



## Unleash the power of your HP ProLiant ML/DL/BL server infrastructure

When Technology works – Business works

### Overview

- Achieve your business priorities by leveraging HP expertise in technology services
- Improve efficiency, cut costs and use technology to accelerate business recovery and growth
- Reduce energy-related operating costs



## HP Technology Services

Your server, storage and network environment has seldom been more critical to your business. After all, what value is the business information in your systems if it is not readily available, accurate, current and dependable? When you buy server hardware, storage and software, it is a good time to think about services.

You need someone you can trust with your whole environment. With the right services, you can make sure you receive the highest possible return on your IT investment.

Across the globe, more companies rely on HP ProLiant tower, rack and blade servers than on any others.<sup>1</sup> In fact, they are much more than only servers. They provide a powerful, dynamic infrastructure that includes an outstanding virtualisation platform, integrated software to manage every aspect of the server environment and leading-edge tools to increase utilisation and decrease your power and cooling costs.

To complement the performance and reliability of these powerful servers, HP delivers complete, end-to-end life cycle services for your whole infrastructure – including servers, storage, networks and software. Instead of simply offering a few key services, we provide one of the most comprehensive sets of services available. By working with us, you can:

- Gain access to talented professionals with technical expertise and process excellence
- Speed and simplify implementation, maintenance and management
- Boost IT performance and availability
- Simplify multi-vendor services and support through single-source support agreements
- Meet your unique application availability and total cost of ownership (TCO) requirements
- Mitigate the business risks of unplanned downtime

Together with our worldwide network of HP Authorised Channel Partners – the largest in the industry – we strive to help you build an HP ProLiant and BladeSystem infrastructure that meets your business and IT needs now and into the future. You gain the strong global presence and proven experience of HP and the familiar local presence of our partners.

## Flexibility, choice and a single point of contact

Whether you are designing your HP ProLiant or Blade servers and environment from scratch, consolidating your existing infrastructure, or integrating a new technology into your existing infrastructure, HP Technology Services can provide a single point of contact for all your service support needs.

Our services experts work closely with you to select the type of service and support your business requires. Following are examples of service categories you might consider for your IT environment.

### HP Care Pack Services

HP Care Pack Services provide easy-to-buy, easy-to-use, scalable hardware and software implementation and support packages for your servers, storage, networking and industry-standard software. You can choose the type and level of service that is most suitable for your business needs. All levels offer high-quality technical assistance and operational excellence delivered by HP experts. In ProLiant environments, for example, you can choose HP Care Pack Services that help you implement virtualisation solutions, identify better power and cooling strategies, re-allocate computing resources to meet changing business needs and lower support costs. Through HP Care Pack Services, you gain access to experienced HP Call Center engineers for assistance with hardware and software features and use, problem diagnosis and resolution and software defect identification. In addition, you can receive software updates at substantial subscription savings.

### Monitoring and problem diagnosis services

HP Insight Remote Support (Insight RS) delivers automated support solutions for your HP servers and storage, 24x7, so you can spend less time solving problems and more time focused on your business.

HP Insight Remote Support software offers tailored solutions for both Small and Mid market as well as Enterprise customers. The software offers remote event monitoring with advanced fault detection and notification, generating service dispatches for issues on HP servers and storage. It helps resolve technical issues quickly and accurately without placing support phone calls delivering faster problem identification and resolution helping to reduce downtime. Available as part of HP Warranty, HP Care Pack and Contract. HP Insight Remote Support helps you gain control of your IT environment, do more with less and keeps your business up and running.

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<sup>1</sup> Source: IDC Worldwide Quarterly Server Tracker, CQ308

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## Assessment and planning services

With a clear focus on your strategic business objectives, our assessment services can create a technology roadmap that solves problems cost-effectively while building for the future. Assessment services can, for example, help evaluate your needs for enhanced security, improvement in data centre power and cooling, or the addition of virtualisation technologies.

## Proactive Select

HP Proactive Select – scalable, customisable consultancy and services. HP Proactive Select is a flexible way to purchase a wide range of consultancy options from solution design, assessments, IT performance analysis, ITIL service management best practices and education. You simply purchase a service credits package, providing as-needed access to HP consultancy expertise.

Each HP Proactive Select package provides:

- An assigned account support manager (ASM) focused on technical and operational improvement specific to your business environment. The ASM is responsible for and assists with the following activities:
  - Service activity selection and initiation
  - Proactive delivery planning
  - Delivering services or engaging resources for delivery
  - Delivery review

## HP Education services

In today's cost-conscious business environment, IT professionals, developers, consultants and users face an interesting challenge: how to keep up with the latest technologies and expand crucially important skills while delivering profitable results on current projects. To help address this challenge, HP offers innovative training solutions that help keep students up-to-date on server, storage, virtualisation solutions, Microsoft® and open source/Linux related topics without having to spend a lot of time away from business-critical activities.

