

HP services and support for Microsoft® environments

Enabling migration, consolidation, business continuity, security, and agility



Overview

- Quickly and confidently deploy new applications
- Increase performance and availability in complex, multivendor environments
- Migrate smoothly from legacy applications to Microsoft Windows®-based solutions





HP and Microsoft: working together to deliver integrated business applications

For more than a decade, Microsoft Windows has been a key driver for business agility. When businesses need to quickly deploy new applications and reduce acquisition costs, many IT managers instinctively turn to Windows-based solutions. With the introduction of 64-bit architecture, Windows has become a leading platform for enterprise-strength applications—delivering increased performance, reliability, and connectivity for business-critical applications. But the success of Windows in today's enterprises brings with it a wider set of support and system-management challenges. Many large organizations have complex Windows-based solutions integrated into multivendor environments. When implemented correctly, Windows provides business-critical capability, reduces IT costs, transforms IT strategy, and helps yield competitive advantage. HP provides leading hardware, services, and system-management solutions for Windows environments. Our strong relationship with Microsoft makes us ideally suited to helping you design, deploy, and support Windows solutions for your enterprise.

Our history together says a lot.

For more than 20 years, HP and Microsoft have worked together to develop and deliver low-cost, high-value computing solutions that help you create and maintain a more productive, cost-effective, and secure enterprise. We've shared technology and engineering resources to develop and advance the Windows 95/98, Windows NT®, Windows 2000, Windows Server 2003, Windows XP, and Windows Vista™ operating systems, as well as Exchange 2000, Exchange 2007, Datacenter Server, and the complete suite of .NET Enterprise Servers. Most recently, HP was recognized as the Microsoft Global Enterprise Services and Technology Partner of the Year.

It should come as no surprise that, within our own companies, HP and Microsoft both implement the same solutions we offer to you. HP servers comprise 95% of Microsoft's 6,000 servers, and they act as the development platform for Windows 2000 Server, Windows Server 2003, Commerce Server 2000, Exchange 2000 Server, SharePoint Portal Server 2000, SQL Server 2000, and Microsoft .NET. Microsoft and HP, respectively, represent the first and second largest Windows Server 2003 implementations in the world.

We're committed to serving you.

With more than 28,000 of our own Microsoft-trained Windows specialists, HP Services can plan, design, implement, manage, and support Windows 2000, Windows Server 2003, and .NET solutions that help reduce your risk and accelerate time to solution. Our global presence includes 550 services locations around the world. We also offer 24x7x365 support at 105 response and operations centers. As a result, Microsoft endorses HP Services as a Worldwide Prime Integrator for Windows Server 2003, Windows NT, Exchange 2003 Server, Exchange 2007 Server, SQL Server 2005, BizTalk Server 2004, and Small Business Server 2003.

HP support solutions—core offerings

If you are considering migrating legacy applications or deploying Microsoft applications for the first time, look to HP for proven expertise in end-to-end support solutions that focus on achieving your business goals. HP offers a single point of ownership and accountability for deployment and ongoing support of your Microsoft environment. For business-critical environments, we offer an integrated portfolio of services that deliver both reactive support and proactive service-management options. Comprehensive deployment and support services are available as fixed-price, easy-to-purchase HP Care Pack Services.

Achieving a smooth transition—from legacy to Microsoft infrastructure

In today's demanding business environment, migrating to a new platform can be challenging—in cost, potential risk, and required expertise. Rather than do it all in-house, the best choice is to work with a partner who can fully support your existing IT environments while designing and delivering complex migration solutions.

Migration is an urgent priority for many businesses today. Why? Consider the ever-increasing cost of maintaining legacy environments—and the high cost of maintaining skills in-house for legacy software and platforms.

Of course, we can move your business from a legacy environment such as Windows NT 4.0 to a Windows Server 2003 R2 environment. What you might not expect is that HP Services has software professionals who work every day to migrate platforms that include Sun, IBM, and Dell products—and that we have experience with almost every type of database, be it DB2 on a mainframe, SAP or Oracle® on HP-UX, SQL Server, Sybase on Sun, or ALLBASE. You name the platform or application—we understand it and can work with it.

