



HP-Authorized Support by Genilogix

For high-quality support of HP Software products, choose Genilogix, an HP Software Authorized Services Management (ASMP-S) and Platinum Partner. Get expertise from someone who already knows your business and IT environment.



Benefits

- Single source for HP Software support, updates, product resale, and services
- Unparalleled product knowledge
- Fast resolution time
- Engineers who take ownership of your issues
- HP Software product and documentation updates
- Access to HP KnowledgeBase

Products supported

- HP Quality Center & ALM
- HP LoadRunner & Performance Center
- HP Unified Functional Testing (QuickTest Professional & Service Test)
- HP Business Process Testing
- HP Business Availability Center
- HP SiteScope
- HP Diagnostics
- HP Project & Portfolio Management Center
- Genilogix QC eApprove
- Genilogix QC vLab
- Genilogix QC Mobile
- Genilogix QC Workflow Accelerator

The best alternative to direct support from HP

The ASMP-S Program represents the highest level of collaboration between HP and specially selected software business partners for the delivery of HP Software support.

- Only those with a proven level of HP Software expertise can become an ASMP-S partner—and they must be able to provide comprehensive support on a range of HP Software products. This includes providing HP Software updates.
- ASMP-S partners must have the skills, infrastructure and professionalism to interact with customers effectively—and demonstrate a commitment to fulfilling the high service standards you expect.
- ASMP-S partners have been fully endorsed by HP for their competence in delivering HP Software support.

Choose a single point of contact for all your support needs.

- As a Genilogix support customer, you will be working with a complete end-to-end solution provider that will support every aspect of your business computing needs.
- Genilogix will stay with you throughout the solution lifecycle—from design and deployment to support and maintenance.
- As a result, Genilogix will have a complete understanding of your IT environment and challenges in order to deliver a more effective level of support.
- On your behalf, Genilogix has direct access to the massive HP Software support infrastructure—which comprises over 800 technical support engineers in 65 countries.
- HP enables Genilogix to provide you with the most current support by granting us direct access to HP support experts, specialized knowledge and training resources.

For more information, call +1 (800) 780-5110 or visit <http://www.genilogix.com>

Technology for better business outcomes



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About Genilogix

Genilogix is an Inc 500 information technology company that optimizes quality, performance and availability in business applications. In addition to being an HP-authorized support provider, Genilogix is one of a small number of Platinum Partners and the only one that provides add-in products for Quality Center, LoadRunner, Performance Center, Business Availability Center, and SiteScope. Our intimate knowledge of the HP Software products from a development and implementation perspective lead HP to invite Genilogix to become an ASMP-S partner in 2007.

Based out of suburban Philadelphia, Genilogix's support center employs the latest technologies to help resolve customer problems quickly. Every supported version of the HP Software tools is available in our virtual lab based on VMware vCloud Director. When necessary, Genilogix support engineers can leverage this system to isolate problems and even share the environments with other HP engineers. Citrix GotoMeeting is also used to setup web meetings so that the Genilogix support engineer can see the customer's screen and work through issues more quickly.

"As a company of technical people, when we need help, we really appreciate the ability to quickly reach someone who cares about solving our problems. The same people who support our top product experts internally are the people who work with our customers." said Chris Emerson, Genilogix's Manager of Technical Support. "We've been working with a lot of the same companies for years. It's allowed us to really get to know the people and environments."

For more information or to sign up for HP Software Support provided by Genilogix, Call +1 (800) 780-5110.

**Elite Partner
Software**



To learn more, visit www.genilogix.com

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4AA1 7559ENW, December 2009