

# HP Software Support Update

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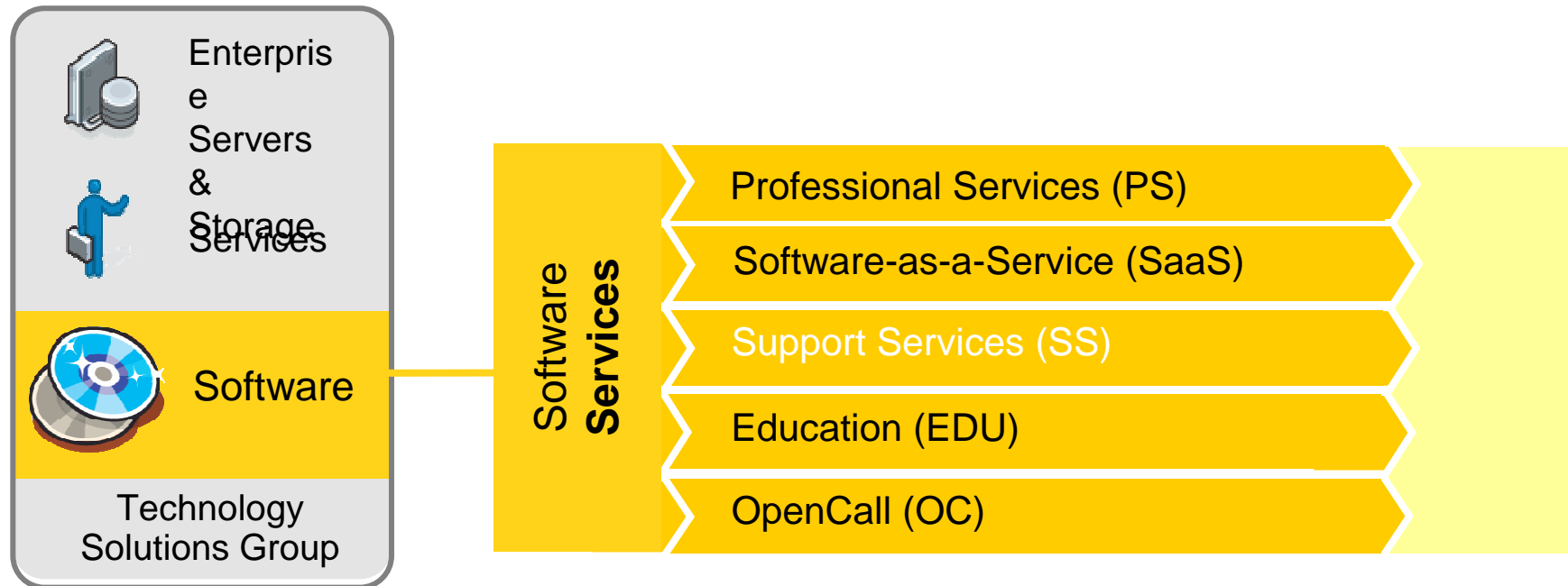
# Agenda

- What all is HP Software Support
- Customer Feedback
- Support investments
- Support Structure
- Q&A



# HP Software Services

HP Software Support – ein Bereich von HP Software Services



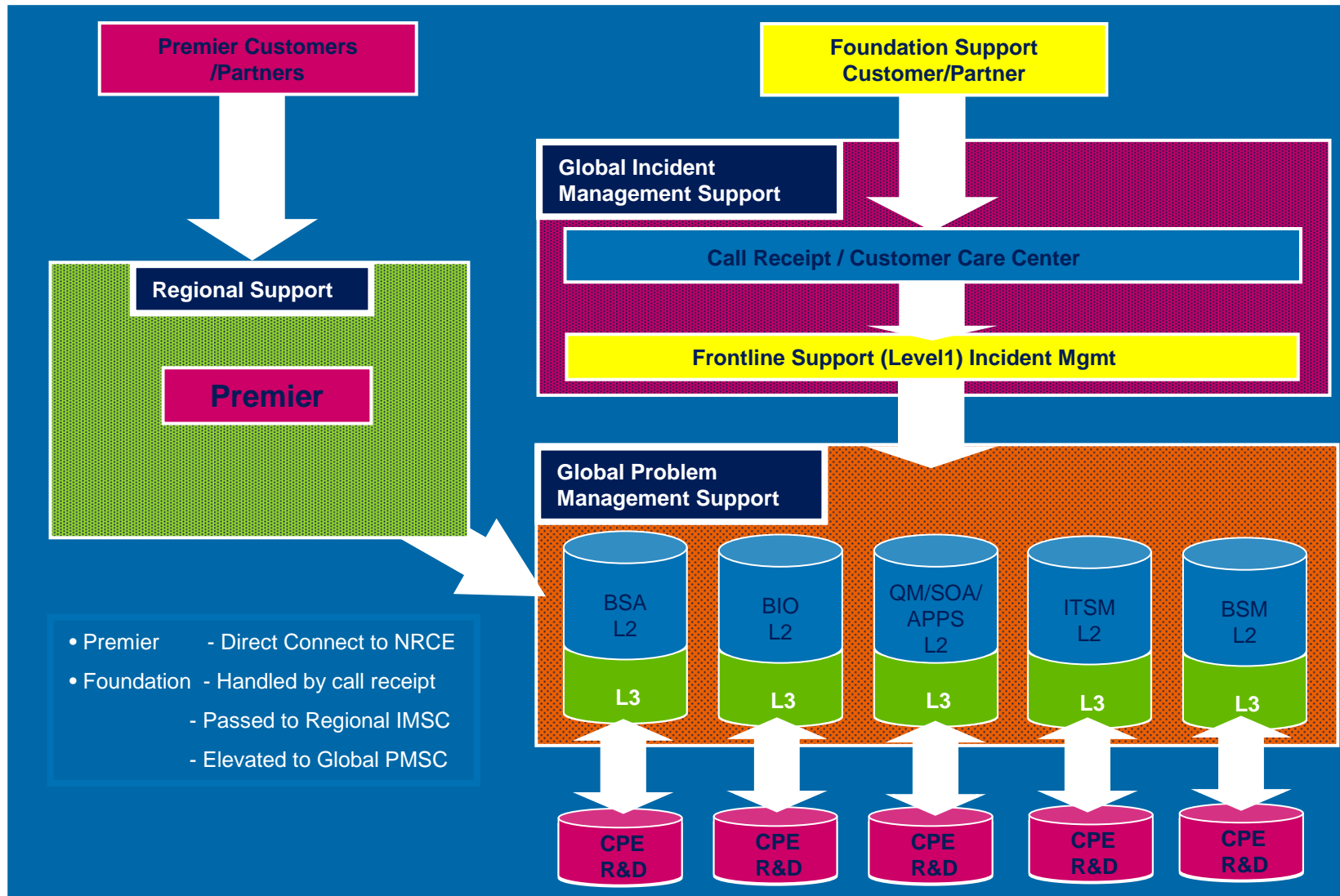
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# Global SW Support/Service

