



Services for the HP Integrity BladeSystem

Get more from your HP BladeSystem with flexible, end-to-end support

One box, full of possibilities

The HP BladeSystem is an infrastructure in a box. With it, you can build a range of business solutions that are more affordable, take less time to maintain, use less power and are ready to grow with you.

With a versatile, all-in-one design, you have what you need to build and maintain your infrastructure from start to finish. Inside, you can choose from thousands of applications on a range of operating systems – along with a combination of server and storage components and a choice of the most popular networking brands and standards, including Ethernet, Fibre Channel and InfiniBand.

We build in the networking to help you decrease the number of cables by as much as 94 per cent¹. We add a smarter power and cooling system to help you save more than 26 per cent on power compared to the IBM BladeCenter² – without sacrificing features or performance. In addition, we include an interface and software that help you at every step, so one person can do the job of many with less effort.

Moreover, when you are ready, our worldwide community of business technology experts and partners are here to help you build the ideal solution and a support plan that is just right for you.

HP Services – helping businesses achieve real success

HP Services helps you take full advantage of the blades architecture. Our range of services is flexible, consistent and expansive – assuring you of getting the right level of support whenever and wherever you need it. In terms of flexibility, HP Services afford you the opportunity to implement a wider range of solutions with:

- A range of support levels – from basic hardware and software break/fix to mission-critical levels of service

¹ Comparing all cable requirements of 16 c-Class server blades vs 16 standard 1U servers

² Sine Nomine Associates, 'A Comparison of HP BladeSystem with Thermal Logic Technologies to Competitive Systems', February 2007

Most companies today look to business technology to address the challenges of managing costs, improving adaptability, accelerating growth, increasing security and streamlining operations. The HP BladeSystem provides the foundation necessary for achieving these goals. But why stop there? Your server provides you with possibilities – now look to the expertise of HP Services to turn potential into success.

- A choice of platforms – servers (HP ProLiant to HP Integrity blades) and storage systems
- Multiple operating systems – UNIX®, Windows® and Linux

HP support is consistent: it covers the whole infrastructure with one range of services across all platforms, from servers to storage and so on. Moreover, our support services are available globally – HP offers the same defined set of products worldwide, containing the same deliverables, which assures you of the uniformity you need to keep your environment stable.

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 HP BladeSystem environment.

HP BladeSystem services

HP BladeSystem 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 choose the type and level of service that best meet your business needs – all levels offer high-quality technical assistance and operational excellence delivered by HP experts. In BladeSystem environments, for example, you can choose the services that help you implement virtualisation solutions, identify better power and cooling strategies, re-allocate computing resources to meet changing business needs and manage support costs. Through HP Services, you gain access to experienced HP Response Center engineers for assistance with software features and use, problem diagnosis and resolution, and software defect identification.

Assessment and planning services

With a clear focus on your strategic business objectives, our assessment services can create a technology roadmap that solves your current problems cost-effectively as it builds for the future. Assessment services can, for example, help evaluate your need for enhanced security, improvement in data-centre power and cooling, or the addition of virtualisation technologies. For more information, visit: www.hp.com/services/datacenter

BladeSystem installation and start-up service

HP Installation and Startup for BladeSystem c-Class Infrastructure Service offers speedy deployment of an operational BladeSystem. This service provides for the installation of an HP BladeSystem c-Class enclosure, c-Class ProLiant and Integrity server blades, direct-attach storage blades, Virtual Connect modules (Ethernet and Fibre Channel) and Ethernet network interconnects; software deployment; and configuration of HP BladeSystem Essentials Insight Control Data Center Edition. Features include:

- Remote planning session
- On-site hardware installation of one blade enclosure, up to 16 server blades/direct-attach storage blades, up to eight single wide interconnects, Virtual Connect Ethernet and power options
- On-site software installation and configuration of HP Insight Control Data Center Edition (RDP, SIM, VPM, PMP) and scripted OS
- On-site customer orientation on product usage and features

