

HP "Support" for OpenVMS

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An interview with Ann Livermore. I find the last sentence of this clip rather telling.

<http://computerworld.com/action/article.do?command=viewArticleBasic&taxonomyName=hardware&articleId=29701>

Q: Expertise and quality are a big issue. Last fall, I spoke with two high-profile HP partners who are OpenVMS consultants. They said the support technicians in places like China and India don't have the required expertise and aren't getting the training they need. What's your response?

A: My view is that customer satisfaction and loyalty are at the heart of everything that HP does and stands for, and that the long-term success of almost any services business, and more broadly [of] almost any corporation, has to do with how well they satisfy customers.

No matter where your resources are, at times you'll have an employee who, for some reason, may not meet the quality or performance standard. What we try to do is take the feedback and address it. We actually followed up on the feedback from those partners to see if we had a training issue specifically with some individuals, or if we had a turnover issue, or what the nature was. In particular for our OpenVMS customers, we are very focused on our installed base. We want our installed base to be happy, and if or when they ever want to migrate, we want them to migrate to another HP platform.