## Startup and implementation support services

HP can provide cost-effective installation services for your whole server environment, including management software, connected storage, client PCs, workstations, mobile devices and peripherals. Basic installation services include equipment unpacking, inspection and assembly; system installation and testing; diagnosis; deployment of management tools; and configuration of operating systems and software. With respect to HP Insight Control packages, we assist you in configuring your management software and tools to enhance server monitoring, automatic software deployment, remote management and data centre power and cooling.

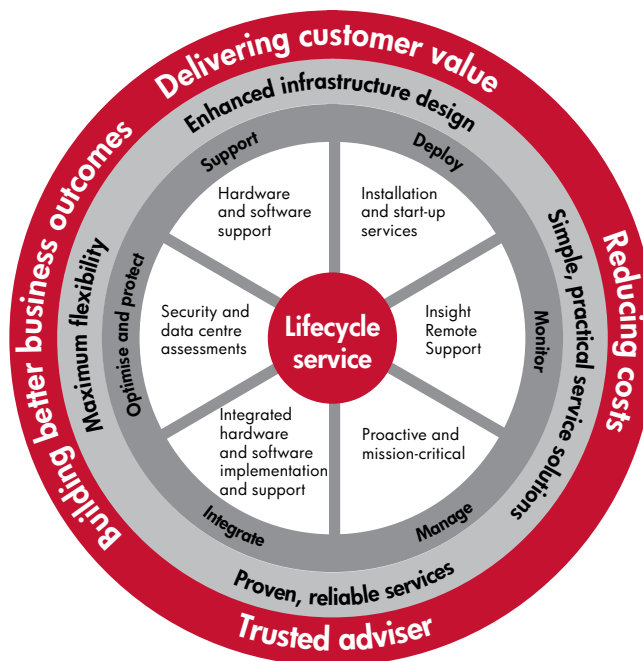
## HP Factory Express

To make your installation easier, faster and more efficient, HP Factory Express delivers a selection of configured, customised and integrated factory services. These packages allow you to choose how your solution is built, tested, integrated, shipped

### Services Lifecycle Support Solutions for HP ProLiant Servers

Plan and design	Assess and Improve	Integrate	Deploy	Support, monitor and manage
<ul style="list-style-type: none"> <li>• IT Service Management (introducing ITIL best practices)</li> <li>• Solution Design</li> <li>• Capacity Planning</li> <li>• Financial Services</li> </ul>	<ul style="list-style-type: none"> <li>• Energy Efficiency Thermal Assessment</li> <li>• Security Assessment</li> <li>• Information Lifecycle Management (ILM) discovery workshops</li> <li>• HP Education services</li> <li>• Proactive Select</li> </ul>	<ul style="list-style-type: none"> <li>• Factory Express – factory IT integration</li> <li>• Insight Software packages, installation and start-up</li> <li>• Integrated infrastructure installation and start-up services</li> <li>• SAN Solution services</li> </ul>	<ul style="list-style-type: none"> <li>• Server, enclosure, storage options, network switches installation and start-up and redeployment services</li> <li>• Networked storage installation and start-up</li> <li>• Operating system, middleware and virtualisation application software installation and start-up</li> </ul>	<ul style="list-style-type: none"> <li>• Proactive and Mission Critical support</li> <li>• Integrated reactive hardware/software support</li> <li>• Hardware and software support</li> <li>• Insight Remote Support</li> </ul>

Figure 1: Lifecycle services for HP ProLiant and BladeSystem servers



and deployed. That means you can receive ready-to-deploy solutions delivered directly where you need them. HP experts collaborate with you on your configuration needs – meeting your exact specifications so that you have a seamless experience from planning to implementation.

## Hardware and Software Technical Support

### Hardware Support

HP Hardware Support On site offers multiple deliver service levels ranging from 13x5 to 24x7 coverage with 4-hour response or 6,8 or 24 hours Call-to-Repair Service helping you reduce system downtime due to hardware failure.

### Software Technical Support

Software life cycle technical support and update services\* for HP Software and popular products from leading vendors including Microsoft, SAP and VMware.

### End-to-end open source life cycle support

HP Services offers leadership capabilities for supporting and managing Linux and open source middleware and database applications.

