

effective support solutions: making the most of your support investment

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hp software services

september 2002



we hear you ...

your support experience: your feedback, our actions & results

Your technical knowledge system doesn't have updated content.

- Access more than 20,000 technical knowledge resources
- Including 10,000 new/refreshed technical documents and patches
- Enhanced search with improved key word search, results & "more like this feature"

Any improvements in ability to access service agreements?

- HP Support Contract Assistant is available worldwide
- Contract Assistant provides web-based access to support agreements

Can you give me a clear, defined escalation process?

- We have a senior manager dedicated to addressing your escalation issues

I would like defined defect-and-enhancement fix timeframes.

- New, personalized notification/communication system
- Status of enhancement and change requests you have submitted

What can I expect in terms of customer satisfaction?

- We are committed to creating a positive experience for you
- Worldwide Customer Satisfaction Manager dedicated to assuring your satisfaction

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I would like more qualified staff answering the my calls.

- Ongoing training to assure staff are highly qualified - online or on the phone
- Senior engineers to the front lines, more calls resolved during the initial interaction

How can I track calls on the web?

- View and track your existing case online with the Software Call Manager
- Add comments to a specific call via this service

I'd like a Hewlett-Packard support relationship and support rep.

- Customer Care Premier - proactive, personalized support service available world-wide
- Includes option for a Named Response Center Engineer focused on your issues

I want my own link to 2nd tier OpenView support, both web/phone.

- Links on eCare, such as proactive patch notification - faster access, right information source
- Customer Care Premier - access to a 2nd tier resource, Named Response Center Engineer

I want HP to know me.

- We continue to listen - "Voice of the Customer," and monthly satisfaction surveys
- eCare profile - your personalized hp passport for accessing knowledge, tools, resources
- Personalized patch notification and personalized pages for Premier Customers and Partners
- Goals to improve one-to-one connections with you
- Focus on predictive support & supportability in our software

eCare:
online support services
for hp software

"eCare helps us drill down into hp's knowledge base for efficiently and proactively solving problems. This strengthens our win-win relationship with HP - we save time because we open fewer calls..."

Avaya Communications

knowledge

- over 20,000 technical knowledge resources

troubleshooting

- always on -24 hours a day, 7 days a week

business communication

- manage your support contract
- online passwording

staying connected

- personalized profile -HP passport
- e mail notification for patches/known problems
- online software community forums
- remote support sessions

reporting and requests

- submit and track support calls
- automated, personalized communication for change/enhancement requests