The advantages of IT consolidation through virtualization

It's not surprising that virtualization is rapidly becoming a vital, mainstream technology. By pooling and sharing resources, a virtualized server environment allows your server capacity to automatically expand and shrink to meet changing workload demands. The benefits are so significant that industry analysts predict that up to 96% of all businesses will deploy some form of this technology by 2008.¹

HP installation, startup, and per event services for virtualization software

Implementing virtualization software can be a complex, time-consuming undertaking that draws your already overtaxed staff away from other critical tasks. HP installation, startup, and per event services for virtualization software and related applications take the pressure off your people and provide for a smooth implementation that cuts your time to benefits. These services encompass all deployment activities necessary to get your virtualization software up and running fast.

Whether you are deploying virtualization with Microsoft Virtual Server or VMware, our HP Services experts have the expertise and training to help you create a strategy for virtualization that brings tangible results.

Product	Part number
Microsoft Customer Per Event	HA537AE

¹ Yankee Group, 2006 Global Server Virtualization Survey



HP Installation and Startup Services for Microsoft software

HP Installation and Startup Services for Microsoft operating systems and related applications help take the pressure off of your people and provide a smooth implementation that cuts your time to benefits. This service encompasses the deployment activities necessary to get your Windows operating systems up and running fast.

A trained HP service specialist will:

- Verify that pre-installation service prerequisites are met
- Schedule delivery of your service at a mutually agreeable time
- Install your product or technology
- Run appropriate tests and diagnostics to make sure that the product has been installed and configured according to HP, industry, or your company’s standards
- Provide your people with an orientation session on the product and/or technology
- Answer your usage and maintenance questions

HP Installation and Startup Services

Product covered	Part number
Windows Server 2003 Web Edition	U5716E
Windows Server 2003 Standard Edition	U5717E
Windows Server 2003 Enterprise Edition	U5718E
Windows Server 2003 IA-32	HA114A1#5FR
Windows Server 2003 Enterprise Edition for Itanium®-based systems	HA114A1#5EK
Windows Server 2003 Datacenter Edition for Itanium-based systems	HA114A1#5EL
Windows SQL Server 2005, Standalone	U5712E
Windows SQL Server 2005, Cluster	U5711E
Windows Exchange Server 2003 & 2007	U5695E

HP Software Technical Support

HP Software Technical Support helps you improve the security, performance, and availability of Microsoft software. Convenient HP Care Pack Services packages give your IT team direct access to experienced HP Response Center engineers who can provide reliable advice on issues such as software features and use, problem diagnosis and resolution, and software-defect identification.

Features include:

- Telephone problem diagnosis and support
 - Remote access for problem investigation using Instant Support Enterprise Edition (ISEE)
 - Problem isolation
 - Problem analysis and resolution
- Escalation management
 - Three levels of engineering support from HP with additional engineering support from Microsoft, if required
- Software operational support
- Installation advisory support
- 9x5 or 24x7 coverage window
- Maximum 2-hour response

This service option integrates the use of HP Service Essentials Remote Support Pack to provide “phone-home-to-HP” services for a wide range of server options. This option provides additional support and service enhancements, integrating service and support tools to improve warranty and contracts management, plus optional automated support calls to HP, intelligent event analysis, and advanced troubleshooting.

Services can be purchased in two forms: incident or unlimited. Incident services are based on consumption and are not tied to a product. Unlimited services are on a per-product basis (for example, for each server).

Microsoft environments are supported on HP ProLiant servers (Intel®- or AMD-based) and HP Integrity servers (Intel Itanium-based Microsoft Enterprise Edition and Datacenter Edition). Support for virtualized or clustered environments is also included, offering an unparalleled support experience no matter how complex your environment is.

