

HPE Communications and Media Solutions Premier Support

Technical and business expertise for complex telecom environments



HPE Premier Support for CMS

- Simplify your overall support experience with a single point of accountability.
- Improve cost predictability with defined service-level objectives.
- Minimize your risk of service disruption through personalized and proactive support and planning.
- Optimize your staff, shifting focus from day-to-day maintenance to innovation.

Today's telecom environment is complex and time is critical; you need proactive software support available at your fingertips. Since you've already invested in Hewlett Packard Enterprise (HPE) Communications and Media Solutions (CMS) products and solutions to help drive efficiency and be more competitive, make sure you're getting the most from them. Use HPE Premier Support for Communications and Media Solutions.

Strengthen your business

Gain a portfolio of services designed to help you support and optimize your HPE CMS environment and drive maximum value with Premier Support.

Through a set of proactive and enhanced reactive services, receive solid recommendations from HPE CMS experts regarding proactive steps to help you maintain better service levels. In many instances, the availability of consistent, focused attention and expertise are key to achieving better overall service performance. Premier Support was created specifically for these situations. It delivers knowledgeable, personalized services and an unmatched level of support for complex environments operating HPE IT and telecom solutions.

Increase uptime, improve performance, achieve service objectives with your internal customers, and enhance your return on investment (ROI) with our Premier Support experts.

Review Premier Support

If time-to-resolution is a priority for your business, this is the support service you need. Your technical incidents are prioritized for support, giving you faster access to HPE CMS software experts to resolve problems. Incidents are owned and worked on by a dedicated team, meaning you get priority routing and handling for quicker resolution.

With support assistance, you can identify operational risks and address emerging issues before they occur. By reducing the risk of downtime, these services help you achieve your specific business objectives.

