



## Faster Route to Resolution!

The HP Enterprise Software Support Delivery Organisation is continually striving to improve customer satisfaction. In line with this we are excited to announce the launch of our new customer call centre for HP Enterprise Software Support customers.

### PRIMARY route to HP Enterprise Software Support

Our customer Support website "Software Support Online" (SSO) is a fast and efficient way to access interactive technical support tools needed to manage your business.

This is your primary route for incident reporting, resolution and general information

### SECONDARY route to HP Enterprise Software Support

Based on your valuable feedback, we want to improve customer experience when contacting us by phone for incident reporting, resolution and general information. You will notice that some of your contact numbers to reach the new customer call centre have changed. Please remember to listen carefully as your menu options have also changed. These numbers are also relevant to HP Exstream customers.

### Benefits to you

- Faster direct route to your HP Enterprise Software Support Product Expert
- Local numbers\*
- Local language for first contact\*\*

[Click here for detailed list of Country Contact Numbers](#)

#### Some menu options have changed

\* Country dependant

\*\* Languages available in English/German/French/Italian/Spanish/Russian

\*\*\* For French and Italian speaking customers residing in Switzerland please call the International number on the "Detailed Contact List"

Knowledge at your fingertips: Customer Support Handbook



### Country Contact Numbers

Country	Contact No.	Go live date
Russia	+7 (499) 922 1611	4th May 09
Spain	+34 912 754 999	11th May 09
Italy	+39 029 148 3462	18th May 09
France	+33 (0) 825 004 123	25th May 09
UK	+44 (0) 870 842 2330	1st June 09
Ireland	+353 1850 924 590	1st June 09
Germany	+49 (0) 1 805 332 525	29th April 09
Austria	+43 (0) 8 1000 2000	29th April 09
Switzerland ***	+41 (0) 848 800 724	29th April 09
All other countries**	+44 (0) 203 027 7238	8th June 09

### Detailed Contact List



If you would like to unsubscribe please click here.

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