



HP Support Contract Assistant for Online Access to Your Support Agreements

With HP Support Contract Assistant (SCA), you get 24-hour online access to:

- Review, revise, and renew your support agreements
- Make contract changes or add products
- Review invoice, billing, and payment details
- Determine product support or warranty expiration dates
- Download or export data as needed

The challenge

Depending on your environment, managing service contracts can be cumbersome and time-consuming. Even with the best intentions, phone tag, faxes, and lost communications may happen. In the age of information, it's time to be fast and efficient.

The solution

- HP Support Contract Assistant (SCA) is an innovative site on the World Wide Web where IT managers, IT professionals, contract administrators, and purchasing agents can manage their HP support environment with ease.
- Friendly and intuitive, SCA offers a fast, convenient, and secure way to review, revise, and renew your HP support agreements online.

Who benefits?

Whether the goal is planning IT support budgets, reducing administrative processing time, renewing or having direct access to contracts, decreasing staff involvement, or keeping track of support coverage, the bottom line is that everyone sees the benefits of working online with SCA.

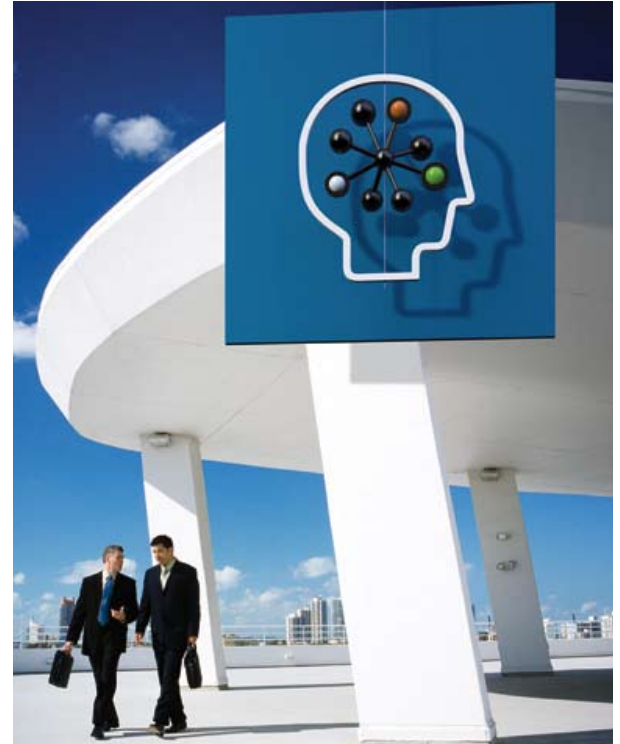
Service overview

Increased productivity

- Eliminate the need to send written communications to HP or wait for return phone calls.
- Benefit from SCA's ongoing evolution; key enhancements were recently put in place, and more will be implemented in the coming years. SCA is fundamental to personal productivity.
- Get help from online chat representatives during business hours, in countries where offered.
- Quickly perform each phase of the contract management process online—reviewing your contract details, making any changes necessary, and renewing your contracts when ready.
- Renew your contract online immediately on receiving your renewal notification, and then view your new contract online; HP won't bill you until your existing contract expires.

Higher accuracy

- Keep your contacts up to date by going online and making updates as changes happen in your IT environment.



- Make your changes online in field-driven forms that make it easy for you to clearly communicate what you want changed.
- Receive timely acknowledgments of every transaction you enter—SCA systematically tracks the history and status of the work you have done on your contracts.

Contract management simplified

- SCA proactively notifies you when it is time to renew your contracts. This helps assure you of continued service without interruption and verify that all your critical equipment is adequately covered.
- Customizable download and export capabilities provide you with just the contract details you want.

More flexibility

- Work from wherever you are, whenever you wish, 24 x 7.
- SCA is a worldwide tool, available free of charge in 67 countries and 27 languages.

Security

- The SCA website uses advanced encryption software—plus, you supply a password of your choice and use it to access your contract information.
- You control user access locally, deciding who can review, who can modify, and who can renew your company's SCA contracts.

Customer praise for SCA

"It is a very useful system that lets me see the current state of our contract at any given time."

Sharon Bartlett

IT helpdesk administrator
Oxoid Limited

"A fast and convenient online tool ... SCA enables us to go online and review, revise, and renew our contracts whenever necessary."

Lim Lee Chuan

Information resource manager,
support & maintenance
Nokia Mobile Circuit Core Networks

How to get started

To experience HP Support Contract Assistant, please visit our website at www.esca.hp.com and select "Register Now." Once you have submitted your online registration, HP will process your request and contact you with login information.

Need more details?

See an automated demo, check out the training materials, or read the FAQ for more details at <http://h10076.www1.hp.com/education/sca/sca.htm>

See you online!

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