

Revolution IT » Product Support

HEWLETT PACKARD ENTERPRISE (HPE) SOFTWARE

Leverage Revolution IT's capacity to resolve technical issues quickly and reduce costs to get the best value out of your HPE software tools investment.

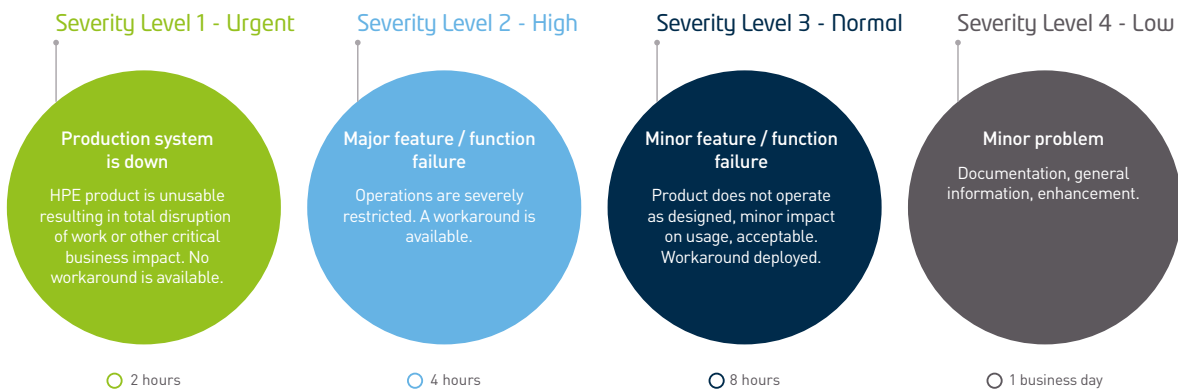
As a HPE platinum and preferred support partner, Revolution IT's Product Support team is committed to ensuring your success. Based in Australia, our team of knowledgeable support engineers provide you with first level technical support for the following HPE products:

- HP Quality Center (QC)
- HP Application Lifecycle Management (ALM)
- HP QuickTest Professional (QTP)
- HP Unified Functional Testing (UFT)
- HP LoadRunner (LR)
- HP Performance Center (PC)

Revolution IT's product support team is dedicated to assist you with your product's technical needs and questions, including software license enquiries. We strive to help you solve issues promptly and professionally. If your support case cannot be resolved by our product support team, it will be forwarded to HPE Second Level Support with high priority. Revolution IT will follow up your case to ensure you are receiving the best possible customer support and technical care.

SERVICE LEVEL OBJECTIVE (SLO)

To ensure an appropriate and timely response, each support case is logged with a severity level ranging from 1 to 4.



HOW TO CONTACT US

Email: support@revolutionit.com.au

Phone: 1300-ASK-REV (1300-275-738)

Revolution IT's Product Support operating hours are Monday to Friday, 9am to 5pm (AEST); excluding Australian public holidays. Please ask for "Revolution IT Product Support" when logging a case by phone.

LOGGING A NEW SUPPORT CASE

When logging a new support case, please provide:

- Your contact and company information
- HPE Service / Support Agreement ID (SAID).
- Problem descriptions:
 - > What is the problem or issue?
 - > What are the expected and actual results?
 - > What are the symptoms?
 - > Is it affecting single or multiple users?
 - > Is it affecting single or multiple machines?
- Nature of the problems:
 - > When did the problem begin?
 - > What has changed since it last functioned?
 - > Can the problem be reproduced?

