

HP Telecom Critical Services

Data sheet



If you need the highest level of case response time goals, relief goals and fix goals, look to HP Telecom Critical Services. It gives you access to the highest priority case management for your complex telecom solutions.

Service overview

Telecom Critical Services (TCS) provides the highest level of service for case response times, relief goals and fix goals. In addition to technical support availability of 24 hours a day, seven days a week and 365 days a year, you as a TCS customer are also assigned a Named Response Center Engineer (NRCE). The NRCE provides you with telecom technical support and works closely to understand your environment and telecom needs.

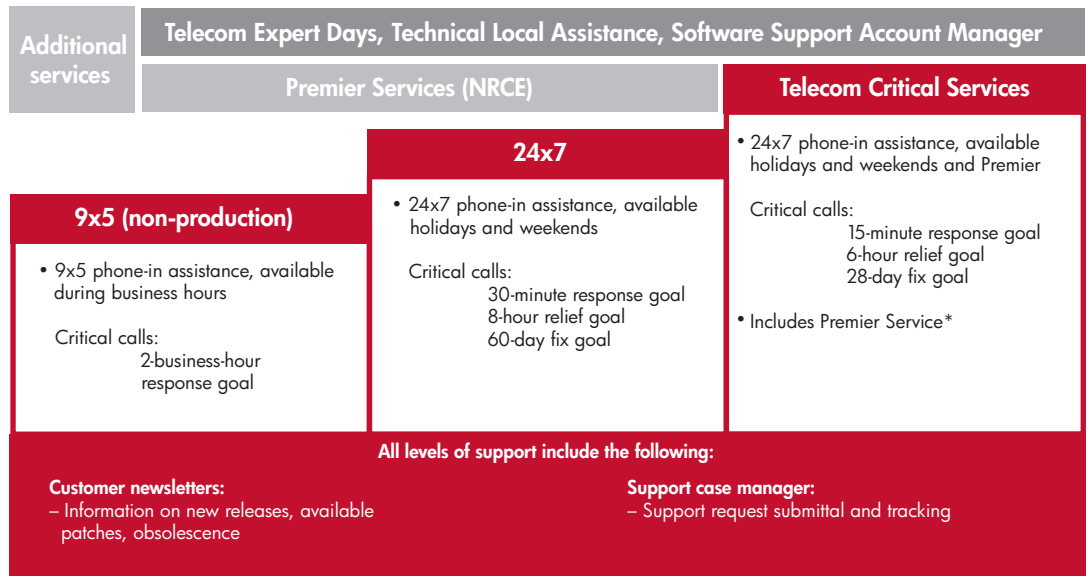
In addition, you may optionally have an assigned Software Support Account Manager (SSAM) who provides non-technical business and management communications and additional service days.

TCS is for those customers who require the highest priority case management and is designed for complex solutions that require high telecom platform availability.

Benefits of HP Telecom Critical Services

- When it comes to support, HP has first-rate experts at your service. Research and development (R&D) and telecom support engineers work together to provide you an outstanding support experience. This level of support combines proactive onsite telecom expertise provided by scheduled visits from your assigned NRCE with remote access to your assigned NRCE and a team of telecom support engineers within 15 minutes to help reduce the effects of unplanned downtime.
- HP TCS reduces the risk and the exposure to a service outage through robust proactive services that help you avoid problems before they occur. Should a problem still occur, when the highest priority is given to your case? For critical cases and escalations, your assigned telecom NRCE can quickly call in R&D telecom experts to join the solution team.

