



Spectrum Systems Technical Support Center

Offering You the Highest Level of Technical Support from Experienced, Accredited US-based HP Experts

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Spectrum Technical Support Includes:

- Personalized HP technical support from specialists with the highest level of expertise and certification
- Experienced, US-based, product-specific HP-accredited specialists who are familiar with your business and IT environment
- Immediate, 24x7 access to an online knowledge base, frequently asked questions, technical forums, software downloads, and support requests
- Comprehensive advice on software features, installation, configuration, and use
- Expedited technical escalation management and support



As an approved reseller of HP software support through the HP Authorized Services Management Partner (ASMP-S) program, Spectrum offers US-based, HP-qualified and certified technical support of the HP Application Lifecycle Management (ALM) product suite. Spectrum is certified to provide personalized, comprehensive technical support for the following HP products:

- ALM for Quality Center
- Unified Functional Test
- ALM for Performance Center
- LoadRunner



The HP ASMP-S program represents the highest level of collaboration between HP and specially selected software business partners for the delivery of HP software support. As an HP ASMP-S partner, Spectrum has the skills, infrastructure, and professionalism to provide a complete end-to-end solution that supports every aspect of your business computing needs. Our personalized approach means we are familiar with your business and specific IT needs. In addition, we have direct access to the comprehensive software support infrastructure, including HP support experts, specialized knowledge, and training resources.

US-Based, 24x7 Support Via Phone, Email, or Web

Spectrum offers access to experienced, US-based, product-specific HP-accredited specialists who are available during normal business hours. They offer the highest caliber of technical advice, trouble shooting, and technical escalation management.

In addition, technical support includes 24x7 access to Spectrum's online support center, which includes a knowledge base, technical forums, a database of frequently asked questions, and other online resources to provide problem troubleshooting and resolution. Users can also download software upgrades and submit help tickets and support requests online.

Accessing Spectrum Technical Support

Spectrum's technical support and service can be accessed as follows:

Online: Visit <http://www.spectrum-supportcenter.com> (login ID and password required). Online support is available 24x7.

Email: Send an email to helpdesk@spectrum-systems.com.

Telephone: Call 800-929-3871 or 703-591-7400 and select option #3, "technical assistance." You will be directed to one of our US-based HP certified support specialists who can assist you with your request during normal business hours.

For More Information

For more information, please contact salesinfo@spectrum-systems.com