Overview

Q: Why is HP changing the support services portfolio?
A: HP is introducing the new HP Customer Support Services portfolio that brings together the strength of both of our pre-merger companies. This new portfolio of support services will provide you with a consistent set of proactive and reactive services that are available for both HP and Compaq products. In addition, these new support services are available across all of the geographies and technologies in which HP provides support. These new support services are easy to understand and have built-in flexibility, allowing them to be tailored to meet your specific needs.

Q: What does the new portfolio contain?
A: HP Customer Support offers one of the broadest portfolios in the industry—from basic support to value-added services designed to help you implement solutions faster, with less risk, and protect and optimize your IT investments.

Q: Is the new services portfolio a benefit for me?
A: Definitely, the services portfolio is flexible, easy to understand, and provides you with access to:
  - Highly skilled service professionals in all levels of support services
  - Innovative Web services for fast access to information and resolution
  - Solutions that help resolve problems quickly or avoid them altogether to minimize the impact on business operations

Q: Will I still have the same level of service commitment honored?
A: HP will continue to honor the same level of service commitment specified in your current contract. As you move to the new portfolio, HP will make every effort to align the new level of service with your business needs.
Q: Will the new portfolio contain my favorite services?
A: The portfolio includes many services from the existing portfolios with additional services providing a greater range of options and flexibility to meet your needs.

Q: What is the strategy and timing for converting my existing contract?
A: Strategy and conversion plans are being developed locally. Please contact your local Service Account Rep or Contract Administrator for any questions on your contracts.

Q: When one contract comes up for renewal, what happens to my other existing contracts? Are they still active?
A: All existing contracts will remain in force with service-level commitments honored through the life of the contract.

Q: Will the price of my contract change?
A: The new HP Customer Support Portfolio is competitively priced to help provide you with maximum value and return on IT. However, depending on your individual situation, you could see a change in the price of your contract.

Q: Will my discount level remain the same?
A: HP will continue to offer discount programs for qualified customers. A new discount structure will be applied during the conversion to the new portfolio. Discounts are set at the local level and will vary based on different parameters for each customer. Please contact your local Service Account Rep for information and how it will impact your contract.

Q: How do I add new hardware or software products to an existing contract?
A: Contractual services for new hardware and software products can be purchased at any time. Contact your local Service Account Rep for assistance with this process.

Q: Do I have to sign new terms and conditions?
A: If you are renewing your contract for the first time since November 2002, you will be asked to sign new terms and conditions. As of November 1, 2002, HP has a new set of terms and conditions that govern the provision of its products and services.

Q: If yes, can I easily accept them online through SCA?
A: Yes, there is an easy-to-follow process for accepting terms and conditions through SCA (Support Contract Assistant).
Q: If my existing contract is ready to expire, will I be proactively notified?
A: Yes. You will be notified at least 3 months in advance of the expiration of the current contract. If you are taking advantage of online renewal, proactive notification will occur via SCA or through e-mail.

Q: What is the arrangement for evergreen contracts?
A: Evergreen contracts are available within each geographic region and are driven by local policy. Contact your local HP Services Account Rep for information about evergreen contracts in your geography.

Q: Does the way I place a service call change with the new portfolio and contract?
A: Yes. Please refer to the service contract for the support telephone number that is applicable to you. You will also need to provide your unique Service Agreement ID (SAID) and the serial number of the product (for hardware) when you call HP Customer Support.

Q: Where can I view samples of the new support and billing documents?
A: You can view samples of these documents at http://www.hp.com/hps/custdocs/
Support Contract Assistant (SCA) with the new single, integrated portfolio and support contract…

**Q: What is the HP Support Contract Assistant (SCA)?**
A: HP SCA is a tool that enables customers to review, revise, and renew their support contracts over the Web. In addition, you can look up product warranty and support availability information, request changes to your contracts, request price quotations, access to prepaid support, and order support.

**Q: What changes will I see in SCA because of the new portfolio and contract?**
A: Please refer to the What’s New document and User Guide for details about the changes in SCA to support the HP Customer Support portfolio and contract. There are also on-screen tips and contextual help assistance describing specific changes.

**Q: With more contracts migrating and being managed through SCA, will the performance/speed be impacted?**
A: HP does not anticipate impact to performance and speed due to the volume and migration of contracts. If you do experience a problem, please contact our support desk or provide your feedback using the SCA feedback button.

