

HP Telecom Software Technical Onsite Days

For HP Telecom Software Solutions



HP Telecom Software Technical Onsite Days offer a set of proactive support services for telecom software products managing your IT systems. The services provide technical assistance delivered personally at your site by highly qualified and experienced support personnel.

Service description:

Technical Onsite Days will be 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. These experts will work with you side-by-side to review, validate and align your technical environment, assuring that your production environment has an optimised best-in-class setup.

Key features and benefits:

- Personal kick-off meeting to understand your technical environment and to define an audit plan for the coming year
- Quarterly report showing customised and proactive information to improve your system performance
- A range of additional onsite services – you choose the service you need

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

Service deliverables

Onsite kick-off meeting This is the initial onsite visit to kick off the delivery of the Technical Onsite Days. It is an opportunity for our telecom expert to meet key personnel within your organisation. This will include collecting specific information on your technical environment and defining the audit plan for the year.

Quarterly report These quarterly remote reviews include both a case trend history as well as a customised technical report on your telecom environment. The HP telecom expert will lead telephone conferences to address technical and operational issues, as well as any other topic you wish to discuss. The outcome of these discussions is an assurance that HP has comprehensively addressed your current and future business objectives.

Two onsite visits Within Technical Onsite Days you can choose two additional onsite visits from the following list:

- 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.
- Presentation of new features and functionality as well as patches for your telecom software products. If demanded by you, the HP telecom expert can also give you an overview on the latest roadmap for your products.

Ordering information

Part number	Product name
HP OpenCall	
HB974A1	HP SW Onsite Technical Days SVC – Upfront
HB974AC	HP SW Onsite Technical Days SVC – Contractual
HP OpenView Telecom	
U5501AA	HP OV TeMIP/SQM Custom Solution Services
U5501CA	HP OV TeMIPSQM Custom Solution Contractual

Limitations Availability of service features may vary according to resource availability.

The service is available for HP OpenCall as well as HP OpenView Telecom Software products 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 HP OpenCall) or HP Care Pack Software Support 9x5 (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

- 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 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 (NonStop 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 OpenView:

- HP OpenView Telecommunication Management Information Platform
- HP OpenView 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 Technical Onsite Days visit <http://h20208.www2.hp.com/opencall/index.jsp> (HP OpenCall) or <http://support.openview.hp.com/support.jsp> (HP OpenView).

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-serve 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 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 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 training. This experience, coupled with unique insights into HP OpenView & Opencall software, positions HP to deliver the optimum 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

For more information, visit

<http://h20208.www2.hp.com/opencall/index.jsp> (HP OpenCall)

[http://managementsoftware.hp.com/\(HP OpenView\)](http://managementsoftware.hp.com/(HP OpenView))

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