Our 6,500 open source specialists draw on in-depth experience throughout diverse industry areas. Our services span the solution life cycle. Our HP Linux and Open Source Middleware offers provide for both commercial and open source implementations on ProLiant and Blades server platforms.

### HP Services for Microsoft

Our services team is endorsed by Microsoft as Worldwide Prime Integrator for Microsoft Windows Server 2008, Microsoft Windows Vista™ operating system, Microsoft Exchange Server 2007, Microsoft Office 2007, Essential Business Server 2008, Microsoft BizTalk Server 2006, SQL Server 2008 and Microsoft .NET technologies. Why?

Because we can deliver the full range of proven services and support to implement Microsoft-based solutions. From the very beginning, we have shared technology and engineering resources to help develop and advance Microsoft solutions.

\* Updates available for HP and selected third party products



## Integrated hardware and software support

Our Support Plus and Support Plus 24 services help you increase uptime and availability with a range of combined hardware and software service options, including 24x7x365 and 13x5 (full-business-week) coverage by HP, with a 4-hour response for a hardware call and up to 2-hour response for a software call.

## Proactive and Mission-Critical services

Mission-Critical services help you build and maintain a highly available, scalable and manageable IT infrastructure with enhanced security features that adapts as your business changes. We work with you to increase availability throughout all the components of your environment, including hardware, storage, networks, operating system software, databases, applications and the physical environment.

HP Proactive 24 service complements your internal IT resources with proactive advice and assistance to help you improve IT effectiveness. HP Critical Service combines proactive and reactive services to achieve greater IT availability and performance in organisations where downtime has a serious impact on the business. Mission Critical Partnership helps you meet the most demanding availability and service-level commitments for your critical applications when any interruption is catastrophic to your business.

## Competitive financing solutions

In addition to IT services and support, HP offers financial services and flexible purchasing options. We even offer disposition services to help you retire ageing equipment in the most advantageous way possible.

## Meeting your changing IT and business needs

We understand that many businesses today rely on a complex mix of solutions that run on different platforms – including Linux, UNIX® and Windows® – supported by different vendors. Our job is to work in collaboration with your in-house IT support team and your partners to help get the most out of your current IT solutions – integrating, virtualising and improving the infrastructure wherever possible. We have highly qualified service engineers with expertise in deploying and supporting complex multi-vendor IT environments. We partner closely with other leading technology providers, including Cisco, Microsoft, Oracle® and SAP and over 70,000 product and service HP Authorised Channel Partners to provide you with the expertise to get the job done successfully.

To meet the needs of an ever-changing IT landscape, HP invests more than US\$ 3.6B annually on research and development. We focus on bringing innovation and greater efficiency to your business, from the desktop to the data centre. At HP Services, we innovate in the areas of service delivery, new services and joint innovation with our customers and technology partners. New HP eSupport services drive down end-user support costs by using innovative tools to automate IT monitoring and provide proactive, Web-based problem solving. Data centre Energy Efficiency services are helping companies achieve as much as 20 per cent savings in power consumption. Recent HP breakthroughs in virtualisation and automation are resulting in reduced operational costs and increased efficiency. Joint technology innovation efforts with key partners such as Microsoft and SAP are helping businesses enhance agility and get more from their IT investments.



## Why HP Technology Services?

### Environment view

We take an environmental view, not device view, and we understand how the pieces come together in your whole infrastructure from data centre to laptop.

### Proven expertise

Put the strategic and technical know-how of HP service experts to work for you with extensive expertise in areas such as:

- 30,000 technology services experts globally
- Support over 20,000 multi-vendor products from 1,300 vendors
- 200+ VMware-certified professionals
- Only Microsoft endorsed worldwide prime integrator
- 6,000 ITIL-certified professionals
- 400 HP Cisco certified engineers, +5500 certifications

- SAP Global Alliance Partner
- Trained 100,000+ IT professionals in ITIL/ITSM
- Thousands of IT migration and consolidation projects
- Designed over 50 million square feet of data centres and 40 Greenfield data centres

### Service trust and collaboration

Trust the services professionals at HP to work collaboratively with you to make HP ProLiant server solutions the difference in your business. When your technology works, your business succeeds.

## For more information

To learn more about how the HP Services team can help your organisation in supporting HP ProLiant ML/DL/BL infrastructures, please contact your HP representative or Authorised Channel Partner, or visit: [www.hp.com/services/proliant](http://www.hp.com/services/proliant)  
[www.hp.com/services/bladessystem](http://www.hp.com/services/bladessystem)

## Technology for better business outcomes

To learn more, visit [www.hp.com/services/proliant](http://www.hp.com/services/proliant)

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