



# HPE Global Call Management Service

## Support Services

HPE Global Call Management (GCM) Service provides enterprise customers, who meet certain criteria, with a single point of entry to Hewlett Packard Enterprise for Service related activities.

The service will log, route, and manage support calls placed on HPE supported products, as initiated by a customers designated centralized help desk.

The HPE GCM Service has the capability to manage requests for product replacement, software assistance and Install, Move, Add, Change (IMAC) support on equipment covered by an HPE hardware, software, and/or IMAC service support agreement. GCM supports both HPE branded and multivendor equipment.

A single telephone number connects you to the HPE Global Call Management team, who will log, route, and monitor service requests and, if necessary, escalate them as appropriate. In addition to phone access, the GCM team has the capability to accept service requests electronically, by ITRC or HPE Case Exchange.

When a customers centralized help desk contact makes a request for service, the HPE GCM team verifies the contact information, validates the service entitlement of the product for which service is being requested, and routes the call to either the Country Foundation / Advanced Solution Center or an authorized HPE service provider. The GCM team will monitor the call to verify that the proper level of support is being provided. Escalation, when required, is initiated proactively by the GCM team or at the request of the customer help desk. The local HPE service specialist will notify the GCM team once the problem has been resolved and, optionally, the GCM team can contact your help desk with closure details if required. The GCM Service covers Foundation Care and the reactive elements of "Call to Repair" and "Proactive Care" Service elements. It is important to note that the Service should not be used where the customer has enhanced / predetermined Service Level Agreements with HPE TSS.

### Service benefits

HPE Global Call Management Service:

- Provides customers a single point of contact into HPE for Service events
- The GCM process hugely reduces customer complexity and resources in managing Global Service events
- Allows customer IT resources to focused on their core tasks and priorities, HPE GCM manages the entire Service event
- Provides customers with a choice of mediums through which your service requests may be logged
- Worldwide entitlement verification, call routing and monitoring and escalation as required

**Table 1. Service features**

Feature	Delivery specifications
<b>A designated call management team and single point of contact</b>	Hewlett Packard Enterprise provides a designated call management team as a single point of contact to entitle, log, route, monitor, and escalate (if necessary) service requests worldwide.
<b>A single telephone number</b>	Hewlett Packard Enterprise provides the Customer's help desk with a single telephone number to be used to contact the GCM team for the purpose of logging or requesting status for hardware and software support calls.
<b>Multiple methods for logging your service requests</b>	In addition to requesting service via telephone, the Customer's help desk can take advantage of electronic call logging, e.g., ITRC or HPE Case Exchange.
<b>Worldwide entitlement verification</b>	The GCM team will perform service-level entitlement for the Customer's hardware and software on a worldwide basis.
<b>Worldwide call routing</b>	Calls will be routed directly to the delivery country in which the supported Hewlett Packard Enterprise or multivendor products are located.
<b>Worldwide call monitoring</b>	All calls will be monitored to verify that professional attention is provided in response to the Customer's request for service.
<b>Worldwide call escalation</b>	The GCM team will, provide proactive call escalation.

## Service limitations

- Requests for service are accepted only from the Customer's designated and agreed central help desk contacts as agreed to by Hewlett Packard Enterprise.
- The GCM team is a non-technical call management process only, technical issues are passed to the relevant Foundation / Advanced Solution center.
- Service provided in support of the Customer's equipment is based on the level of support for which there is a contractual agreement with Hewlett Packard Enterprise within the country in which the equipment is located.
- The GCM team does not directly transfer service requests to a resident or local customer service engineer.
- HPE GCM Service is not a substitute for HPE Mission Critical Service or other similar levels of service. GCM should not be used where the customer has enhanced / predetermined Service Level Agreements with HPE TSS.
- In-country service is performed based on the standard local service delivery processes and capabilities.
- GCM support for Software Technical Support service obligations is limited to the default remote response time of "Standard Response."
- Support of IMAC service requests cannot be purchased as a standalone service. All of the supported equipment must also be covered by a hardware and/or software service support obligation.
- Services rendered per an IMAC service request will be billed per the Customer's contractual IMAC agreement.
- Service reporting is not a deliverable of this service.
- The implementation time for the GCM Service is dependent on verification that the prerequisites have been met and that entitlement testing validation is successful.
- The GCM team does not interface directly with partners or third-party vendors.
- No event monitoring is performed for Software Technical Support calls.

## Prerequisites

- The Customer must have a WW or as a minimum, regional centralized help desks that will take responsibility for logging service requests to the GCM point of contact.
- All equipment covered under this service must have an active HPE Hardware Maintenance Onsite, Hardware Maintenance Offsite, and/or Software Technical Support service obligation. This obligation can be in the form of an active HPE warranty, Packaged Service, or other HPE service agreement and must be purchased in the country in which the equipment resides.
- Support for IMAC service requests can only be supported if the Customer has a hardware and/or software support agreement in addition to a separate IMAC support agreement.

## Service eligibility

- Only equipment that has an active HPE Hardware Maintenance Onsite, Hardware Maintenance Offsite, and/or Software Technical Support service agreement, warranty or Packaged Service is eligible for this service.
- To be eligible for this service, the Customer must have a WW or Regional centralized help desk that supports its end users.

## Customer responsibilities

The Customer must:

- Contact the GCM point of contact via phone or per the agreed-upon electronic method—e.g., ITRC, HPE Case Exchange, etc.—for the purpose of logging service requests
- Provide accurate call details when requesting service, including identification of product serial numbers, service contract ID, equipment location, and the 8-character Customer Tracking Number (CTN) as provided by Hewlett Packard Enterprise
- Contact the GCM team point of contact when requesting status information for logged service events
- Adhere to licensing terms and conditions regarding the use of any Hewlett Packard Enterprise service tools used to facilitate the delivery of this service, if applicable
- Provide alternative contact names and phone numbers in support of Hewlett Packard Enterprise's "diagnose before dispatch" call-back process
- Prior to implementation of the service, provide an equipment list to Hewlett Packard Enterprise that includes the model number, serial number, and location of each device for which the GCM service is being requested
- Provide an update to the Hewlett Packard Enterprise account representative whenever a change is made to the number and/or location of HPE supported products to be covered by the GCM service
- Ensure that all Hewlett Packard Enterprise Packaged service obligations have been registered within the country in which the supported equipment is located
- When logging requests for service via the IT Resource Center (ITRC) or HPE Case Exchange, use the special routing code or select the appropriate GCM queue, and provide the unique 8-character Customer Tracking Number (CTN) as provided by Hewlett Packard Enterprise
- Communicate in English when contacting the GCM team
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met

## Coverage

Requests for service can be made to the GCM team on a 24x7 basis. However, service will be delivered under the terms and conditions of the service-level agreement associated with the product for which service is being requested.

## **General provisions/Other exclusions**

- English is the only language to be used when communicating with the GCM team.
- Hewlett Packard Enterprise's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data the Customer provides to HPE.

Activities such as, but not limited to, the following are excluded from this service:

- Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software
- Service required due to causes external to the Hewlett Packard Enterprise maintained hardware or software
- Routing of Hardware Maintenance Onsite, Hardware Maintenance Offsite, and/or Software Technical Support service requests for equipment not covered by an active HPE warranty or service maintenance agreement

## **Ordering information**

To purchase this service, contact your Hewlett Packard Enterprise Account Team representative and mention the HPE Global Call Management Service and service ID HA184BC.

## **For more information**

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

[www.hpe.com/services/support](http://www.hpe.com/services/support)

