HP Resource Services
HP Customer Support Contractual Offer Services

HP project management and technical specialists will help you meet your project or technical goals.

HP Resource Services is your source of project management, software and hardware technical specialists, and business critical consultancy to assist you in meeting your project or technical goals. There are multiple resources available to serve the unique needs of your business:

• HP project management resources provide administrative assistance, disciplined project methodology, and a single point of contact for your IT project needs.

• HP hardware technical resources provide customized proactive hardware support, such as assisting with your hardware moves or upgrade plans, to address the specific needs of your business.

• HP software technical resources provide short-term consulting services based on your requirements.

• HP business critical consultants (BCCs) provide short-term consulting in the areas of availability, security, and performance. BCCs provide guidance to help maintain your high-availability environment.

All of these services are delivered by highly skilled and trained professionals from HP.

HP Customer Support Services are governed by Exhibit SSS and the HP Terms and Conditions of Sale and Service, HP Business terms, and a Statement of Work, as applicable, or HP Global Agreement.
### Service benefits

These services assist you in:

- Meeting your project budget and schedule goals with HP trained and experienced project professionals.
- Fulfiling your custom hardware and software project needs with the help of technical resources from HP.
- Meeting your business’s availability requirements with help from HP business critical consultants.

### Service feature highlights

- Project management resources
- Hardware technical resources
- Software technical resources
- Business critical consultants
- Scheduled delivery to meet your needs

### Specifications

#### Table 1. Service features

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<thead>
<tr>
<th>Feature</th>
<th>Delivery specifications</th>
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<tr>
<td><strong>Project management resources</strong></td>
<td>HP project management resources include project managers and project specialists. A project manager resource is a designated HP project manager who provides planning, control, and management of projects. This HP project manager typically acts as the single point of contact for the Customer and has overall responsibility for the project, with duties that may include developing the project or program plan, budget, structure, and schedule; determining staffing requirements; and managing the efforts of team members and third-party vendors. A project specialist resource is a designated HP project specialist who is responsible for administration and support of projects. The HP project specialist will typically support the project by performing administrative and financial support tasks and project coordination; additional duties may include performing analyses, researching alternate solutions, and developing proposals.</td>
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<td><strong>Hardware technical resources</strong></td>
<td>An HP hardware technical resource (also referred to as a field engineer or customer engineer) provides customized proactive hardware services to address the Customer’s unique hardware needs. Typical activities include assisting the Customer with a hardware move, providing configuration assistance, facilitating hardware deployment, and assisting with a hardware upgrade.</td>
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<td><strong>Software technical resources</strong></td>
<td>An HP software technical resource (also referred to as a software technical professional or software specialist) provides customized proactive software services to address the Customer’s unique software needs. Typical activities include supporting the Customer’s special projects with software consulting, software installation, or providing upgrade assistance.</td>
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<td><strong>Business critical consultants</strong></td>
<td>An HP business critical consultant is a trained professional with specific technical and business skills in assessing and advising Customers on high availability IT environments. Typical business critical consultant activities include identifying availability, security, and performance issues in Customer IT environments and recommending ways to reduce risk and improve service levels.</td>
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<td><strong>Scheduled delivery</strong></td>
<td>Service responsibilities and delivery specifications will be scheduled and formally agreed upon and documented in a Statement of Work (SOW).</td>
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Service eligibility
To be eligible to purchase HP software technical resource, hardware technical resource, and business critical consultant services, the Customer must:

• Hold a currently valid warranty or support contract on the system for which the resource is purchased
• Purchase the services of the resource for a minimum period of one (1) day during local HP business hours. Services of the resource outside HP business hours are subject to local availability and additional charge.

HP project management resource services are available for purchase as part of a customized service or as one element of an overall product or service solution.

Statement of Work
The activities to be performed as part of the service will vary based upon the Customer’s specific needs. An HP Resource Services Statement of Work will be jointly developed which will specifically itemize—including, but not limited to—details of the proactive services or project, resources, location, length of service, and scope of activities to be performed under this service. The Statement of Work will include the charge(s) for HP custom quoted services, if applicable. The Statement of Work must be signed and dated by both HP and the Customer before project commencement. In case of any conflict between the terms detailed in the Statement of Work and those listed on this data sheet, the Statement of Work shall take precedence.

Customer responsibilities
The Customer will fulfill all obligations, if any, detailed in the HP Resource Services Statement of Work.

Service exclusions
Any work not specifically detailed in the Statement of Work and agreed to under the terms of that document will not be included within this service. If HP agrees to perform such work, HP will do so only at then-prevailing HP rates.

Software technical, hardware technical, and business critical consultant resources are not available to service HP consumer products.
HP Resource Services

Meet your project goals and fulfill your custom hardware and software needs.

For more information

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

www.hp.com/hps/support