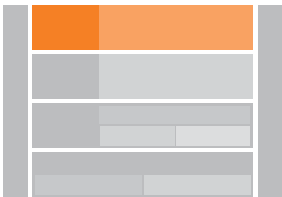




Desktop Support Portfolio Service Desk



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

Service overview

The HP Service Desk provides a cost-effective, flexible way to support your end-users and keep them productive. Take advantage of a single point of contact (SPOC) for incident resolution and support for your entire end-user computing environment – including support for standard and custom applications and infrastructure. The HP Service Desk offers a broad range of services that span the needs of your business, whether you have a small, medium or large number of users.

Service benefits

This service offering will allow you to:

- Provide consistent, high quality support on a worldwide basis.
- Do more with less – reduce costs while improving service levels.
- Reduce downtime and keep people working.
- Do business with ease – with a single point of contact and accountability.
- Scale resources to meet your changing needs.
- Control your own environment – you continue to make the key decisions, with support from HP as a key partner.
- Add new support tools quickly and easily.
- Keep up to date on industry-recognised best processes without having to add staff or invest in training.

Service feature highlights

- An experienced HP consultant will work with your organisation to configure and manage virtually any Service Desk solution.
- The HP Service Desk solution consists of a Foundation Service package, which covers all the basic Service Desk components for a fixed price.
- You can then select from a range of Standard Options to meet your business requirements.
- Standard Options can be added to the HP Service Desk Foundation Service, and combined in any way that makes sense for your business.

Customer profile

This service is best if your business wants to:

- Improve end-user productivity and continue to meet service levels.
- Control or decrease support costs.
- Implement new technologies with minimum disruption.
- Manage a multi-vendor environment.
- Reduce complexity and risk.

Specifications of service

Features

Delivery specifications

Service overview

As part of this service HP will:

Conduct initial interviews, meetings and questionnaires to:

- Review current service desk operations
- Determine assets suitable for this service
- Identify increased performance and improved response times
- Reduce costs and streamline the operations

Conduct a workshop to:

- Confirm the asset baseline
- Confirm the scope of the Foundation Service package, which includes:
 - SPOC for global case management
 - Levels 1 and 2 phone support (in English), available 9x5, local business hours
 - Software/Hardware usage assistance
 - Standard reporting on usage and performance
 - Performance reporting against objectives
 - Client satisfaction surveys and reporting
 - Database of common knowledge and solutions for agents to quickly solve end user issues
 - Hardware and software support for a standard product list
 - Outage announcements to quickly notify users that HP knows about an issue
 - Basic log and route of incidents and service requests
 - Remote control to assist the resolution process
 - Custom Level 1 scripted telephone support for up to five custom/legacy applications
- Confirm the selection of Standard Options, which includes:
 - Extended hours of phone coverage, up to 24x7
 - Phone support in additional languages
 - Self-Service Options — Web Portal
 - Enhanced Process Options — ITSM — Problem and Case Management
 - Enhanced Communications — Case Exchange
 - Enhanced Reporting

Deliver the chosen Service Desk Solution

Service deliverables

HP Service Desk Foundation Service package at a fixed price.

HP Service Desk Standard Options as selected.

Service limitations

The service is limited to in-scope calls and in-scope equipment. Calls not within this scope will be returned to the customer's Level 1 Service Desk. 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 you to have commitment from key stakeholders to participate in questionnaires, workshops and interviews.

Related services

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

- Desktop Support Services Portfolio Overview.
- Remote Support Service.
- 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.

www.hp.com.au/services/desktopsupport

© 2007 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Document version: 1.0 4AA1-4467EUAU