Figure 1. HP Software Support for Telecom
New support offering



* Named Response Center Engineer (NRCE) for Premier Services

Powerful features

| Activity type | TCS | 24x7 | 9x5 |
|--|-----|------|-----|
| Technical support 9 hours a day, 5 days a week | | | |
| Software electronic support | | | |
| Access to technical resources | | | |
| Problem analysis and resolution | | | |
| License to use and copy software product updates | | | |
| Version supported: current and previous versions* | | | |
| Software product fixes and patches (major version upgrades not included) | | | |
| Technical support 24 hours a day, 7 days a week | | | |
| Escalation management | | | |
| Named Response Center Engineer (NRCE) | | | |
| Onsite kickoff meeting | | | |
| Account support plan | | | |
| Highest reactive case prioritization | | | |
| Operational profile management | | | |
| Regular remote technical review | | | |
| Two yearly onsite visits | | | |
| Critical patch notification | | | |
| Priority notification of software critical (class) problems | | | |
| Case history/trend analysis | | | |

* Conditions can vary according to the type of software product purchased.

Powerful features

Basic services

The basic features of HP Telecom Critical Services include:

- Fifteen minutes callback for critical cases. Calls are handled by highly skilled and knowledgeable engineers
- Phone-in 24x7x365—with a callback from a telecom expert within 15 minutes
- The assistance of an assigned knowledgeable HP telecom engineer who understands your environment and shares your business objectives
- Reduced risk of service disruption through preventative support activities
- Reduction in costly downtime through effective change management planning and timely responsive support
- Improvement in the effectiveness of your HP telecom software environment through knowledge transfer and applied best practices—you get more value from your HP telecom software investment
- Increased productivity of your internal resources through proactive activities that improve system stability and availability
- Flexible packaging and a range of optional services—you choose the services you need

Services for critical problems

For critical problems:

- Partnering to restore HP OpenCall software service after an outage within eight hours. HP OpenCall platforms are extremely robust and reliable. However, in the rare event that a service outage occurs, your assigned engineer will:
 - Involve whoever needs to be involved (including management and R&D engineers) to restore the service
 - Work with HP hardware experts and third parties, if applicable, to put the HP OpenCall platform architecture back into operation
 - In some situations where there is an HP OpenCall software operation problem, HP and the customer will mutually agree upon a plan with specific deliverables and time frames
 - Escalation management process—In the event of a critical situation, an established process is in place to provide you with peace of mind. A telecom escalation manager is always on call to help resolve problems in a timely fashion. If need be, R&D experts will be called in.

Additional services

HP OpenCall services help you gain more value from your investment in HP OpenCall software. Get your solution up and running faster, and with greater overall productivity, by taking advantage of the benefits of HP OpenCall start-up services and “short engagement services.” These services are tailored to improve the return on your software investment by:

- Assisting with solution deployment in your existing network
- Offering training classes to enable you to take full advantage of product capabilities
- Clarifying issues encountered onsite that are beyond the parameters of training classes
- Delivering timely product updates

Requirements

The purchase of HP OpenCall ACTIVation services is required to enable a smooth transition from your development environment to production environment.

HP Telecom Critical Services covers only the HP OpenCall software products listed in the specific contract, and is delivered remotely under HP OpenCall software support terms and conditions.

HP TCS applies only to configurations that are supported by HP. For more details on supported configurations, please contact your sales representative.

HP service-level objectives

| | TCS | 24x7 | 9x5 |
|---------------------------|-------------------|----------------------------|---------------|
| Response goals | | | |
| Critical | 15 minutes | 30 minutes | 2 hours |
| Major | 30 minutes | 60 minutes | 2 hours |
| Minor | Next business day | Next business day | Best possible |
| No impact | Next business day | 2 business days | Best possible |
| Relief goals | | | |
| Critical | 6 hours | 8 hours | Best possible |
| Major | 8 hours | 3 calendar days (72 hours) | Best possible |
| Minor | 7 calendar days | N/A | N/A |
| No impact | N/A | N/A | N/A |
| Official fix goals | | | |
| Critical | 28 calendar days | 60 calendar days | Best possible |
| Major | 56 calendar days | 120 calendar days | Best possible |
| Minor | 120 calendar days | 231 calendar days | N/A |
| No impact | N/A | N/A | N/A |

The time to relief and time to fix goals shown in this table are provided as typical times for fixes and relief. This table in no way creates a legal requirement or obligation for HP to always provide such relief or fix in the stated time. The goals are listed as a general guideline and the customer agrees that these times may vary.

