

Orasi Platinum Support

As an authorized HP Software & Solutions support provider, Orasi provides responsive, local support for HP's business technology optimization (BTO) solutions. As an extension of this support, Orasi offers an additional option called Platinum Support that provides expert professional services delivered remotely via the telephone and web conferencing. Platinum Support packages are intended for customers who need support services beyond those offered by HP Software and Orasi's standard product support and maintenance packages. Orasi's Platinum Support packages are available regardless of whether you purchase your standard product support from HP Software or Orasi.

“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.”

The following services are available to Orasi Platinum Support customers:

General:

- General advice concerning architecture and design of solutions
- General introductory-level mentoring on how to use HP products
- Review of plans for architecture or deployment
- Debugging of functionality of custom-authored scripts or workflow
- General configuration questions for non-HP software (e.g. operating system, database, third-party applications)
- Requests to create or debug custom reports
- Quality assurance, testing, and requirement process assessments

HP Quality Center:

- Installation and upgrade services
- Mentoring on end user and admin tool functionality
- Assistance in creating template projects
- Workflow creation and troubleshooting
- Quality Center/quality assurance assessment

HP QuickTest Professional:

- Installation and upgrade services
- Mentoring on basic and advanced tool functionality
- Mentoring on automated testing methodology and best practices
- Automation readiness assessment
- Automation project estimation
- Automation framework creation
- Automated script creation and troubleshooting



HP LoadRunner/HP Performance Center:

- Installation and upgrade services
- Mentoring on basic and advanced tool functionality
- Mentoring on performance testing methodology and best practices
- Performance testing assessment
- Performance testing planning services
- Script creation and troubleshooting
- Analysis mentoring
- Project-based performance testing services

Each Orasi Platinum Support package includes a defined number of hours, and additional hours can be added during the term of the agreement at a specified rate. Some services may require scheduling of the best qualified expert to help with a particular need. Platinum Support Services may be scheduled for after hours or weekends.

Orasi Platinum Plus Support

Orasi Platinum Plus Support includes all of the features and benefits of Platinum Support plus onsite days. Platinum Plus services are delivered onsite in increments of 1 day, and can be scheduled on weekends with no additional charge. Advanced scheduling will be required depending upon needs and resource availability. Reasonable travel and lodging expenses, plus a per diem for meals, will be billed to the customer.

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

**HP Software
Platinum Business Partner**



**HP Support Partner
of the Year 2009**



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.