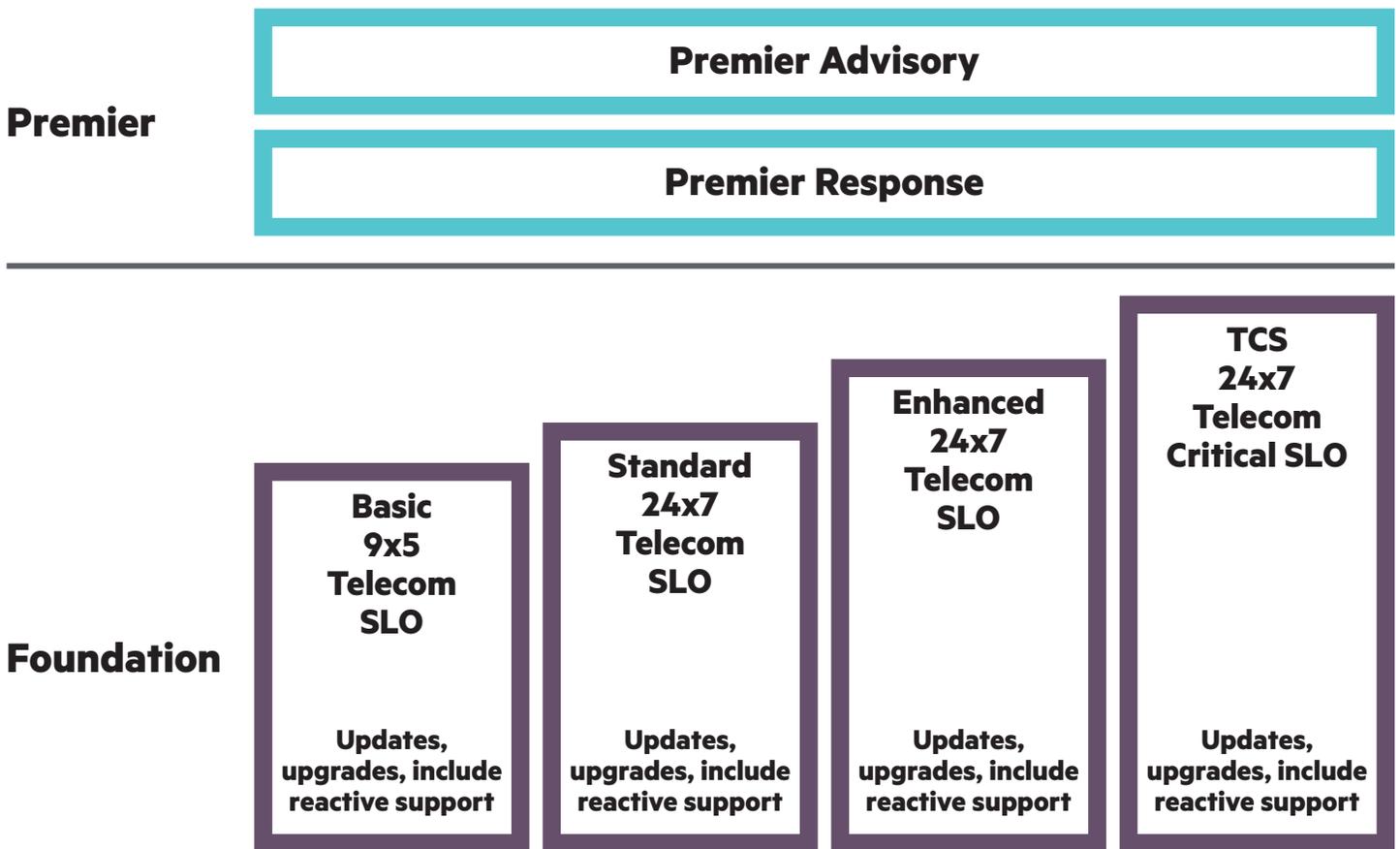


Figure 1: Premier Support overview

With Premier Support, you get these benefits:

- Get assistance from assigned, knowledgeable HPE CMS experts, and access to some of the best HPE CMS technical experts who understand your environment and share your business objectives.
- Gain expertise, partnership, and hands-on assistance from your assigned HPE CMS expert—your direct contact for any support issues.
- Get faster response time through direct access to your assigned expert, and have the highest priority given to your calls.
- Improve problem resolution effectiveness with your assigned HPE CMS expert who has intimate knowledge of your system environment—no need to re-explain your configuration.
- Increase the availability of your HPE CMS environment through improved stability and rapid resolution of reactive problems through established and proven processes and direct ownership from your assigned HPE CMS engineer.
- Reduce risk of service disruption through preventative support activities.
- Decrease downtime through effective change management planning and timely responsive support.
- Reduce risk and exposure to a service outage through robust proactive services that help you avoid problems before they occur.
- Improve effectiveness of your HPE CMS software environment through knowledge transfer and applied best practices—get more value from your HPE CMS software investment.
- Increase productivity of your internal resources through proactive activities that improve system stability and availability.

For a full list of Premier Support features, please see Table 1.

Gain from proactive features

Start-up and kick-off meeting

As a new Premier client, an initial kick-off meeting is held—the Premier Advisory option includes an on-site visit. It's an opportunity for your HPE CMS expert to meet and greet key personnel within your organization. The kick-off includes collecting specific account information to create your account support plan and profile. You receive detailed information about your Premier Support deliverables, including the communication protocol with your HPE CMS expert.

The meeting signifies the start of your Premier Support agreement and promotes a better working relationship and improved communication.

Operational profile management

An electronic profile of your HPE CMS environment is established and maintained by Hewlett Packard Enterprise. It contains client, product, technical, and business information that you and the HPE CMS expert agree on. This information can be used during problem resolution and delivery of various proactive services to help achieve specific results.

All HPE support engineers with whom you interface have the benefit of this information. It enables better, faster decision-making during reactive support, and more informed and valuable proactive support. It also saves you time and trouble in communicating a problem or need.

Visits and meetings

Your HPE CMS expert can travel to your location or site as mutually agreed (fees might apply). This is an opportunity for your CMS expert to gain additional information about your CMS management environment.

Your HPE CMS expert can also participate in your internal meetings and other activities as you see fit. And you may choose to have your expert perform a traditional remote deliverable on-site, such as a technical case review or upgrade planning and assistance. This provides the expert with more in-depth understanding and information about your IT and telecom management environment, which can promote a better working relationship and increase knowledge as future activities are performed.

