

Orasi Customer Support

Your Alternative for HP Software Support

You now have a choice in support providers for HP testing tools. Orasi Software, Inc., through its partnership with HP Software, will provide responsive, local software support for test management, test automation, and performance testing tools. A trusted business partner for automation implementation and quality assurance process improvement, Orasi will also be your single point of contact for issues that are escalated to tier-2 support within the HP Software & Solutions Support Organization.

Orasi support engineers are true experts in the HP product line and key related technologies. Support engineers have full accountability for the resolution of an assigned case, acting as the customer's single point of contact and coordinating the efforts of local support teams, and HP Support.

"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."



Products

Orasi Customer Support will conform to HP certification requirements for each supported product. All of the HP testing products sold by Orasi can be covered under Orasi support. This includes:

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

HP Performance Center

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

Features

- Responsive** Phone and email access to support engineers with response time of 2 hours or less
- Local** All US-based staff, with no offshore resources used
- Experienced** Knowledgeable engineers with years of experience supporting and implementing HP testing products
- Versatile** An experienced staff able to complete implementations as well as offer onsite support on request
- Familiar** Online access to HP Software's knowledgebase and other tools that you have always used for self-service tasks
- Affordable** No additional maintenance costs
Competitive discounts on HP product re-orders
- Proactive** Notification of new product releases, patches, etc.
Account advocacy and case history monitoring
- Personal** An effective collaboration between our support experts and your IT personnel will quickly turn into intimate knowledge of your unique and complex IT environment

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

