

HP Premium Web Jetadmin Support



Rest easy with a new, comprehensive, remote software support service designed to support your diversified print environment and improve end-user experience.



Introducing a new premium level of HP Web Jetadmin support designed to assist you with the demands of managing your business-critical printing and imaging environment. Our dedicated support engineers are on hand to provide the knowledge and experience you require to support your implementation of HP Web Jetadmin. Your time is important—so rest assured that HP will address your support call with the level of care required to allow you and your staff to focus on other priorities.

Full access to software technical support

This new level of remote software support provides your print administration staff access to HP's enterprise software technical support organization. Our dedicated engineers work with your team to provide advice on software features and functionality, usage recommendations, problem diagnosis, and software defect identification. You also get electronic access to comprehensive product and support information, allowing any member of your staff to locate the details they need.

Saves time and money

With HP Web Jetadmin support, your printing and imaging management resources can focus on their core tasks and priorities. Improve print environment productivity through trained HP technical and escalation resources.

Service feature overview

- Access to advanced technical resources
- Single contact support call ownership
- Electronic call logging
- Problem analysis and diagnosis
- Problem isolation
- Escalation management
- Updated information
- Remote access
- Severity based service levels

Service limitations

- Three named customer authorized callers are included with this service.
- HP Web Jetadmin support is purchased on a per customer basis.
- HP Web Jetadmin support is a comprehensive remote support package. You may request the presence of an HP software technical support provider or consultant at an additional charge.
- This service is offered as a standard 9x5 support contract.
- Software updates and upgrades are solely based upon an if and when availability basis.

Get all the coverage you need with thoughtful features.

Service specifications

Count on comprehensive remote software support, including the following features:

Access to advanced technical resources

You may access HP technical resources via telephone, electronic communication, or fax (where locally available). An HP authorized representative will contact you to begin software technical support service after your call has been entitled and logged.

Single contact support call ownership

After contract entitlement, your HP Web Jetadmin support call is handled by one of our dedicated engineers and will remain with this single point of contact through the duration of the call. Escalation management may assume ownership of the service call based upon discretionary criteria.

Electronic call logging

HP will provide access to certain software-related electronic and Web-based tools and services, as applicable. As an HP Web Jetadmin (WJA) Support Service contract holder, you will have access to services available to all registered software support users, plus additional capabilities such as the ability to search technical support documents and submit and check the status of support service requests. Updates to HP WJA remain available via www.hp.com/go/webjetadmin.

Problem analysis and diagnosis

HP provides corrective support to help address identifiable and customer-reproducible software product problems. We also help you identify problems that are difficult to reproduce. You will receive assistance in troubleshooting problems and resolving configuration parameter-related issues.

Problem isolation

HP Web Jetadmin is a printing and imaging device management application. Our staff is trained to isolate your issue between the devices you are managing, the software itself, and the software you are integrated with.

Escalation management

HP has established formal escalation procedures to facilitate complex problems. Only one level of support separates you from our software lab escalation resources. HP escalation management coordinates problem escalation, rapidly enlisting the skills of key problem solving specialists throughout HP, and selected third parties when necessary.

Updated information

HP provides information, as commercially available, on the latest software features, known problems and available solutions, and operational assistance.

Remote access

At HP's option and with your approval, selected remote access tools, such as HP Virtual Room, may be used. This allows us to work interactively with you or your staff and facilitates remote diagnosis of system problems. Only HP provided tools will be used.

Severity based service levels

HP Web Jetadmin support is an HP standard 9x5 support product. Response time goals are based on call severity and begin when the initial service request is received and logged with HP. The severity based service levels are listed below:

Severity 1: 2 office hours (WJA server down)

Severity 2: 6 office hours (Major feature failure)

Severity 3: 8 office hours (Minor feature failure)

Severity 4: 2 business days (Minor problem)

Ordering information

Software Product: **J6052AA**

Support Product number: **HA158AC**

For more information on HP Web Jetadmin support, contact your account technical or sales representative or visit our Web site at:

www.hp.com/go/webjetadmin.

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For more information, visit www.hp.com/go/webjetadmin/support

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