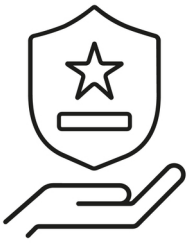
HP 2 year Priority Management Plus Service



Marke : HP **Artikel-Code:** UN9F9E

Produktname : 2 year Priority Management Plus Service

- Technischer Support für die IT
- Weltweites Erlebnis
- Direkter Zugang
- Tools für Online-Fallmanagement
- Zugewiesener Support-Ansprechpartner
- Proaktiver Support-Plan
- Problemmanagement
- Teilepriorisierung
- Performance-Management

2 year Priority Management Plus Service

HP 2 year Priority Management Plus Service:

HP Priority Management Service bietet alle Merkmale des HP Priority Access Service – wie direkten Zugang zu hochqualifizierten Agenten für den Remote-Support und ein weltweit konsistentes Erlebnis, verfügbar in mehr als 60 Ländern und mehr als 20 Sprachen. Darüber hinaus profitieren Sie von einem globalen HP Support-Manager direkt in Ihrer Region, der Ihre globalen Support-Anforderungen verwaltet und proaktiv plant. Zudem beinhaltet der Service einen vorrangigen Zugang zu Teilen, Leistungsüberwachung, Berichte an die Führungsebene und proaktive Support-Planung.[1]

Merkmale	
UNSPSC-Code	81111812
Lieferanteneigenschaften	
Ort der Serviceerbringung	Remote
Garantieumfang	Unabhängig von Garantie

Lieferanteneigenschaften	
Abdeckungsdetails	Standardarbeitstage - 9 Stunden
Dauer	2 years
Reaktionszeit	Nächster verfügbarer Agent
Servicemethode	Telefon

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