



# Unleash the power of your HP ProLiant and HP BladeSystem infrastructure

## HP Services

Your server, storage, and network environment has never 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 secure? When you buy server hardware, storage, and software, it's a good time to think about services. 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 and HP BladeSystem servers than on any others.<sup>1</sup> In fact, they are much more than just servers. They provide a powerful, dynamic infrastructure that includes the best virtualization platform in the industry, integrated software to manage every aspect of the server environment, and leading-edge tools to increase utilization and decrease your power and cooling costs.

To complement the performance and reliability of these powerful servers, HP delivers complete, end-to-end lifecycle services for your entire infrastructure—including servers, storage, networks, and software. Rather than simply offering a few key services, we provide one of the most comprehensive sets of

offerings available anywhere. 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 multivendor 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 Authorized 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 best of both worlds: the strong global presence and proven experience of HP, and the familiar local presence of our partners.

<sup>1</sup>Source: IDC Worldwide Quarterly Server Tracker, August 2007

Plan and design	Optimize and protect	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>Data Center Thermal Assessment</li> <li>Security Assessment</li> <li>Information Lifecycle Management (ILM) discovery workshops</li> <li>HP Education services</li> </ul>	<ul style="list-style-type: none"> <li>Factory Express—factory IT integration</li> <li>Insight Control packages, Virtual Connect installation and startup</li> <li>Integrated infrastructure installation and startup services</li> <li>SAN Solution services</li> </ul>	<ul style="list-style-type: none"> <li>Server, enclosure, storage options, network switches installation and startup, and redeployment services</li> <li>Networked storage installation and startup</li> <li>Operating system, middleware, and virtualization application software installation and startup</li> <li>Proliant Essentials and Storage Essentials options installation and startup</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>Warranty support</li> </ul>

## Flexibility, choice, and a single point of contact

Whether you are designing your HP ProLiant servers and HP BladeSystem environment from scratch, consolidating your existing infrastructure, or integrating a new technology into your existing infrastructure, HP Services can provide a single point of contact for all your service and 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 ProLiant and BladeSystem 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 to best meet your business needs. All levels offer high-quality technical assistance and operational excellence delivered by HP experts. In ProLiant and BladeSystem environments, for example, you can choose HP Care Pack services that help you implement virtualization 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 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

Our services rely on HP Service Essentials Remote Support Pack for remote system monitoring and to streamline problem diagnosis and resolution. Remote Support Pack provides automated fault detection and notification, automated incident logging, patch updates, and remote access to minimize the risk of unplanned downtime, enhance system availability, and help improve the efficiency of your IT operations. Through monitoring and diagnosis services, you can better determine the need for additional HP Care Pack services.

### Assessment and planning services

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

### 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, Microsoft®, and open source/Linux-related topics without having to spend a lot of time away from business-critical activities.

Figure 1. Lifecycle services for HP ProLiant and BladeSystem servers



## Startup and implementation support services

HP can provide cost-effective installation services for your entire 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. For HP Insight Control packages, we assist you in configuring your management software and tools to optimize server monitoring, automatic software deployment, remote management, and data center power and cooling.

## HP Factory Express

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

## 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 choice of 4-hour response or 6-hour call-to-repair for a hardware call and maximum 2-hour response for a software call.

## Proactive and Mission Critical services

Mission Critical services help you build and maintain a highly available, secure, scalable, and manageable IT infrastructure that adapts as your business changes. We work with you to increase availability across 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 maximum IT availability and performance in organizations where downtime has a serious impact on the business. And 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 aging 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 best out of your current IT solutions—integrating, virtualizing, and improving the infrastructure wherever possible. We have highly qualified services engineers with expertise in deploying and supporting complex multivendor IT environments. We partner closely with other leading technology providers, including Cisco, Microsoft, Oracle®, and SAP, and over 70,000 product and service HP Authorized 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 \$3.6B annually on research and development. We focus on bringing innovation and greater efficiency to your business, from the desktop to the data center. At HP Services, we innovate in the areas of service delivery, new services, and joint innovation with our customers and technology partners. For example, 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 center power and cooling services are helping companies achieve as much as 20% savings in power consumption. Recent HP breakthroughs in virtualization 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 Services?

What comes in the box is just the start of a total HP solution. HP Services can help you obtain the most from your server investment—with an integrated approach that is smart, simple, and safe. We combine leading technology with a services portfolio that carefully addresses both your business needs and your IT requirements. We continually invest in training to make sure our services experts are certified to support your entire infrastructure, not just the HP components. In fact, our specialists are trained to support more than 20,000 product lines from 1,300 vendors, including the industry-standard platforms, networks, operating systems, and business applications.

HP Services has 69,000 skilled professionals in 170 countries throughout the world, so you can rely on expert assistance wherever and whenever you need it—with an extensive call center network that utilizes the best of onsite, near-shore, and offshore resources, with 24x7 support capabilities at a cost you can afford. Together with our HP Authorized Channel Partners, we deliver global services with a local presence—services designed to closely align with the changing needs of your business. And because our services portfolio is so comprehensive, you can choose the precise delivery model that works best for you—from a single consulting engagement to ongoing maintenance and support or full outsourcing.

## For more information

To learn more about how the HP Services team can help your organization in supporting HP ProLiant and BladeSystem infrastructures, please contact your HP representative or Authorized Channel Partner, or visit:

[www.hp.com/services/proliantservices](http://www.hp.com/services/proliantservices)

[www.hp.com/services/bladestystemsolutions](http://www.hp.com/services/bladestystemsolutions)

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

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