Case trend monitoring and analysis

Standardized case history and trend reports of your CMS support calls are regularly generated and reviewed with you. Trends are targeted for improvement and action.

An HPE CMS expert leads a teleconference with you to review your current technical cases and develop action plans designed to reduce barriers and drive timely resolution of open technical cases. Recently closed software technical cases are also reviewed to provide retrospective and develop action plans to reduce the risk of problem recurrence.

Quarterly technical review

Your HPE CMS expert provides quarterly technical reviews to assess your operational software needs.

Monthly, CMS product support reviews present a communication forum for team building and developing a strong relationship between your team and the HPE telecom expert—to continually enhance your IT environment. Technical and operational issues, and any other topic you wish to discuss will be covered. The outcome of these discussions is an assurance that Hewlett Packard Enterprise has comprehensively addressed your current and future business objectives.

Review reactive features

Highest priority on software support

Premier Support clients calling into the HPE Response Center receive a higher priority than calls from clients with a standard software support contract.

Your HPE CMS expert is there when you call during local business hours, excluding Hewlett Packard Enterprise holidays, with access to some of the most experienced HPE CMS technical professionals to assist in expediting problem resolution.

Escalation management

Hewlett Packard Enterprise has established formal escalation procedures to solve very complex HPE CMS software problems, or problems that have a critical business impact on your organization. If needed, your HPE CMS expert can rapidly enlist the skills of key problem-solving experts throughout HPE.

Know the requirements

Premier Support is offered on HPE CMS products.

To order Premier Support, you must already have HPE CMS Basic Support 9x5, Standard Support 24x7, Enhanced Support 24x7, or Telecom Critical Support (TCS) 24x7.

Hewlett Packard Enterprise strongly recommends that all HPE CMS Premier Support clients have a remote connection, so the HPE CMS expert can identify and resolve problems faster.

- Purchasing HPE CMS Telecom Deployment Services and Administration is recommended.
- Training enables quick and effective deployment of an operations-ready platform, plus local skills transfer for successful implementation of your platform.

Benefit from your HPE solution

Getting the most from your investment in HPE CMS services helps you gain greater value from your investment in HPE CMS software. Get your solution up and running faster—and with greater overall productivity—by taking advantage of HPE CMS deployment services and foundation support benefits. This improves the return on your software investment by:

- Assisting with solution deployment in your existing network
- Providing training classes that enable you to take full advantage of product capabilities
- Resolving issues encountered on-site that are beyond the parameters of training classes
- Reducing downtime with rapid problem resolution
- Delivering timely product upgrades

For more information on HPE CMS services, visit <https://softwaresupport.hp.com/web/softwaresupport/cms-support-offerings>.

Review additional services

Your operational needs require a specific mix of readiness, answer time, and resources. HPE CMS provides a unique portfolio of additional Solution Management Services, designed for your custom needs and to support HPE CMS solutions, streamline operations, and reduce operational costs to help you focus on your core business.

Table 1: HPE CMS Premier Support overview

PREMIER RESPONSE

| Support component | Description |
|--|--|
| CMS Premier Support Services start-up and kick-off meeting | For a new Premier Support client, an initial kick-off (with Premier Advisory, this is an on-site visit) starts the delivery of the HPE Support agreement. This provides an opportunity to meet and greet key personnel within your organization. You will receive detailed information about your Premier Support deliverables, including the communication protocol. This meeting promotes a better working relationship and enhanced communication. It includes a personalized welcome package, an introduction to your support resources, and review of all the details pertaining to your Premier Support level. |
| Premier care team | Premier Support provides a single point of entry into the HPE CMS support infrastructure for all products covered. Incident and problem management is managed for all products in one place; you will have only one point of contact to maintain. Examples: Receiving incidents, logging, initial diagnosis, second-level diagnosis, event correlation, requestor kept informed on status, and so forth. |
| Customer operational profile management | HPE establishes and maintains an electronic profile of the HPE CMS environment. This information is used during problem resolution and various proactive activities. The profile can consist of client, product, technical, and business information that you determine to be useful delivering Premier Support. All HPE CMS Premier Support engineers have the benefit of the information contained in it. This enables better, faster decision making during reactive support, and more informed and valuable proactive support. This can save you time in communicating a problem or need. |
| Faster incident routing/resolution/handling | Your incidents—related to a product covered by Premier Support—are owned and worked on by experienced HPE CMS technical professionals to assist in expediting problem resolution. |
| Detailed root cause analysis documentation | In foundation support, root cause analysis (RCA) of problems can be requested. On top of that, Premier Support provides an in-depth documentation tailored to your environment. The documentation provides a report on what the problem was, where it occurred, and what was done to resolve it. In addition, it contains information on why the problem occurred, who fixed it, and exactly how. RCA documentation also contains recommendations on how future occurrences may be mitigated. This helps to prevent future incidents and problems and may improve the stability of your environment. |

