

HP Telecom Expert Days for HP OpenCall software solutions

Data sheet



HP Telecom Expert Days offer a set of reactive and proactive support services for HP OpenCall software. The services provide telecom software technical assistance delivered at your site or remotely by highly qualified and experienced support personnel.

Service description

The HP Telecom Expert Days service is led by an HP telecom expert with a background in telecommunications and IT environments, expertise in intelligent networks and experience in installing, maintaining and supporting HP telecom platforms at customer sites. This expert works side-by-side with you to review, validate and align your technical environment, giving your production environment a customized best-in-class setup.

Key features and benefits

The service is available in a base offer of a one-day service or a ten-day package, which is valid within a year from the purchase day. You have the flexibility to select additional service days in increments of one, five or ten days to meet your support needs.

Possible service deliverables

Onsite technical support

When your call is received at HP, an engineer will quickly respond to gather information about the problem and begin work. If remote support is available, the engineer may access your system to run diagnostics. If onsite assistance is required, the next available HP-authorized engineer will arrive at your location and provide all work necessary to assist you in the following tasks:

- Problem diagnosis, correcting product malfunctions and failures
- Software patching

Technical escalation management

HP has established formal escalation procedures to solve very complex HP telecom software problems. In the event that onsite assistance is required during a technical escalation, the local country HP management will co-ordinate the problem escalation, and the onsite visit, by rapidly enlisting the skills of key problem-solving experts throughout HP to resolve your support issues in less time.

Proactive onsite visits

You can also use HP Telecom Expert Days to meet the following needs:

- Sanity check of your telecom environment after you have either recently installed telecom software or upgraded your system
- Customization of your current telecom software environment to improve system stability and performance
- Presentation of new features and functionality as well as patches for your telecom software products

Figure 1. HP Software Support for Telecom
New support offering

Additional services	Telecom Expert Days, Technical Local Assistance, Software Support Account Manager	
	Premier Services (NRCE)	Telecom Critical Services
9x5 (non-production)	24x7	
<ul style="list-style-type: none"> 9x5 phone-in assistance, available during business hours Critical calls: 2-business-hour response goal	<ul style="list-style-type: none"> 24x7 phone-in assistance, available holidays and weekends Critical calls: 30-minute response goal 8-hour relief goal 60-day fix goal	<ul style="list-style-type: none"> 24x7 phone-in assistance, available holidays and weekends and Premier Critical calls: 15-minute response goal 6-hour relief goal 28-day fix goal <ul style="list-style-type: none"> Includes Premier Service*
All levels of support include the following: Customer newsletters: – Information on new releases, available patches, obsolescence Support case manager: – Support request submittal and tracking		

* Named Response Center Engineer (NRCE) for Premier Services

Other activities

Auditing and ongoing activities requiring a support expert for operational tasks are also part of the service.

Limitations

Availability of service features may vary according to local resources availability.

Ordering information

Part number	Service name and description
HB974A1/AC	HP Telecom Expert Days (TED)—available in packages of ten days (plus an option for additional five days)
HA821AA	HP Telecom Expert Days (TED)—for one day

HP Telecom Expert Days service delivery is not subject to any response or resolution time requirements.

The service is available for HP OpenCall only and does not apply to other software or the operating system.

All activities must be used within 12 months of purchase.

To obtain further information or to order HP Telecom Expert Days, please contact your HP representative.

Prerequisites

HP Care Pack Software Support 9x5 or 24x7 (for HP OpenCall) or HP Telecom Critical Services (for HP OpenCall) is required as a pre-requisite for purchasing HP Telecom Expert Days.

HP Telecom Expert Days help you enhance your HP Software environment—to increase the value of your IT investment and improve end-user productivity.

Requirements

The HP Telecom Expert Days service is offered on HP OpenCall products. The supported products are:

HP OpenCall

Service control

- HP OpenCall Universal Signaling Platform
- HP OpenCall Universal Signaling Platform Diameter
- HP OpenCall Signaling System 7
- HP OpenCall Intelligent Network 7
- HP OpenCall IP Signaling Transfer Gateway
- HP OpenCall Radio Signaling Controller
- HP OpenCall Service Access Controller
- HP OpenCall Service Creation Environment
- HP OpenCall Service Execution Platform
- HP OpenCall Service Management Platform
- HP OpenCall Session Initiation Protocol
- HP OpenCall Signaling Gateway

Service interaction—integrated voice and data

- HP OpenCall Media Platform
- HP OpenCall Converged Network Media Server
- HP OpenCall Media Platform IN

Service profile—NSK IN solutions (non-stop systems)

- HP OpenCall Group List Management Server
- HP OpenCall Intelligent Network Server
- HP OpenCall Home Subscriber Server
- HP OpenCall Home Location Register
- HP OpenCall Position Determination Entity
- HP OpenCall XML Document Management Server

HP recommends that all HP telecom software customers have a modem connection, so that the remote HP telecom expert can identify and resolve problems faster.

A complete solution

Get the most from your software investment

HP provides high-quality software services that address all aspects of your software application lifecycle needs. With HP, you have access to standards-based, modular, multi-platform software coupled with global services and support. The wide range of HP service offerings—from online self-solve support to proactive mission-critical services—enables you to choose the services that best match your business needs.

For an overview of HP software services, visit www.managementsoftware.hp.com/service.

To access technical interactive support, visit HP Software Support Online at www.hp.com/managementsoftware/services.

To learn more about HP Software Customer Connection, a one-stop information and learning portal for software products and services, visit www.hp.com/go/swcustomerconnection.

Comprehensive training

HP provides a comprehensive curriculum of HP training you need to realize the full potential of your HP solutions, increase your network customization and responsiveness, and achieve a better return on your IT investments.

With more than 30 years experience meeting complex education challenges worldwide, HP knows training. This experience, coupled with unique insights into HP OpenCall software, positions HP to deliver a better training experience. For more information about these educational courses, visit www.hp.com/learn.

The smartest way to invest in IT

HP Financial Services provides innovative financing and financial asset management programs to help you cost-effectively acquire, manage and ultimately retire your HP solutions. For more information on these services, contact your HP sales representative or visit www.hp.com/go/hpfinancialservices.

To learn more

For more information about HP Telecom Expert Days, visit <http://h20208.www2.hp.com/opencall/services/index.jsp>.

To learn more about HP OpenCall products, visit www.hp.com/go/opencall/services.

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4AA1-5908ENW Rev. 1, February 2008

