



Transition to new service levels

HP Foundation Care Services

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As we embark on this change to simplify the HP Foundation Care Services you may have questions about your support needs. This document is designed to address these questions.

What's changing?

We're simplifying the support sold as HP Care Pack services into five levels and renaming them as HP Foundation Care Services. The new support levels will most likely include the same response times and coverage windows you're used to buying. However, some service levels will no longer be sold as HP Care Pack services. The result could be a new response time or coverage window.

If you currently purchase hardware support for your HP ProLiant or BladeSystem x86 servers, Foundation Care support levels will now include HP Collaborative Support as a standard support deliverable for these HP servers. Please refer to the "Questions about HP Collaborative Support" section of this document for more details.

What's not changing?

The following items will remain the same:

- Registration process for HP Care Pack services
- Entitlement requirements
- Defective Media Retention (DMR) and Comprehensive Defective Material Retention (CDMR) are available as options, where appropriate
- Choice of duration (usually 3-, 4-, or 5-year durations are available as HP Care Pack services)
- Authorized HP channel partners' ability to sell Foundation Care Services as HP Care Pack services
- Designated HP channel partners' authorization to deliver Foundation Care Services
- HP's response time and Call-to-Repair commitment will continue to depend on your proximity to the closest support center. See [data sheet](#) for details.

Refer to the HP Foundation Care Services transition table that follows for information about support-level changes.

HP Foundation Care Services transition table

| Current HP Care Pack Services | What has changed | New HP Care Pack Services to purchase |
|---|--|---|
| <i>Collaborative Support Next Business Day, Same Business Day, 24x7</i> | <i>No longer available as a separate service. Instead, Collaborative Support is included when HP Foundation Care is purchased for an X86 server.</i> | <i>HP Collaborative Support is now included in Foundation Care Next Business Day, 24x7, Call-to-Repair</i> |
| 6-Hour Call-to-Repair | <i>No change to service level: Name change only</i> | HP Foundation Care Call-to-Repair (comes standard with Collaborative Support when purchased on x86 server) |
| Call-to-Repair Plus | | |
| 24-Hour Call-to-Repair | | |
| Other Call-to-Repair | <i>Service level no longer available: Purchase Foundation Care CTR instead</i> | |
| Software Support 24x7 | <i>No change to service level: Name change only</i> | HP Foundation Care 24x7 (comes standard with Collaborative Support when purchased on x86 server) |
| 4-Hour 24x7 Onsite Hardware Support | | |
| Support Plus 24 | | |
| 2-Hour 24x7 Onsite Hardware Support | <i>Response time no longer available: Purchase Foundation Care 24x7 instead</i> | |
| 4-Hour 13x5 Onsite Hardware Support | <i>Coverage window no longer available: Purchase Foundation Care 24x7 instead</i> | |
| Support Plus | | |
| 4-Hour 9x5 Hardware Support | <i>Service level no longer available: Purchase Foundation Care 24x7 instead</i> | |
| Next Day Onsite Hardware Support | <i>No change to service level: Name change only</i> | HP Foundation Care Next Business Day (comes standard with Collaborative Support when purchased on x86 server) |
| 9x5 Software Support | | |
| Scheduled Onsite | <i>No longer available</i> | |
| 4-Hour Exchange Plus | <i>No change to service level: Name change only</i> | HP Foundation Care 4-Hour Exchange |
| Hardware Exchange Service | <i>Includes networking software</i> | HP Foundation Care Next Business Day Exchange |
| Next Business Day Exchange Plus | <i>No change to service level: Name change only</i> | |

Questions about purchasing HP Foundation Care Services

What should I do if I want a service level that is no longer sold as an HP Care Pack service?

Please refer to the HP Foundation Care Services transition table and consider the new recommended support level based on the coverage window and response time you need. If this new service level cannot accommodate your needs, speak to your HP Technology Services representative or channel partner for a contractual service quotation. We will continue to offer the legacy support levels as a contractual service.

What is the transition strategy to move to a new support level from a legacy support level?

We've created the Services transition table to show the recommended level of support. You should begin purchasing the new Foundation Care level of support as soon as it's available when you purchase HP products. Customers with existing HP Care Pack services will receive their purchased level of support until the Care Pack service expires. The renewal will be quoted following the recommendations in the table.

What happens if I've already purchased a Care Pack service for a support level that will no longer be offered?

We will provide the level of support you purchased for the duration of the prepaid support period. When it's time to renew your support service, you will receive a support quote from HP or your authorized channel partner at the new recommended support level.

Questions about HP Collaborative Support

What is the customer benefit of collaborative software support?

Having one place to call with questions can save a lot of time, especially when the problem is not easily defined as being either a hardware or software issue. Collaborative Support is an HP service that provides customers with a “first place to call.” It is the collective service performed when a customer contacts us for help about specific x86 server software. We isolate, diagnose, and troubleshoot problems. We also make recommendations. If the issue cannot be resolved, we turn the case over to the customer’s software support provider for further investigation.

Which software titles and revisions are covered by Collaborative Support?

For a list of the non-HP software products eligible for basic software support and collaborative call management, please refer to hp.com/go/collaborativesupport.

What are the coverage hours and response times for HP Foundation Care software support?

For service levels with 24-hour coverage, the case can be opened at any time. You can expect to receive a call back within two hours after the case is created.

For service levels with coverage during business hours, a case can be opened at any time. Software questions will be handled during standard business hours (Monday through Friday, 8 a.m. to 5 p.m., excluding HP holidays). Once a call is opened, software calls will be returned within two hours during that call window.

Why must I pay for Collaborative Support? I don’t anticipate using this feature because I already have support in place with the software vendor.

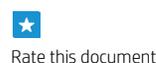
Collaborative Support provides first-line support for a multitude of industry-leading software applications. It complements the service you receive from your provider in three ways:

- It gives you the simplicity of a single support point of entry.
- It covers basic support for Microsoft®, VMware, Red Hat®, SUSE, and Ubuntu Linux (additional software vendors are pending).
- It saves you time with diagnosis and resolution focused on both the hardware and software. No shuffling between providers.

For more information, please contact your partner or HP sales representative.

Learn more at
hp.com/services/support

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