

profi.com Enterprise Support



Audience:

All active users of HP software who hold a valid support contract

Application Software:

- HP ALM / QC Suite
- HP PC Suite
- HP ASC Suite

Benefits:

- Only German-speaking SVI partner covering the following range of topics: QualityCenter, PerformanceCenter, and ApplicationSecurityCenter
- Single point of contact
- Support in German and English
- Definite response times
- Asset for customer database maintenance
- Timely provision of patches
- Provision of an innovative customer portal

User-friendly assistance and efficient solutions with profi.com Enterprise

Support: profi.com takes your support requests via email or the online ticket system and provides solutions based on 1st-level support.

Complete description of support services:

1. Your support requests are processed weekdays, from Monday to Friday between 09.00 and 17.00 hrs (excl. German holidays).
2. Our first-level support is a problem-oriented consultation during which we first take your questions. Our employees will then take the time to sufficiently register your problem. In case of questions regarding the functionality and applicability of the software covered by the service agreement, profi.com is glad to advise the qualified contact of your company via phone or email. We also assist you in identifying, handling, and solving any other occurring difficulties. Technical conditions permitting the troubleshooting process can be sped up with your permission by using remote diagnostics. For problems exceeding the capability of firstlevel support, profi.com directly cooperates with second- and third-level HP support and coordinates the relevant steps to solve the problem.
3. Response times are prioritized according to severity of the problem occurring. The following emergency levels exist: severity 1, severity 2, severity 3, and severity 4.

Emergency-Level	Response Times	Detailed Problem Description
Severity 1	4hrs	Collapse of production system. HP product cannot be used which in turn leads to an interruption of the whole workflow or to another critical interference with operations. No temporary solutions available.
Severity 2	6hrs	Major loss of essential services. Operations are severely limited. Temporary solution available.

Severity 3	8hrs	Minor loss of services. Product does not work as required, its use is slightly affected. Sufficient temporary solution ready for use.
Severity 4	1 day	Minor problem. Documentation, general information, requests for optimization, etc.

4. Additional on-site services on demand.

Comparison of services

Description	HP Support	profi.com Enterprise Support
<u>response times</u>		
(09.00 - 17.00)	x	x
Hotline (English)		x
Hotline (German)		x
Online support (English)	x	x
Online support (German)		x
HP Knowledgebase	x	x
profi.com Knowledgebase		x
Provision of test licenses	x	x
Consistent SPOC		x
<u>Patches & product recommendation</u>		
	x	x

Ansprechpartner

Anne Pukall
SVI
Office Dresden
+49 351 4400822
hp-support@proficom.de

Sebastian Lehmann
Manager Support
Office Dresden
+49 351 4400825
hp-support@proficom.de

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