HP Software Technical Support services		
Product covered	Service description	Part number
ProLiant servers	Software phone 9x5 unlimited—1-year	U8167E
ProLiant servers	Software phone 24x7 unlimited—1-year	U8168E
ProLiant servers—OS only	Software phone 9x5 unlimited—1-year	UF105E
ProLiant servers—OS only	Software phone 24x7 unlimited—1-year	UF106E
ProLiant servers—OS only	Software phone 9x5 unlimited—3-year	UF107E
ProLiant servers—OS only	Software phone 24x7 unlimited—3-year	UF108E
ProLiant servers	Software phone 9x5 unlimited—3-year	UB921E
ProLiant servers	Software phone 24x7 unlimited—3-year	UB922E
ProLiant servers	Software phone 9x5 10 incidents—1-year	U9268E
ProLiant servers	Software phone 24x7 10 incidents—1-year	U9269E
ProLiant servers	Software phone 9x5 25 incidents—1-year	U8293E
ProLiant servers	Software phone 24x7 25 incidents—1-year	U8294E
ProLiant servers	Software phone 9x5 50 incidents—1-year	U8295E
ProLiant servers	Software phone 24x7 50 incidents—1-year	U8296E
Itanium-based servers	Software phone 9x5 unlimited—1-year	U6392E
Itanium-based servers	Software phone 24x7 unlimited—1-year	U6391E

Notes: The 50-incident option is not available in Europe. Further options may be available for incident calls and contract support coverage. Contact your local HP sales representative for more information.

The above Care Pack part numbers include support for Microsoft Windows 2000 and Windows Server 2003 operating systems; Small Business Server and Windows Server System Software including Exchange, SQL, BizTalk, and others. Support for Microsoft client operating systems includes: Windows XP Professional and Windows 2000 Professional, and Microsoft Office products including Outlook, Word, Excel, Access, PowerPoint, and others. Novell NetWare products are also supported. In addition, HP Software Technical Support services part numbers are available for either OS-only support or Microsoft System Software-only support.

HP Proactive Essentials

We also deliver a comprehensive set of proactive support services to help manage and sustain the highest levels of system availability and performance. HP Proactive Essentials for Microsoft enterprise environments provides proactive and reactive software support that is designed to improve the availability and stability of a business-critical IT environment. If you have traditionally purchased only reactive software technical support, Proactive Essentials offers entry-level assistance that focuses on improving management, security, and performance of Microsoft operating-system software. Available purchase options include a monthly contract, unlimited incident HP Care Pack support, or incident-based Care Pack support in quantities of 10, 25, and 50 incidents. Hardware support for selected servers and storage devices can be added as part of the Proactive Essentials package. Features include:

- Named remote support account advocate
- Account support plan
- Operational and technical advice
- Semi-annual support planning and review
- Operating-system patch review and recommendations
- Configuration review
- HP electronic information support
- Education planning assistance

HP Proactive Essentials support for HP servers	
Service description	Part number
Proactive Essentials for Microsoft 13x5, 10 incidents—1-year	U9986E
Proactive Essentials for Microsoft 13x5, 25 incidents—1-year	U9983E
Proactive Essentials for Microsoft 24x7, 25 incidents—1-year	U9980E
Proactive Essentials for Microsoft 24x7, 50 incidents—1-year	U9977E

Note: The 50-incident option is not available in Europe.



Integrated hardware and software support services

HP Support Plus 24 helps you increase the performance and availability of your IT infrastructure with comprehensive hardware and software operating-system services. Working with your IT team, HP Services engineers deliver onsite hardware support and telephone software support 24x7x365. Service coverage includes HP products and selected multivendor hardware and software.

Service highlights:

- **Telephone software support**—An HP Response Center engineer will provide problem-analysis and problem-resolution support within two hours of the time your call is logged. The center also offers help with troubleshooting problems and setting configuration parameters, as well as assistance with operating systems and utilities.
- **Four-hour response onsite hardware support**—For issues that cannot be resolved remotely, HP Services delivers onsite technical support to return your covered hardware products to operational condition, repairing or replacing components or entire units as necessary. An HP authorized representative will arrive at your site within four hours of the time your call is logged. Coverage includes all required parts and materials.

- **Extended business hours coverage**—Onsite and remote services are available 24 hours a day, 7 days a week, including holidays.
- **Escalation management**—Established escalation procedures utilize specialized expertise from HP and selected third-party hardware and software vendors.
- **Electronic support**—You have access to HP’s electronic support facility for a symptom-solution database, product descriptions, specifications, technical literature, and more.