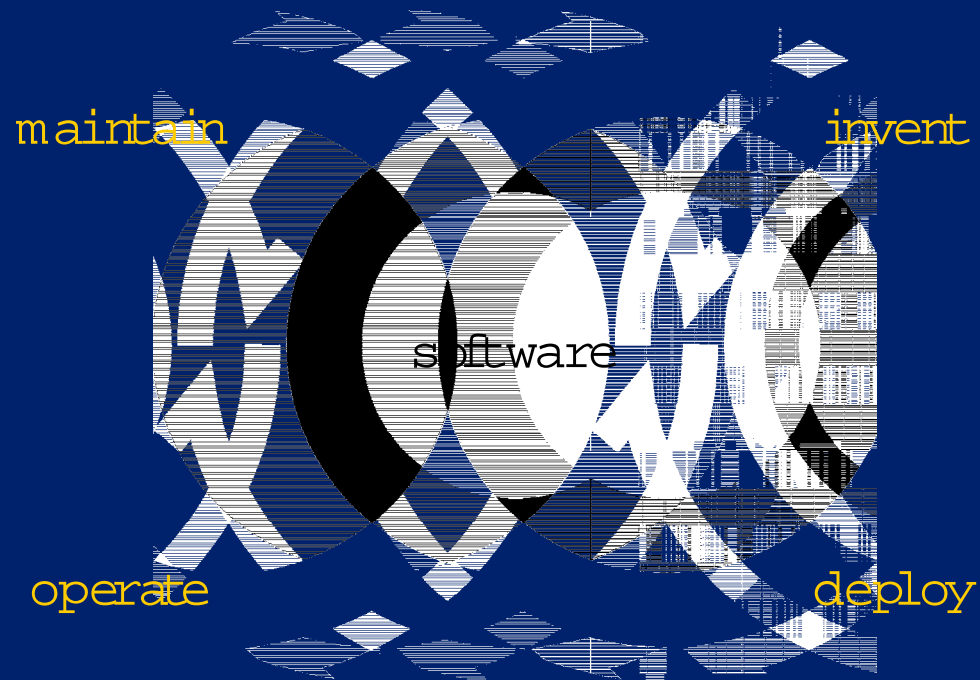
getting the most from your software

- software update manager

partner resources

- developer support
- personalized partner knowledge

quick time to value: getting the most from your software



hp software services

customer-driven support solutions

customer care standard	customer care extended	customer care advantage	customer care premier	hp mission critical
maximize investment	reduce downtime	ensure stability	build partnerships	assure rapid recovery
<ul style="list-style-type: none"> • phone-in assistance; normal business hours • software updates; versions & revisions • OpenView and Netaction eCare 	<ul style="list-style-type: none"> • 24 x 7 phone-in assistance • software updates; versions & revisions • OpenView and Netaction eCare 	<ul style="list-style-type: none"> • remote, proactive support for mid-size customers • fixed scope consulting • OpenView only 	<ul style="list-style-type: none"> • dedicated OpenView personnel • proactive, personalized service • personalized OpenView eCare • OpenView only 	<ul style="list-style-type: none"> • mission critical service level agreements • OpenView and Netaction