HP BladeSystem technology services portfolio

Complementary services for every stage of the solution lifecycle

Plan Analyze, assess, suggest	Design Recommend, order	Integrate Configure, customize, test	Install Prepare, deliver, pilot	Support and manage
Data center services		Factory Express integration services	Enclosure, server blades, network switches installation	Critical Service
Assessment for BladeSystem environment		Installation and startup for BladeSystem infrastructure	SAN switch installation	Proactive 24 Service
Data center site planning service		Enhanced network installation and startup	OS and virtualization software install	HP Proactive BladeSystem Service (Proactive deliverables only)
Security assessment			Integrity Essentials SW deployment services	Integrated HW and SW reactive support packages
ITSM assessment service			ProLiant Essentials SW deployment services	Hardware support
SAN Solution service				Software support
			Storage Essentials Solution service	
Education services				

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 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 your experience is seamless, from planning to implementation. For more information, visit: www.hp.com/go/factory-express

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 hardware service requests and maximum 2-hour response for software service requests.

Proactive and Mission Critical services

Proactive and Mission Critical Services help you build and maintain a highly available, secure, scalable and manageable IT environment that adapts to change as your business evolves. We work with you to increase availability in every component of your infrastructure, including hardware, storage, networks, operating system software, databases, applications and the physical environment.

The **HP Proactive BladeSystem Service**, when purchased with HP reactive support services, provides a focus on proactive, preventive measures to optimise your BladeSystem technologies and avoid future problems. Customised to suit your specific environment, this service helps you reach the operational objectives you have set for your BladeSystem technology.

With **HP Proactive 24 Service**, you draw on the expertise, knowledge and capabilities of HP Services' personnel, worldwide support infrastructure and remote support technology to boost the effectiveness of your IT infrastructure based on your specific needs. Experience simplified and consolidated support planning and delivery as you improve the stability of your IT environment.

HP Critical Service helps you mitigate risk to the business, maximise total return, increase business agility and improve business and system performance.

- Reduced business risk – By improving the availability of your IT environment, HP Critical Service helps you improve service levels and avoid the real business consequences of downtime.
- Operational cost avoidance – Draw on HP expertise so that key IT management functions can be performed more quickly, enabling you to reduce costs and focus your staff on strategic value-added activities.
- Proactive change management for improved agility – HP Critical Service helps you manage and embrace change proactively, so business disruptions are minimised and new business opportunities are easier to pursue.
- Service you can count on – You can expect globally consistent service commitments throughout your IT infrastructure. HP Critical Service is unique in providing a 6-hour call-to-repair commitment³.

Education services

Select from HP's comprehensive educational programme to train your IT staff in areas such as server and blade deployment, system management and VMware administration and operations. Both instructor-led and on-line classes are available to help enhance and expand the skills of your IT staff. Recommended classes with a focus on blade environments include:

- HP BladeSystem Solution – Planning and Deployment
- Introduction to HP Systems Insight Manager (SIM)
- Enterprise System Management Using HP SIM
- HP SIM Applications and Plug-Ins
- Virtual Infrastructure with ESX Server and Virtual Center
- VMware Infrastructure 3 – Install and Configure

³ Subject to specified terms and conditions

Why HP Services?

What comes in the box is only the start of a total HP solution. HP Services can help you get the most from your server investment – with an integrated approach that is smart, simple and safe. We combine leading technology with a services range that carefully addresses both your business needs and your IT requirements. What's more, we invest in continuing training for our services experts to make sure that they are certified to support your whole infrastructure, not only the HP components. In fact, our people 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.

We have 69,000 service professionals in 170 countries throughout the world, so you can rely on expert assistance wherever and whenever you need it – on site, near shore and off shore, with 24x7 support capabilities. Together with our authorised Channel Partners, we deliver global services with a local presence – services designed to align closely with the changing worldwide needs of your business. Because our services range 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.

In addition to IT services and support, HP offers financial services and flexible purchasing options that let you manage IT as well as your balance sheet. Buy, lease, or pay per use – it is up to you. We can even offer disposition services to help you retire ageing equipment in the most advantageous way possible.

For more information

For more information about how the HP Services team can assist your organisation in supporting HP Integrity BladeSystem infrastructures, visit: www.hp.com/services/missioncritical

To learn more, visit www.hp.com

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