

# Technical Support for HP Testing Tools

Award-winning, personalized support from experienced, US-based experts

Integrio offers personalized US-based, HP-qualified and certified technical support for the HP Application Lifecycle Management (ALM) product suite.

As an HP partner, Integrio 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 IT specific needs. In addition, we have direct access to the HP comprehensive software support infrastructure, including HP support experts, specialized knowledge, and training resources. **Ninety-nine percent of our calls are solved by Integrio Technologies support, without the need for vendor escalation.**

## Comprehensive US-Based Support

Integrio offers access to personalized, 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 Integrio'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.



## What Customers Are Saying

From the Department of Interior:

*"I want to thank Integrio Technologies for going above and beyond..."*

*[Integrio Technologies] was right there every step of the way with timely and accurate answers to our concerns. This is just the latest incident [of] excellent service ...[It is an] example of what we desire in our support organization and [you] should be congratulated for always providing a job well done."*

From NASA:

*"Superior experience in dealing with this issue."*

From the Department of Defense:

*"Thanks for your great support. Just wanted to let you know what a great help [your tech support] was, and that he spent numerous hours working with us, helping get us through a lot of errors/obstacles."*

From a Major Systems Integrator:

*"You folks are lifesavers!"*

## For More Information

To find out more about how Integrio can help you increase your customer satisfaction and customer-derived business value with your HP testing offerings, contact [salesinfo@Integrio.com](mailto:salesinfo@Integrio.com) or visit [www.Integrio.com](http://www.Integrio.com).

## HP Software Support Partner of the Year

Integrio 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

Integrio Technologies, an SBA-designated small business headquartered in Herndon, Va., is an IT integration and engineering company that offers reliable, cost-effective, secure solutions for organizations seeking to develop new capabilities and optimize legacy systems. Our company collaborates with its customers, partners and employees to provide outstanding cutting-edge solutions for network performance, secure wireless infrastructure, software application lifecycle support, and physical cyber security that support the missions of federal, state and local government agencies.

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