

Orasi HP Customer Support FAQ

Which HP products are eligible for maintenance under an Orasi ASMP-S Support contract?

HP Performance Center

- HP Diagnostics software
- HP LoadRunner software
- HP Performance Center Software

HP Quality Center

- HP Business Process Testing software
- HP Functional Testing software
- HP QuickTest Professional software
- HP Service Test Management module
- HP Service Test software
- HP TestDirector for Quality Center software
- HP WinRunner software

“Customer success and satisfaction are paramount and are the ultimate goals of our business. Supporting our customers is both a privilege and a responsibility; therefore, we make a genuine commitment to always strive to exceed customers’ expectations.”

What is the price difference between Orasi Support and HP support?

Currently the costs are the same.

What level of support does Orasi offer?

Orasi will provide Tier-1 level technical support and will act on the customer’s behalf to submit cases to tier-2 support within HP.

Is a single contact required to contact Orasi support, or can multiple people using the tools contact Orasi?

Multiple contacts within a single customer can contact Orasi support, as long as the products they are using are covered under the Orasi contract. This will be limited to 3 contacts per location per product; one primary and 2 secondary.

Is everything that I get with HP support included in a contract with Orasi, or is something missing from Orasi support?

With Orasi support, customers receive the same support HP offers with everything included. If the solution to a problem warrants Tier-2 involvement, Orasi has direct access to Tier-2 and above support on the customer’s behalf.

Can I still use the HP/Mercury knowledgebase when my support is through Orasi?

Yes, a special “Client Access Key” provided to Orasi support customers allows access to the HP Software Support Online web site. This key enables customers to access any of the ‘self serve’ services offered on the HP Support web site, including the current incarnation of the Legacy Mercury knowledgebase.



What are the hours of Support through Orasi?

Monday through Friday from 9am to 6pm Eastern time.

How will customers access Orasi Customer Support?

Currently, the primary method customers use to contact Support is by telephone (678-819-5315) or email (HPsupport@orsi.com).

Will customers be notified by Orasi or HP of automatic upgrades?

Under HP's new Software upgrade process, customers must request upgrades. Customers will still follow this process directly through the HP web site.

What is the escalation path of a case?

The case is logged with Orasi. If the Orasi assigned engineer cannot resolve the issue, and verifies that a change or enhancement request has not already been logged to HP Support for the issue, he/she will log the issue with HP Tier-2 Support directly. The HP Tier-2 response SLA with Orasi is 2 hours for a response to a Tier-2 case logged by the Orasi engineer. If Tier-2 response is not satisfactory, your Orasi Support Representative will take appropriate action to begin the HP Support escalation process.

For more information or to sign up for HP Software Support provided by Orasi, email sales@orsi.com or call 678-819-5300.

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About Orasi

Orasi provides comprehensive consulting and training services to support proven processes and best-of-class technologies. Orasi is an HP Software Platinum partner, and our experienced trainers and consultants enable customers to realize the benefits of effective processes supported by trained personnel and the right technology. We help organizations build higher quality products, from needs assessment and strategic consulting to technical implementation.

Whether you want to improve current processes and workflows or bring employees up to speed on proven practices and technology, Orasi helps you manage your people, processes and technologies to ensure success. With Orasi, you'll gain a competitive advantage and realize a return on your technology investments throughout the development cycle.

