



## **Evolution Powered Support Capabilities:**

- *2-hour response time guarantee*
- *Dedicated, U.S.- based senior engineers*
- *Quarterly service reviews*
- *Contract Consolidation and co-termining*
- *HP Software License Management*
- *Secure environment capable*

## **Endeavor Support Benefits:**

- *Fast time to resolution*
- *Responsive*
- *Quality-driven*
- *Knowledgeable*

Imagine that for each of your HP Business Technology Optimization (BTO) software support cases, you are immediately connected to a US based, senior support engineer who already understands your environment and has deep experience with the software you are using. Now with Pepperweed's award winning Endeavor support you can...

With each case you submit you are connected directly to a US-based, senior engineer with no administrative intermediaries. Each member of our dedicated support team has a minimum of five years of field experience deploying, configuring and integrating the same software you use. As a fully authorized and certified HP Support partner, you get the same access to all the latest patches, updates, forums and knowledge bases you would normally receive when purchasing support directly from HP.

Enriching your support is Pepperweed's Evolution IP which is a rich repository of knowledge, integrations, software, and know-how built-up over 14 years and over 2500 BTO implementations. As an Endeavor support customer you have access to the following Evolution-powered capabilities:

### **2-hour Response**

When you experience problem with your HP Software, simply call us (toll free) or submit a request online and you will be contacted within two hours by a senior engineer who will immediately begin working your case.

### **Quarterly Service Reviews**

Each quarter, Pepperweed performs a comprehensive review of the support we have delivered. Each service review, conducted via phone and web conference, provides a review of open and closed cases, analysis of case type and volume, and other information to assist you in further optimizing and improving your HP software environment.

### **Environmental Discovery**

As a kickoff to your relationship with Pepperweed's support team, we work with you to perform a discovery and assessment of your IT infrastructure and HP Software environment. This consistently updated understanding of your environment provides the robust picture needed to significantly reduce the time required to diagnose and fix problems.

### **Technical Escalation Management**

Resolution for most cases are handled by Pepperweed with many resolved on the first call. However if escalation to HP is needed your Endeavor support engineer manages the entire process to closure. As an authorized HP Support partner, Pepperweed has direct and priority access to HP's 3rd level support organization and product development teams.

# ENDEAVOR SUPPORT

## About Pepperweed

Since 1996, Pepperweed Consulting has been a leader in IT infrastructure integration, working with Fortune 500 clients and large-scale government agencies to deliver IT as a strategic and aligned business service. With over 2500 successful IT infrastructure integration projects, Pepperweed brings together multi-vendor technology, services, and support with their internally developed Evolution IP. As an HP Software Platinum Partner and the largest global provider of HP Software support with over 120 technical certifications, Pepperweed has the experience and the training to meet a full range of IT infrastructure integration challenges.

### Online Reporting

Our online case tracking can be accessed any time for real-time status and updates. Along with real-time updates you can create personalized reports giving you the information needed to proactively target problem areas to reduce downtime and increase your satisfaction with your HP software.

### Pepperweed Knowledge Base

Endeavor support customers have access to our Evolution powered online knowledge base providing self-solve resources for commonly known HP Software problems. Using this knowledge base, we document real world problems and provide solutions created by our support engineers and delivery consultants which significantly reduce your time to resolution.

### Access to Specialized Expertise

Along with tapping into Pepperweed's Evolution IP repository, each support team member has full access to our delivery consultants who can offer additional assistance in resolving your cases.

### Endeavor Secure

For government and commercial customers who need to support their HP Software in highly sensitive environments, Pepperweed offers Endeavor Secure. With all of the same features as Endeavor support, Pepperweed adds the facilities, processes and the resources to ensure your environment remains secure. Endeavor Secure minimizes the time to resolution by reducing the time and hassles in communicating the information needed to resolve your support case.

	Pepperweed Enterprise Secure	Pepperweed Endeavor Support	HP Premiere Support	HP Foundation Support
Secure center, procedures & resources	●			
Onsite Support	Available	Available*		
U.S. - based senior engineers	●	●		
Discovery of your environment	●	●		
Access to implementation consulting expertise	●	●		
Pepperweed online knowledge base	●	●		
Online product technical reference guides	●	●		
Remote service reviews	Monthly	Quarterly		
Simplified support contract management	●	●		
Licensing assistance	●	●		
Response Time	1-hour/2-hour	1-hour/2-hour/8-hour	2-hour	2-hour
Hours of Coverage	24x7/9x5	24x7/9x5	24x7/9x5	24x7/9x5
Technical assistance (web and phone)	●	●	●	●
Software updates, versions and revisions	●	●	●	●
Technical escalation management	●	●	●	●
HP online knowledge base and forums	●	●	●	●
Software media download	●	●	●	●
Patch notification	●	●	●	●
Online customer reports	●	●	●	●
3rd-party support coordination	●	●	●	●
Enhanced software support	●	●	●	●
Critical class problem notification	●	●	●	●
Case history monitoring and analysis	●	●	●	●
Direct connection to named engineer	●	Optional*	●	●
Remote technical review meetings	●	●	●	●
Account support plan	●	●	●	●
Operation profile management	●	●	●	●
Onsite review visits	●	●	●	●
Personal online services	●	●	●	●
Monthly trending metrics report	●	●	●	●
Instant Messaging available to named engineer	●	●	●	●

Source of HP Software Services portfolio information as of 08/03/10: [http://support.openview.hp.com/services\\_detail.js](http://support.openview.hp.com/services_detail.js)  
\*Contact for more information