Support Plus 24

Product covered	Service description	Part number
HP ProLiant ML110	HW & SW 24x7, unlimited—3-year	U4435E
HP ProLiant DL140	HW & SW 24x7, unlimited—3-year	U9510E
HP ProLiant DL145	HW & SW 24x7, unlimited—3-year	U9510E
HP ProLiant ML150	HW & SW 24x7, unlimited—3-year	U8193E
HP ProLiant ML310	HW & SW 24x7, unlimited—3-year	U4447E
HP ProLiant DL320	HW & SW 24x7, unlimited—3-year	U4481E
HP ProLiant ML350	HW & SW 24x7, unlimited—3-year	U4525E
HP ProLiant DL360	HW & SW 24x7, unlimited—3-year	U4509E
HP ProLiant ML370	HW & SW 24x7, unlimited—3-year	U4541E
HP ProLiant DL380	HW & SW 24x7, unlimited—3-year	U4557E
HP ProLiant DL385	HW & SW 24x7, unlimited—3-year	U4557E
HP ProLiant ML570	HW & SW 24x7, unlimited—3-year	U4604E
HP ProLiant DL580	HW & SW 24x7, unlimited—3-year	U4620E
HP ProLiant DL585	HW & SW 24x7, unlimited—3-year	U4620E

HP Education Services

We believe strongly that education should be an integral part of your software implementation. Professionals from HP Education Services have the expertise to meet the full range of your Microsoft education needs—embracing the requirements of end users, system administrators, and support personnel. Our online and instructor-led courses build both core and advanced skill sets. HP Education Services courses are taught in most local languages.

HP Care Pack Total Education

HP Care Pack Total Education offers the ultimate in flexibility. It's a simple, economical way to purchase training. This package provides credits that can be used for any of over 200 different scheduled instructor-led courses offered at HP education centers, or for more than 3,000 online courses offered via the HP IT Resource Center.

Technology-specific HP Care Pack Services

HP Education Services provides courses for Microsoft software that build both core and advanced skills. A commitment to education for Microsoft environments means that your investment in a new or upgraded operating environment gains greater return—faster—through knowledge transfer from HP training experts.

Please refer to the table below for recommended training courses for Microsoft environments.

For a comprehensive list of courses, part numbers, and ordering information, please visit:

www.hp.com/education/sections/microsoft.html

Recommended training courses for Microsoft environments

Course name	Part number
Implementing and Managing Microsoft Exchange Server 2003	U7376S (MOC 2400)
Designing a Microsoft Exchange Server 2003 Organization	U7379S (MOC 2008)
Updating Your Database Development Skills to Microsoft SQL Server 2005	U8718S (MOC 2734)
Updating Your Database Administration Skills to Microsoft SQL Server 2005	U8719S (MOC 2733)
Updating Your Database Skills to Microsoft SQL Server 2005	HB525S (MOC 2733/ MOC 2734)
Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure	U5106S (MOC 2282)

Why HP Services?

Across the globe, more companies rely on HP servers running Microsoft Windows than any other servers. HP and its network of channel partners—the largest network of its kind in the industry—provide a full set of services designed to get the most from your hardware and software investment.

We like to think we offer the best of both worlds: the strong global presence and proven experience of HP, and a familiar local presence in our HP partners. For over two decades now, HP and Microsoft executives, engineers, and sales and service teams have worked side by side to research, develop, test, implement, and support solutions that meet your most demanding business objectives and help you drive new business-development efforts.

One of our key strengths is in dealing with highly complex, multivendor environments, where multiple operating systems may combine with legacy and new applications. In addition, we have extensive expertise in assisting major enterprises with developing effective strategies for IT consolidation and virtualization.

When taking on a major operating-system migration to Windows Server 2003, there's no need to go it alone. HP offers extensive migration service capabilities—from consulting and integration to business continuity and availability support. Our goal is to help you reap cost and productivity benefits with greater speed and confidence—while getting the highest levels of performance and value from your IT environment.

For more information

For more information about HP services and support for Microsoft software, please contact your local HP sales representative or visit:

www.hp.com/services/microsoftservices

To learn more, visit www.hp.com

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