**Q: What do I gain by using this service?**
A: HP has made an ease-of-doing-business breakthrough with HP SCA. Your productivity will increase by making your contract changes online, also resulting in less rework. You can view, manage, and renew your contracts at your convenience with an intuitive leading-edge Web technology interface. In addition, increased accuracy of your support data ensures that you have the correct coverage for your critical equipment.

**Q: Is there a charge for HP SCA?**
A: There is no charge for the use of this Web-based tool. It was created for the convenience and satisfaction of HP customers.

**Q: Who in my organization can access this service? How do we register?**
A: Anyone in your company can access this service. We believe that this service will be particularly valuable for IT Services Contract Managers, IT Purchasing Professionals, and IT Professionals. To register, please go to [http://www.eSCA.hp.com](http://www.eSCA.hp.com) and click “Register Now.” Once you have submitted your online registration, HP will process your information and contact you with your login information.
Q: How do I know my support contract information is secure and not accessible by any other companies?
A: HP Support Contract Assistant is a “secure site,” using 40-bit VeriSign digital certificates with SSL (https://) encryption. In addition, you will be given a confidential user ID and password to access your contract information. You can change your password at any time.

Q: How does HP ensure my privacy?
A: HP and its subsidiaries are committed to respecting your privacy. We’ve structured our Web sites so that, in general, you can visit HP on the Web without identifying yourself or revealing any personal information. Once you choose to provide us with personally identifiable information (any information by which you can be identified), you can be assured that it will only be used to support your customer relationship with HP. Please visit http://www.hp.com/country/us/eng/privacy.htm to read HP’s complete Privacy Statement.

Q: Can I download my contract information so that I can analyze it on my own system?
A: Yes, you can download summary or detailed information about your contracts, quotes, and equipment lists. You can then use this information for budgeting, asset management, or any other analysis.

Q: Can my purchasing department approve the changes online that I have requested? If so, how?
A: Yes. Once the contract manager/editor has finished submitting the online change requests or renewal quotes, a user with approval authority can view and approve the changes with a click of the mouse. Upon approval, the purchasing department can view those changes and provide the appropriate payment mechanism.

Q: What customer user documentation is available for HP SCA?

Q: Is any formal training required to learn how to use HP SCA?
A: No, HP SCA was designed to be an intuitive tool for use by customers with a variety of job functions. If you do need some help, there is a robust Help area along with a Quick Reference Guide. You can also request assistance from a NetRep (in countries where implemented) or your HP Support Agreement Specialist.

Q: Where do I go for help on HP SCA?
A: There is a different set of resources for you depending on your
question:
- Process questions (how to use the tool) - Refer to the tool's convenient Help Menu for a comprehensive set of instructions.
- Technical questions - Contact the HP Support Contract Assistant Help Desk at 1-800-386-1115 Option 2, or in Canada call 1-800-268-1221.
- Support Agreement Questions - Contact your HP Support Agreement Specialist.

Q: How is HP SCA different from the HP IT Resource Center?
A: HP SCA enables you to view, manage, and renew your support contracts, while the IT Resource Center (ITRC) provides you with access to online technical support to which you are entitled through your support contract. The ITRC also provides access to online training, planning and implementation assistance, and technical forums. As a complement to ITRC, HP SCA lets you request a quote, order renewals, request contract adds/moves/changes, and view line item contract details with pricing.

Q: How do I change my password?
A: Click on “my profile” in the gray sidebar. This takes you to the “my profile” screen. Type in your new password in the space provided. Type it again to confirm that it is the password you desire. (The user name and password in SCA are case sensitive.) You have now changed your password!

Q: What does it mean to “Enable Workflow E-Mail” in the “my profile” screen?
A: “Enable Workflow E-Mail” is automatically checked (enabled) when you first enter the “my profile” screen. Having this box checked allows you to receive e-mail from SCA with updates regarding any pending transactions you have submitted. You will receive an e-mail any time that HP sets the status to “waiting for information from customer.” The e-mail triggers you to update HP with the information needed to complete your request. If you do not want to receive e-mail from SCA, click the checkbox to remove the check mark and disable the workflow e-mail function.