> 2000 SW Service Mitarbeiter weltweit



# HP Software Support Process Flow



# Customer Feedback



1. Challenges accessing Support
2. First contact with Support is not meeting customer expectations
3. Time- to-resolution is too long
4. Have to escalate in order to resolve issues
5. Web infrastructure is unreliable and does not meet needs

# Customer Feedback

## 1. Challenges accessing support

- SAID (Support Agreement Identifier) is not working:
  - 74% of SAID contract issues now resolved
  - 100% resolution of SAID issues should be fixed by now
  - Acquisition integration process changes will address root cause solution
- SSO (Software Support Online) is unreliable:
  - IT is implementing end-to-end application level monitoring (*not only portal monitoring*)
  - Actively resolving a network problem that has affected EMEA
  - Short and long term SSO improvements in progress

What this means for you: Improved functionality, faster access, and improved short term and long term portal experience

# Customer Feedback

## 2. First contact with support is not reaching customers expectations

- Increasing resources in the regional Incident Management Support Centers (IMSC's) to ensure we provide the coverage needed
- Call handling improvements:
  - Simplification of the existing process
  - Improvement in call-flow
  - Best in class industry infrastructure – support specific
  - Clear process ownership
  - Address after-hours process disconnects

What this means for you: Improved responsiveness and problem solving at first point of support contact

# Customer Feedback

## 3. Time to resolution is too long

- Headcount growth in Support over the next months
- Increased training investment; mandatory 15-days annual education per engineer
- Implementation of consistent processes and internal Service Level agreements between Support and R&D

What this means for you: Faster time to resolution

# Customer Feedback

## 3. Time to resolution is too long

- Developing additional dedicated Premier resources in delivery teams
- Separate delivery model for Premier and Foundation
- Improve the 'Follow-the-sun' process

What this means for you: Faster time to resolution

# Customer Feedback

4. Have to escalate in order to resolve issues

- Use the Duty Manager
- Use the Escalation Management
- Support Handbook

# Customer Feedback

## 5. Web infrastructure is unreliable and does not meet my needs

- Improve Portal experience (April 2008)
  - Discussion Forums now available
  - Improve Search features including natural language search
- Ongoing Portal Stability Improvements (May-November 2008)
  - Improve process & tools for large files transferred between customer and HP
  - Automatic notice when a case is updated
  - Search by Customer Case number and Support Agreement Identifier
  - More informative Auto e-Mail, including: incident number, title/description & status
  - Legacy cases visible on web
  - Fix broken links in Knowledge Base (KB) articles
  - One click interface to request Duty Manager

# Future On-line Investment

- Investment in Knowledge Centric Support
  - Aggressive implementation across all Support engineers
  - Roll-out of user forums for expanded knowledge collection
- Strategic investment in Web 2.0 portal
  - **Empowerment:** customers become partners in the support process- manage their own experience & contribute their knowledge and content.
  - **Personalization:** dynamic and adaptive portal with information and capabilities relevant to customers individual preferences based on stored profiles
  - **Collaboration:** a model where collective intelligence is leveraged by all parties to work together to quickly address complex issues
  - **Integration:** context aware and seamless transition across multiple channels to access knowledge and expertise

What this means for you: Meeting your current and future on-line requirements

# Support Investment Summary

1. Improve access to Support
2. Improve first contact with Support
3. Improve Time- to-resolution
4. Communicate Escalation process
5. Improve web infrastructure



# Q&A

Fragen dazu?

