all in-scope PCs by including the tool in the core SOE Image.</p> <p>The HP Remote Support Service will attempt to resolve issues remotely.</p> <p>If the call is unable to be resolved remotely, the call will usually be passed to Level 3 Onsite Support for resolution, depending on the issue type and resolution required.</p>
Service deliverables	<p>The HP Remote Support Service will provide the customer with:</p> <p>Up to Date Ticket information</p> <ul style="list-style-type: none">– Ticket Description– Descriptions of contact with the end-user– Details of efforts attempted to resolve problems with associated results <p>Tickets that require Level 2 or higher support</p> <p>Resolution of issues remotely before dispatching a technician</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 Remote Support 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 Remote 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 Remote 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.
- Onsite 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.

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