

For your network

HP Network Support together with Cisco Services



Our goal is to help you maintain reliable network performance and availability and protect your network investment.

Together, HP Network Support and Cisco Services combine the knowledge and expertise of industry leaders HP and Cisco Systems to help you to extend and enhance the operational lifetime of your Cisco networking devices and software. This innovative service provides a single “one-stop” source you can rely on for network problem resolution and ready access to Cisco product resources. Designed to increase availability and reduce risks for networks running mission-critical tasks, these services help you derive greater return from your network investment—and improve business outcomes.

One source for the Cisco network support and knowledge you need

The sheer complexity of today’s network environments demands the prompt availability of resources and technical knowledge. To adapt to fast-changing business needs, IT managers need to create a network infrastructure that is agile, flexible, and always reliable. The challenge is to isolate and respond to network issues quickly, find workable solutions, and keep the system up and running.

HP and Cisco understand that your business success depends on fast access to the technical information and resources you need. We’re also aware that your network is part of a broader IT infrastructure and that the effectiveness of your network support depends on your support provider’s knowledge of that environment. This is precisely the idea behind HP Network Support together with Cisco Services.





About HP Network Support together with Cisco Services

HP Network Support together with Cisco Services helps keep your Cisco networking products operating efficiently and enables you to benefit from the most up-to-date software releases. Our primary goal is to help you maintain reliable network performance and availability, thereby protecting your network investment. The service integrates Cisco services with HP infrastructure expertise to:

- Provide a wealth of HP and Cisco networking expertise—online and via phone
- Give you ready access to technical knowledge and resources
- Augment the resources of your operations technical staff to enable you to increase productivity
- Complement remote technical support with onsite hardware replacement
- Provide HP knowledge and experience in IT infrastructure as an added value
- Give you a single point of contact for global Cisco network support

Knowledge that goes beyond the network

HP Services offers a wealth of IT knowledge, expertise, and relationships that reach beyond the network to encompass your entire IT infrastructure—including products and solutions from HP and other leading manufacturers. Our services specialists have a successful track record and proven experience in designing, building, supporting, and managing evolving IT infrastructures that improve business outcomes. HP's leadership in services enhances your customer experience so you achieve better business results.

Global reach, local language support

With our global reach, HP can respond to your support needs as you expand the boundaries of your network. You can count on us for local language support in a growing number of countries throughout the world.

HP Network Support together with Cisco Services: features and benefits

Features

The HP Global Support Centers with local language support can provide you with access to Cisco product knowledge and expertise, including:

- 24-hour telephone support from HP, with escalation to the Cisco Technical Assistance Center if required
- Advance exchange or onsite replacement of failed hardware
- Coverage windows of 8x5xNBD (next business day), 8x5x4, and 24x7x4 available
- Registered access provided to Cisco.com for online tools, bug fixes, product information, and maintenance release updates
- Ongoing Cisco operating system software updates
- Cisco Application Software Support Services

Key benefits

HP Network Support together with Cisco Services enables you to preserve the investment in your network and can help you:

- Save time and money by consolidating support vendors and simplifying service contracts for your IT infrastructure under a single vendor
- Reduce risk—with a single “service manager” approach to support
- Resolve problems fast through the combined skills and knowledge of industry-leading support providers
- Improve the productivity of internal resources through access to the HP and Cisco knowledge base

HP also provides local language support, and support options that include advance exchange and onsite support.

Additional services for your network

In addition to HP Network Support together with Cisco Services, HP Services offers a complete range of services to meet your enterprise network needs—from architecture and design through implementation, support, and management. In addition, HP's Proactive 24 and Critical Services deliver advanced network fault identification and problem management for your multivendor data, voice, and video network.

HP Cisco strategic alliance

When you choose HP Network Support together with Cisco Services, you are working with two of the most trusted names in IT. The strategic alliance between HP and Cisco leverages HP's 40-plus years of experience delivering infrastructure support, along with the worldwide leadership in networking for the Internet offered by Cisco—a company recognized for 20 years of commitment to network technology innovation and industry leadership. Through their longstanding relationship and strong collaboration, HP and Cisco have combined their complementary strengths to jointly develop technologies and provide seamless, proven, end-to-end IP-based solutions and support services. As one of Cisco's Global Support Partners (partner since 1992), HP is Cisco-certified in 46 countries around the globe. More than 1,300 HP employees hold in excess of 6,000 Cisco career certifications.

For more information

If you'd like to learn more about HP network services, please visit the HP Services Web site at:

www.hp.com/go/networks

For more information about Cisco, please visit:

www.cisco.com

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