

Deliverables	Warranty	Foundation Care	Proactive Care	Proactive Care with Personalized Support option
Automated monitoring and call logging (with Insight Remote Support)	✓	✓	✓	✓
Response-time commitment based on Support Contract SLAs	×	✓	✓	✓
<b>HP support resources</b>				
Remote support resources				
• Technical Account Manager (TAM)	×	×	✓	✓
• Technical Solution Specialist (TSS)	×	×	✓	✓
<b>Proactive features</b>				
Twice a year firmware release and software patching analysis and recommendations including recommendations discussion with the TAM	×	×	✓	✓
Twice a year proactive scans including recommendations discussion with the TAM	×	×	✓	✓
Quarterly incident reports	×	×	✓	✓
Remote support solution				
• Remote support technology installation assistance	×	×	✓	✓
• HP Support Center	✓	✓	✓	✓
Personalized support				
• Assigned local Account Support Manager (ASM)	×	×	×	✓
• Support plan	×	×	×	✓
• Support review meetings	×	×	×	✓
• Operational and technical advice	×	×	×	✓
• Personalized support additional day	×	×	×	✓

Deliverables	Warranty	Foundation Care	Proactive Care	Proactive Care with Personalized Support option
<b>Reactive features</b>				
Remote support service coverage window (24x7)	×	✓	✓	✓
HP Advanced Solution Center	×	×	✓	✓
Response to critical hardware and software incidents (24x7)	×	✓	✓	✓
Enhanced escalation management	×	Standard escalation process	✓	✓
Remote hardware and software incident diagnosis and support	×	✓	✓	✓
HP electronic remote support solution	✓	✓	✓	✓
Basic software support for non-HP products	×	Available with Collaborative Support	✓	✓
Collaborative call management on non-HP products	×	Available with Collaborative Support	✓	✓
Access to electronic support information and services	✓	✓	✓	✓
Replacement parts and materials	✓	✓	✓	✓

