



HP Telecom Software Technical Onsite Days

For Telecom Software Solutions



HP Telecom Software Technical Onsite Days helps to optimise your HP software environment – maximising your IT investment and your end-user productivity.

HP Telecom Software Technical Onsite Days offers a set of reactive and proactive support services for the Telecom Software products managing your IT systems. Telecom Software technical assistance can be delivered personally to you onsite by highly qualified and experienced support personnel.

Service Description

Technical Onsite Days services will be led by an HP Telecom expert with a background in telecommunications and IT environments. The expert will have expertise in intelligent networks, and experience in installing, maintaining and supporting HP Telecom platforms at customer sites. The experts will work with you to review, validate and align your technical environment, ensuring that your production environment has an optimised best-in-class setup.

Key Features and Benefits

The basic package starts with 10 days coverage, and is valid for one year from the purchase date. Customers will have the flexibility of selecting an additional 5 or 10 days at a time to meet additional support needs.

Service Deliverables

Onsite Technical Support

When your call is received at HP, an engineer will quickly assess the problem and start work

immediately. If remote support is available, the engineer may access your system to run diagnostics. If onsite assistance is required, the next available HP authorised engineer will arrive at your location and provide all work necessary to assist you in the following tasks:

- Problem diagnosis
- Correction of product malfunctions and failures
- Software patching

Technical escalation Management

HP has established formal escalation procedures to solve complex HP Telecom Software problems. In the event that onsite assistance is required during a technical escalation, the local country HP management will coordinate the problem escalation and the onsite visit. By rapidly enlisting the skills of key problem-solving experts throughout HP, your support issues can be resolved in the shortest possible time.

Proactive Onsite Visits

You can also use Technical Onsite Days for the following:

- Sanity check of your telecom environment after you have either newly installed Telecom Software or upgraded your system.
- Optimisation of your current Telecom Software environment to improve system stability and performance.
- Introduction of new features and functionality as well as patches for your Telecom Software products. Upon request, the HP Telecom expert will schedule a meeting to share an overview on the latest roadmap for your products.

Ordering information

Part number	Product name
HP OpenCall HB974A1 HB974AC	HP SW On-site Technical Days SVC - Upfront HP SW On-site Technical Days SVC - Contractual
HP OpenView Telecom U5501AA U5501CA	HP OV TeMIP/SQM Custom Solution Services HP OV TeMIP/SQM Custom Solution Contractual
Limitations	Availability of service features may vary according to local resources availability. HP Software Technical Onsite Days Services delivery is not subjected to any Response or Resolution time. The Service is available for HP OpenCall as well as HP OpenView Telecom Software products (TeMIP and SQM) 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 Technical Onsite Days, please contact your HP representative.
Prerequisites	HP Care Pack Software Support 24x7 (for OpenCall) or HP Care Pack Software Support 8x5 (TeMIP) is required as a prerequisite for purchasing Technical Onsite Days.

Requirements

The HP Telecom Software Technical Onsite Service is offered on HP OpenCall and HP OpenView Telecom Software products. The supported products are:

HP OpenCall: Service Control	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• HP OpenCall Service Access Controller• 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	<ul style="list-style-type: none">• HP OpenCall Media Platform• HP OpenCall Converged Network Media Server	<ul style="list-style-type: none">• HP OpenCall Media Platform IN
Service Profile- NSK IN Solutions (Non Stop Systems)	<ul style="list-style-type: none">• HP OpenCall Group List Management Server• HP OpenCall Intelligent Network Server• HP OpenCall Home Subscriber Server	<ul style="list-style-type: none">• HP OpenCall Home Location Register• HP OpenCall Position Determination Entity• HP OpenCall XML Document Management Server
HP OpenView	<ul style="list-style-type: none">• TeMIP = Telecommunication Management Information Platform	<ul style="list-style-type: none">• SQM = Service Quality Manager

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

For more information about HP Telecom Software Technical Onsite Days, visit the HP OpenCall or HP OpenView websites.

HP OpenCall

<http://www.hp.com/go/OpenCall/services>

HP OpenView

<http://support.openview.hp.com/support.jsp>

Get the most from your software investment

HP provides high-quality software services that address all aspects of your software application life-cycle needs. With HP, you have access to standards-based, modular, multi-platform software coupled with best-in-class 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:

<http://www.managementsoftware.hp.com/service>

To access technical interactive support, visit Software Support Online at:

<http://www.hp.com/managementsoftware/services>

Visit HP Software Customer Connection, a one-stop information and learning portal for software products and services:

<http://www.hp.com/go/swcustomerconnection>

Comprehensive training

HP provides a comprehensive curriculum of HP OpenView and IT Service Management courses. These offerings provide the training you need to realise the full potential of your HP solutions, increase your network optimisation and responsiveness, and achieve better return on your IT investments. With more than 25 years experience meeting complex education challenges worldwide, HP knows all about training. This experience, coupled with unique insights into HP OpenView and HP OpenCall software, positions HP to deliver the optimum training experience. For more information about these educational courses, visit:

<http://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: <http://www.hp.com/go/hpfinancialservices>

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Software support services URL:

<http://h20219.www2.hp.com/services/cache/10909-0-0-225-121.aspx>

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