

# HP Proactive Select services

## HP Services

### Technical data



HP Proactive Select services start with a proactive delivery plan that is developed by an Account Support Manager (ASM) and you together. The proactive delivery plan will identify your IT goals and critical success factors. The ASM will then recommend a selection of service activities that align with the objectives in the proactive delivery plan. The final decision on how your credits are used is made by you, and that decision will be documented in the proactive delivery plan. The ASM will then organize the delivery of the specified service activities, in some cases delivering service activities directly and in other cases bringing in specialist resources. The ASM will periodically review the proactive delivery plan with you and update it annually to help ensure that the proactive delivery plan and chosen service activities remain relevant to your changing needs. This flexibility enables you to adapt the service over the lifecycle of your IT products.

You have the flexibility of choosing from a variety of service activities ranging from assessments, performance analysis, firmware management, and project management to onsite technical forums. These service activities cover a broad spectrum of IT technology domains including servers, blades, operating systems, storage, SANs, networks, ISV software, virtualization, power and cooling, and security and ITSM. The end result is a solution that is designed by you to help you meet your IT and business goals.

There are three main HP Proactive Select services which provide 30, 60, or 180 credits per year. Additional proactive service credits, in increments of 10 credits per year, may also be purchased to supplement the main HP Proactive Select services. Optional hardware and software reactive support is available and may be purchased additionally.

## Service benefits

- Access to a list of flexible and customizable proactive service activities
- Choose from a variety of service activities addressing both technology and process needs
- Have the ability to change the proactive delivery plan during the review meetings
- Enhance your in-house IT team with complementary assistance from HP
- Improved time to solution
- Reduce business risk and project costs by accessing HP specialists
- Simplify IT operational procedures by leveraging HP best practices

## Service feature highlights

- Assigned Account Support Manager
- Proactive delivery plan and review meeting
- Proactive service credits redeemable for specific service activities of your choice

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### Specifications

**Table 1. Service features**

<b>Feature</b>	<b>Delivery specifications</b>
<b>Delivery Planning and Review</b>	<p>The Account Support Manager (ASM) works closely with the Customer's IT staff and will act as a focal point for this service. The ASM and the Customer will discuss the available list of proactive service activities and will develop a customized proactive delivery plan. The proactive delivery plan will describe the services that HP will provide in the mutually agreed-upon timeframe for service delivery. The plan is updated by the ASM and reviewed with the Customer during periodic meetings designed to reflect progress and changes in the Customer's IT objectives or IT environment.</p> <p>The ASM will also coordinate additional HP technical resources when specific skills are needed. The ASM will provide required deliverables either remotely or onsite, at the discretion of HP.</p>
<b>Proactive Service Credits</b>	<p>Proactive service credits are redeemed by the Customer in exchange for proactive services activities which are highlighted in the proactive delivery plan.</p>

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### Specifications

**Table 2. Service-level options**

Not all service-level options are available on all products. The service-level options the Customer has chosen will be specified in the Customer's contract documentation.

<b>Option</b>	<b>Delivery specifications</b>
<b>HP Proactive Select 30 Credit SVC</b>	<p>Provides an Account Support Manager and 30 proactive service credits per year that can be redeemed for specific service activities. This service also provides a proactive delivery plan for the service activities as selected by the Customer, and one review meeting per year.</p>
<b>HP Proactive Select 60 Credit SVC</b>	<p>Provides an Account Support Manager and 60 proactive service credits per year that can be redeemed for specific service activities. This service also provides a proactive delivery plan for the service activities as selected by the Customer, and one review meeting per year.</p>
<b>HP Proactive Select 180 Credit SVC</b>	<p>Provides an Account Support Manager and 180 proactive service credits per year that can be redeemed for specific service activities. This service also provides a proactive delivery plan for the service activities as selected by the Customer, and two review meetings per year.</p>

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**HP Add 10 Proactive Select Credit SVC**

Additional proactive service credits are available for purchase. This option adds an additional 10 proactive service credits per year to the proactive service credit count of above Proactive Select services. The ASM will incorporate the additional service credits into the existing proactive delivery plan.

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## Coverage

- Service is available Monday through Friday excluding HP holidays, during standard HP business hours.
- If Customer requests HP Proactive Select services to be provided outside standard HP business hours, after-hours service credits are calculated at a rate of 1.5 times the standard hours service credits.

## Prerequisites

- HP Add 10 Proactive Select Credit SVC can only be purchased if the Customer has already purchased HP Proactive Select 30 Credit, 60 Credit, or 180 Credit service and has an active proactive delivery plan.

## Customer responsibilities

The Customer must:

- Register this service within 10 days of purchase for proper entitlement (for fixed Care Packs only)
- Retain, and provide to HP upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service

The Customer will:

- Grant HP timely, unimpeded access as required to deliver the selected service activities
- Identify a focal point to work collaboratively with the HP Account Support Manager in the development and ongoing review of the proactive delivery plan
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the HP service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HP in facilitating the delivery of this service
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met
- Be responsible for all data backup and restore operations

## Service limitations

- Hardware and software reactive support is not included in this service. It is highly recommended and can be added optionally at an additional charge.

Activities such as, but not limited to, the following are excluded from this service:

- Service deployment on hardware not covered by an HP warranty or HP support agreement
- Service deployment on hardware covered by a third-party maintenance contract

- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Services required due to causes external to the HP-maintained hardware or software

## General provisions/Other exclusions

The HP Account Support Manager will provide required deliverables either remotely or onsite, at the discretion of HP.

Proactive services credits are utilized within the scope of one proactive delivery plan and are restricted to the IT environment under the direct day-to-day management of one IT manager, in one country.

Proactive service credits are not transferable.

Proactive service credit entitlement will co-terminate with end of contract. Unused proactive service credits are not refunded.

Certain service activities use diagnostic tools which utilize a secure data transport to HP to analyze and generate reports. If proactive delivery plan requires remote data collection, Customer will allow HP remote access.

HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.

HP reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.

HP reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

Additional charges for travel to/from Customer site may apply, at the discretion of HP.

## Ordering information

To obtain further information or to order this service, contact a local HP sales representative or HP reseller and reference the following flexible Care Packs (x denotes the service length in years; options are 1, 3, 4, or 5 years):

HP Proactive Select 30 Credit SVC: HG921Ax

HP Proactive Select 60 Credit SVC: HG922Ax

HP Proactive Select 180 Credit SVC: HG923Ax

HP Add 10 Proactive Select Credit SVC: HG924Ax

For the complete list of fixed Care Packs, please contact your local HP sales representative or HP reseller.

## For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our Web site at:

**HP support services:** [www.hp.com/hps/support](http://www.hp.com/hps/support)

**HP Care Pack Services:** [www.hp.com/hps/carepack](http://www.hp.com/hps/carepack)

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