



HP Care Pack Services for HP ProLiant servers

Continuous care and support expertise, designed to meet your IT and business needs



Overview

- Improve availability and continued care with single-source support.
- Reduce the complexity of services and support.
- Accelerate ProLiant server implementation.
- Have predictable support costs and service levels with standardized HP Care Pack Services.

At its very core, the challenge of virtually every IT organization is similar: Develop and maintain an agile, efficient infrastructure that delivers the service levels your business needs—while staying within your budget.

You know this. You live it and breathe it every day, and you choose your infrastructure components with care. You select powerful, flexible, reliable technologies that provide a great return on investment. And you do your best to get the most from those resources—to see that every element performs at maximum capacity so you can continue to meet escalating business requirements while delaying the need to purchase additional IT assets.

To fully capitalize on the capabilities of your HP ProLiant servers, you need a service partner that thoroughly understands server technology and how it behaves in a multivendor environment. HP Services has those unique insights into ProLiant servers, and we offer a range of multivendor support services designed to help you get the most from your ProLiant technology. Whether your company is a small or medium-sized business or a large global corporation, we have an HP Care Pack Service to help you speedily deploy your ProLiant systems, improve efficiency, and boost uptime.



All three ProLiant service tiers utilize HP Instant Support Enterprise Edition (ISEE) to streamline problem diagnosis and resolution.



Comprehensive support offerings— from the people who know ProLiant best

HP Services helps you get the most from your ProLiant investment with support offerings designed to give you the choice to address your business needs, service-level commitments, and budgets:

- **Enhanced Care** options provide a baseline service level to sustain server availability, delivering extended access to expert assistance, remote and onsite diagnostic support, and remedial hardware support.
- **Continuous Care** options deliver a recommended support level with committed same-day response or fix times, designed to provide speedy problem identification and resolution to maintain a high level of server availability.
- **Total Care** options provide round-the-clock support and complex problem resolution through integrated hardware and software support. This level of service delivers a high level of application and data availability, taking into account your entire IT environment.

Time-saving, work-saving electronic support makes the difference

All three ProLiant service tiers utilize **HP Instant Support Enterprise Edition (ISEE)** to streamline problem diagnosis and resolution. ISEE provides automated fault detection and notification, automated incident logging, patch updates, and remote access for problem investigation and resolution—thus lowering the risk of unplanned downtime, enhancing system availability, and helping to improve the efficiency of your IT operations.

ISEE services can be integrated with HP's unique Systems Insight Manager (HP SIM) for a simple, unified approach to monitoring and managing your entire client server or datacenter infrastructure. Instead of using separate technologies for each of your platforms, you can monitor and manage a diverse IT environment with a single solution and expert remote assistance from HP, eliminating potential problems before they occur.

Installation and startup services

Deploying new enterprise technologies can mean higher productivity, faster time to market, and more efficient operations. But if your IT organization is already working at capacity, the challenges that come with technology change can bring serious resource issues, integration issues, business interruptions, and end-user dissatisfaction. HP installation and startup services see that hardware or software is installed smoothly, efficiently, and with minimal disruption of your IT and business operations.



Software technical support

HP software technical support services help you enhance the performance and availability of software running on your ProLiant server including operating systems and applications from HP, Microsoft®, and VMware; major Linux distributors such as Red Hat and Novell SUSE; and open source middleware providers such as JBoss, Tomcat, Apache, Symas, and MySQL. Convenient HP Care Pack Service packages give your IT team direct access to experienced HP Response Center engineers for trustworthy advice on issues such as software features and use, problem diagnosis and resolution, and software defect identification.

Additional services

Beyond the services that extend the scope and reach of your IT department, the following offerings are aimed at making your IT team more productive and efficient in delivering value to your company:

Education services

HP Education Services is your premier partner for targeted training that equips your IT team to ease ProLiant server implementation, streamline technology migration and consolidation, and shorten your time to benefiting from return on your ProLiant server investment. Training course subjects include HP ProLiant servers, storage, HP Rapid Deployment Pack, HP SIM, VMware, Microsoft software, and more.

Continuous improvement through IT Service Management (ITSM)

Our IT Service Management solutions apply a disciplined, holistic approach to all three key components of service management: people, processes, and technology. Through our ITSM methodology, skilled professionals can transform your IT organization into a strategic, business-aligned service provider that helps you achieve improved IT agility, efficiency, and service levels at lower costs. IT Infrastructure Library (ITIL) principles are the foundation for the industry's most widely used approach to IT service management.

HP ITSM Improvement Services give you an alternative to running a large, long-term ITIL implementation project. These services are ideal for customers who want to augment and improve existing service management practices—step by step—to close key gaps between current capabilities and those that need to be developed in order to deliver higher-quality service. As part of an ongoing support partnership delivered through **HP Proactive and Mission Critical Total Care service offerings such as HP Proactive 24 Service or HP Critical Service**, you can take advantage of our expertise across a full range of IT service and technology management practices. We assign a team of support professionals who make sure that all support needs are being addressed, and we utilize a globally consistent set of practices, procedures, and technologies to help you meet your objectives for operational effectiveness and availability.

Why HP Services?

HP Services professionals and our global network of service partners work closely with you and your team to help you reduce IT complexity and adapt to change. We can help you design, deploy, integrate, and manage an agile IT infrastructure that aligns with your business goals. To meet the unique needs of your business, we deliver assessment, implementation, support, and education services for your IT infrastructure. And because we understand that every IT organization has a complex mixture of products from different vendors, we offer strong expertise in multivendor platforms.

Our 69,000 skilled service professionals in 170 countries are trained to support more than 20,000 product lines from over 1,300 vendors, and products that range from industry-standard platforms to networks and operating systems—including UNIX®, Windows®, and Linux. HP is the number-one provider of mission-critical services for open environments, with a 20-year history of leadership in mission-critical technology and services.

We provide a single point of contact and availability for all your HP ProLiant server service and support needs. With HP, you benefit from:

- A range of support choices from HP Care Pack Services to customized solutions with clear accountability, flexible response time, support windows, and—when service-level commitment dictates—guaranteed 6-hour call to repair
- Startup and implementation services that ease and accelerate the process of technology adoption and installation
- Large network of industry partners and ISVs
- Escalation process that promotes fast problem resolution and eliminates finger-pointing
- Deep experience and expertise in HP ProLiant server hardware, network, storage, and software service

For more information

To learn more about how HP can help you get the most from your HP ProLiant servers throughout their entire lifecycle, please contact your HP sales representative or authorized HP Reseller, or visit:

www.hp.com/services/proliantservices

To learn more, visit www.hp.com

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