PREMIER ADVISORY

Premier Advisory enhances some Premier Response deliverables. In addition, the following is available.

| Support component | Description |
|---|--|
| Named response center engineer (NRCE)—primary point of contact for reactive support | Your NRCE is your primary point of contact for all reactive support incidents. You may have one or multiple NRCEs assigned, depending on the products covered by the agreement. Your NRCE is primarily accountable for handling your support incidents. Acting as your advocate, your NRCE will be notified of all your incidents, and will track and monitor the work in progress through the support lifecycle, engaging with support specialists as needed. In addition to working with you on prioritizing open incidents, the NRCE's role is to provide timely status updates. If HPE CMS is aware of issues that may impact your environment, your NRCE will bring those to your attention and provide an opportunity to discuss the technical impact. Your NRCE can assist, as you require, in putting action plans in place and facilitate effective communications. |
| Reporting and reviews | Your NRCE provides regular remote reviews to proactively monitor your operational HPE CMS needs at least once per month, and no more than once a week. Support reviews are communication forums through which your NRCE and your team build a strong relationship to continuously enhance your telecom environment. These meetings give you the opportunity to discuss operational issues and other topics you wish to explore. Examples include case metrics, SLAs, review of operational events, and so forth. |
| Prioritized technical escalation management | Hewlett Packard Enterprise has established formal escalation procedures to solve complex HPE CMS problems or problems that have critical impact on you. As an enhancement to HPE CMS Foundation Support, the NRCE assumes direct responsibility for action plans that assist with your escalations to engage the most appropriate HPE management and resources to resolve your support issues in less time. |
| Enhanced patch check | Your NRCE proactively monitors the release of new product patches and class/security problems for your HPE CMS environment, reviews these with you, and helps put the appropriate action plans in place. Your NRCE may assist with enabling you to install the patches. This activity will help in reducing unplanned maintenance downtime and fully protect your HPE CMS management environment. |
| Account support plan | The account support plan defines support deliverables, support process, and personnel involved in support and escalation procedures. This plan sets a clear expectation of how support will be delivered. Unplanned downtime and problems can be reduced because all required information can be gathered and communicated clearly, and a carefully coordinated and predictable resolution process can take place. |
| Coordination with HPE CMS third-party software support vendors | If it's determined that the problem of a support incident lies with another vendor's software product, HPE can assist you in collecting the data needed for you to report the problem to that vendor. In addition, HPE can assist with tracking the problem to verify that resolution efforts continue to progress. This activity requires that you have a valid support agreement with the other vendor. |
| Proactivity | Your NRCE provides additional proactive type of deliverables. This includes monitoring of systems (such as log files, resource reviews, account privileges reviews) and monitoring of capacities (such as disk, bandwidth, CPU, and so forth). The NRCE also provides you with regular information on the system/solution status, such as statistics and performance. |

HPE CMS Global Support Delivery is certified by TSIA as a worldwide Certified Support Staff Excellence Center. Clients can purchase HPE CMS products with confidence knowing that HPE meets high industry support standards. Go to www.TSIA.com for more information.

Additional terms

This support offering is governed by the agreement referenced in the quotation for support services (the “Terms”). This Premier Support data sheet is a supplement, and is in addition to existing support terms (the “Terms”).

Get the support you need

Make sure you get the right level of support for your business. Call us to learn more about your options and how your business can benefit. Please contact your HPE CMS Support representative to discuss HPE Premier Support for Communications Media and Entertainment pricing.



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