

# HP Software Client Product Support

Peace of mind with access to experienced consultants



It's simple. We offer 24x7 and 9x5 direct support with quicker response times, accelerated escalation, shorter resolution times, and 100% customer satisfaction. With expedited escalation path to Tier 2 & Tier 3 contacts and access to experienced consultants, we know you'll experience peace of mind with ResultsPositive's HP Product Support.



## HP Customer Support Partner of the Year 2013 & 2014

*ResultsPositive is a leader in IT Management consulting delivering Strategy, Planning, and Governance, Project & Portfolio Management, IT Financial Management, Business Intelligence, Mobility, Application Lifecycle Management, and Cloud & Automation solutions to medium sized and Fortune 500 companies.*

*As both a HP Platinum Business Partner and HP ASMP-S Support Provider, ResultsPositive has the experience, support, and training necessary to simplify your complex IT processes.*

**Get Connected**  
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Make a **Difference**



## Direct Product Support

With 24/7 and 9x5 Direct Support, ResultsPositive can receive, respond, and resolve all customer requests. As a HP Platinum Partner, ResultsPositive has the ability to escalate product defects directly with HP Product Support, ensuring our clients receive top priority resulting in quicker resolution. With ResultsPositive, you're never in the dark as we provide our clients with constant updates and reports until your request is completely resolved.

## Accelerated Product Support Escalation

ResultsPositive is committed to achieving 100% customer satisfaction by providing effective and timely solutions to our customers' needs. As a HP Certified ASMP-S Tier 1 provider, ResultsPositive can escalate your status with HP Tier 2 and Tier 3 contacts leading to an accelerated resolution.

## Continued Access to HP Support Knowledge Base

As a RP Support Customer, your organization will now have ResultsPositive's award winning support as their first point of contact while maintaining access to HP's comprehensive support knowledge base, patches, services packs, and upgrades. With ResultsPositive Client Product Support, customers can experience the peace of mind that comes from experienced consultants providing shorter resolution.