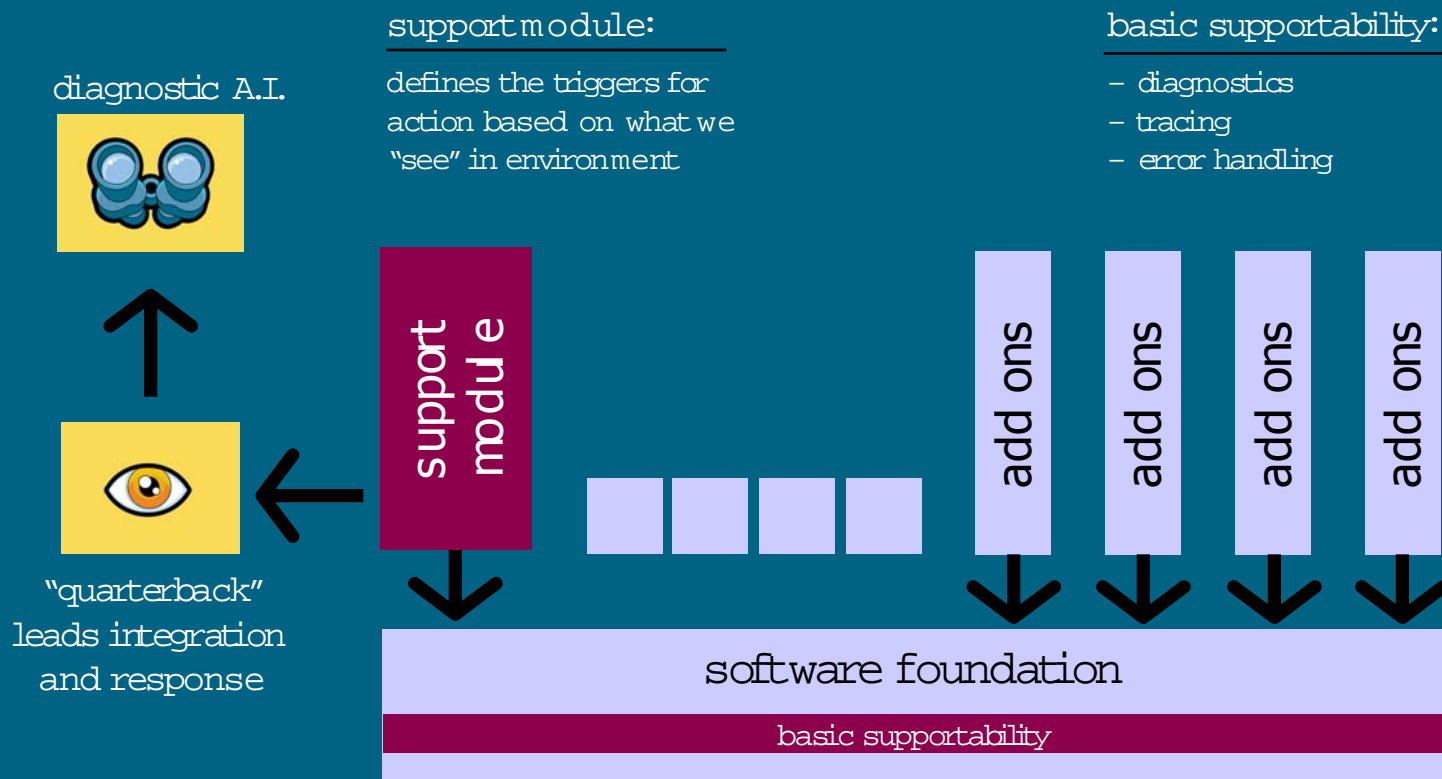
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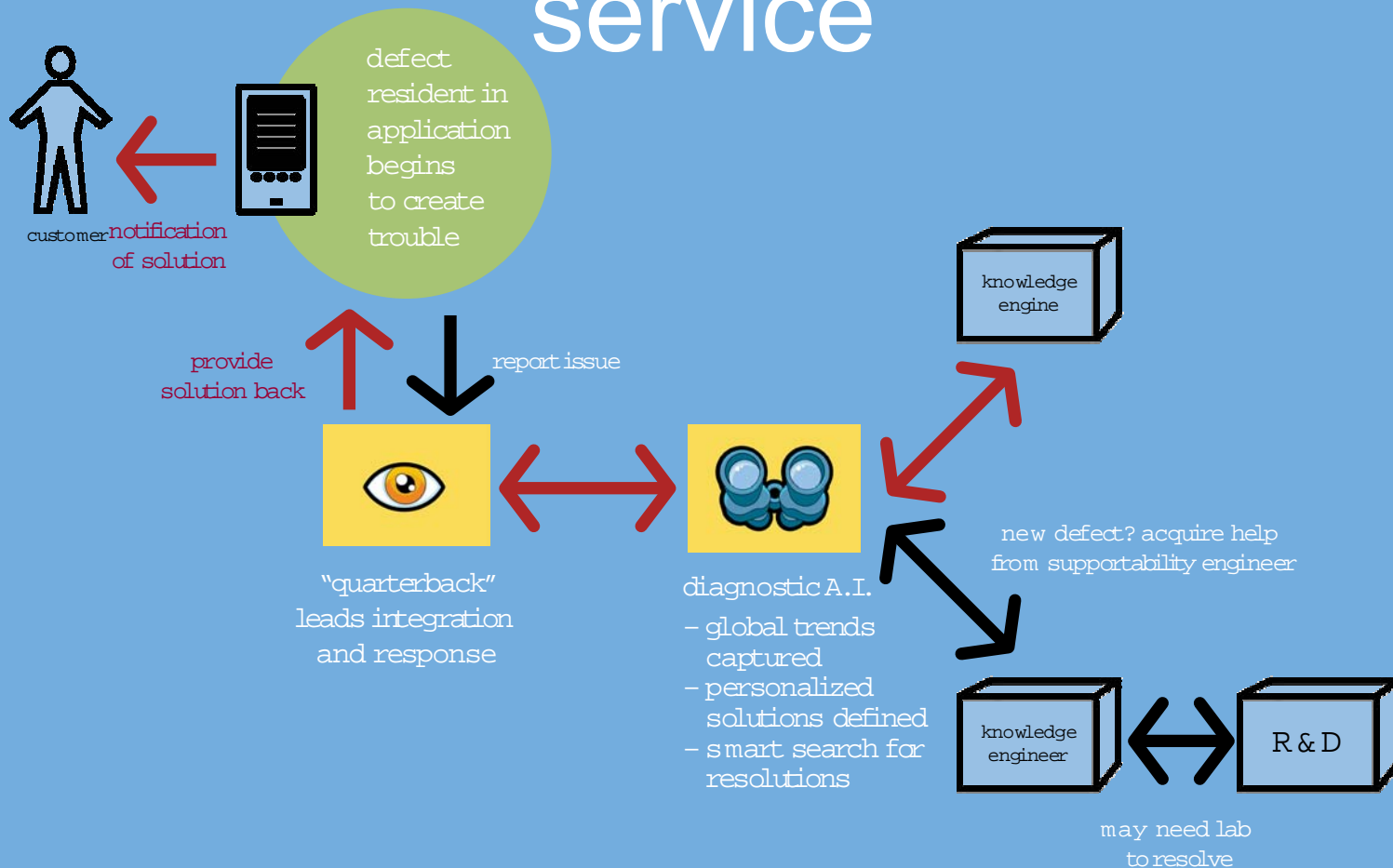
the support relationship

today	tomorrow
reactive	predictive
proactive	preventative
customized	personalized
adaptive	self-healing

enabling technology: new linkages and supportability



tomorrow: support as an e-service



hp software
services

always-on

always-up

maximizing

assuring

optimizing

relationships

proactive

customer
driven



i n v e n t