Note:

- Response goal: The elapsed time from when a customer contacts HP with a request for product assistance to the point that they engage with a technical support specialist for the product or solution
- Relief goal: The elapsed time from when a customer contacts HP with a request for product assistance to the point when HP has restored the system to operation or HP has provided a workaround or HP has resolved the problem without the need for a software fix
- Official fix goal: The elapsed time from when a customer contacts HP with a complaint to the point when the problem has been resolved by availability of a software patch or release (a defect is resolved)

Additional services

Expertise

HP Telecom Expert Days

Gain access to best-in-class experts on your HP telecom products.

Telecom Expert Days are an essential part of how HP helps you keep your telecom solution performing to your expectations.

Telecom Expert Days improve your ability to proactively manage your telecom application configurations and operational practices in order to deliver the stability, performance and reliability you require. Your HP telecom expert works with you to explain, select or customize these to address your particular needs.

Since each customer's site and environment are unique, your HP telecom expert will define together with you the amount of time that is needed to deliver the technical assistance in your environment. You may purchase HP Telecom Expert Days to perform these customized support activities.

HP Technical Local Assistance (TLA)

HP Technical Local Assistance (TLA) provides you with 24x7 technical assistance delivered personally at your site by appropriate local support personnel. TLA carries out audit configuration and capacity performances and assists you during product changes and installation of new patches.

HP Software Support Account Manager (SSAM)

Gain access to a knowledgeable HP telecom account manager.

Coordinate efforts between all HP entities: HW, OS, storage, network and third party to reduce the project time.

Delivery

Your telecom expert helps you:

- Answer product-specific questions, such as inquiries about HP telecom product functionality
- Validate particular uses of the product features, such as addressing questions that require inquiries or basic tests to validate technical answers
- Advise your team on development methodologies
- Carry out proactive activities related to setup, such as auditing your current implementation and configuration for optimization or migration
- Complete other activities focused improving your current product setup

Your TLA specialist:

- Is rapidly available on your site for maintaining and supporting HP telecom platforms
- Works side-by-side with you to review, validate and align your technical environment
- Helps you optimize your production environment for a best-in-class setup

Your SSAM:

- Acts as your advocate and business ally
- Represents your interests within HP
- Works to have a higher priority assigned to your business requests
- Assists with licensing and contract processes
- Coordinates regularly scheduled account reviews

Ordering information

HP product number

- For new customers: Telecom Critical Services or Software Support 24x7 must be purchased along with the telecom product license
- If you wish to order the service, please request HA529A1

Service description, details

- HP Software Telecom Critical Services offers the highest level of support required for critical HP telco customers' commercial systems
- HP highly recommends the purchase of ACTIVation services to enable a smooth transition from your development environment to production environment
- Software Support applies only to HP OpenCall configurations that are supported by HP
- For more details on ACTIVation service, see <http://h20208.www2.hp.com/opencall/services/activation.jsp>.

About HP OpenCall

HP OpenCall provides comprehensive, carrier-grade platforms for the development and deployment of next-generation voice, data and converged services. With more than 1,600 installations in 100 countries worldwide, HP OpenCall is a world leader in SS7 software stacks and the number one software for service control points and short message service centers. In addition to the superior combination of hardware and software by HP, HP OpenCall enables the communication industry to harness the convergence of the Internet with the world of voice communication.

For more information

For further information on HP OpenCall platforms, visit www.hp.com/go/opencall.

For more information on HP OpenCall services, visit <http://h20208.www2.hp.com/opencall/services/index.jsp>.

© Copyright 2008 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.

To learn more, visit www.hp.com

4AA1-4154ENW, February 2008

