

A photograph of a man in a call center wearing a headset, looking at a computer monitor. The background is a bright red wall.

hp software services

overview of programs



i n v e n t



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As information services are the lifeblood of today's businesses, the computing infrastructure is the beating heart. More than in any previous computing generation, the business depends upon an infrastructure that is highly available, secure, scalable and manageable.

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The stakes are high. "Mission critical" may seem like an overused buzzword, but its meaning is more relevant today than when coined in the early days of the US space program. Even basic applications such as email impact business productivity and therefore profitability. Extrapolate that impact to the hosting of an e-commerce site or an Application Service Provider responsible for delivering a Manufacturing Resource Planning (MRP) solution, and the potential effect on the business bottom-line is dizzying.

The metrics for success in maintaining a robust infrastructure have never been higher. Requirements for 99.9% availability are commonplace. A "five 9s" reality — 99.999% availability — is in sight. But perhaps the greatest challenge is the speed with which such applications must come online to be competitive in today's economy. When your next competitor can move from a back-of-the-envelope concept to going concern in just six months, a nimble computing infrastructure is essential.

Few organizations have the skills in-house to meet all of these challenges and complexities. For most companies, the IT infrastructure is a baffling blend of solutions from multiple suppliers, requiring specialized expertise to deploy and operate. And even in a slower economy, the supply of skilled IT specialists falls short of demand, making specialized expertise hard to hire. With scarce human resources, the complexity and business dependence of an IT environment leads to the potential for costly and even business-threatening service disruptions. Though perhaps less obvious, failing to upgrade to more efficient systems due to few skilled resources can also diminish a company's competitive advantage.

If this describes your situation, HP Software Services can help, with talented people and proven processes to help you deploy, integrate and manage your most complex computing infrastructure.



predictive

support services redefined

Just as the role of the IT infrastructure has moved from the background of business to its front lines, so too must the role of IT support services evolve from a reactive role to a proactive role. With so much riding on the IT infrastructure, traditional IT support services delivered by an anonymous support engineer after a problem has occurred cannot meet the “always on” requirements of today’s mission-critical services.

The “break/fix” approach to support services is outdated and doesn’t reflect the true value that service programs can bring. Preemptive, proactive support services, delivered by a comprehensive team of engineers — coordinated by a single, onsite representative who understands the intricacies of your IT environment — can initiate action in anticipation of problems and help optimize performance before problems occur.

HP Software Services provide this type of predictive, preemptive support. Based on the recognition that support services have become strategic, HP Software Services programs are personal and proactive, helping you get more value from the management products you own, and extending the resources of your in-house IT staff to the vast knowledge base of HP’s service experts. With specialized in-house expertise in short supply in many IT organizations, taking advantage of HP Software Services provides the expertise and depth of experience needed to keep the service-generating IT infrastructures performing to business expectations.

interconnected, global support

Personalized, proactive support requires highly skilled manpower, regional availability and a solid relationship between the product development and support organizations. HP delivers world-class software support services with a global network of over 500 dedicated in-house software technical support engineers located in 50 Response Centers around the world that provide local language interface. The HP Software Services organization is closely aligned with the HP product development teams so that support-oriented capabilities can be designed into HP software solutions.

Our approach to providing strong services and support begins with individuals who thrive on solving tough problems. The HP Software Services staff represent the top talent in the industry in solving difficult problems. In spite of their strong technical heritage, these people never stop learning; ongoing training is a fundamental job requirement, ensuring they have the answers you need, when you need them.

The majority of technical support problems are quickly resolved through online support or at HP regional support centers. However, the escalation path for problems requiring greater expertise ends with factory divisions themselves, where engineers have read and write access to source code. The entire network of HP software experts, who offer exceptional depth of product knowledge and implementation expertise, stands at-the-ready to solve the most complex software issues.





your choice

We recognize that the business you support cannot withstand sub-optimal service or extended service interruptions. The strategy of providing robust self-solve capabilities and distributing specialists worldwide backed by factory-based engineers is a direct response to your need for support resources where you need them, when you need them.

flexible support services to meet your needs

HP software is designed for maximum flexibility so you can address the most pressing problem first and add additional solutions as your needs grow and change. HP Software Services are designed similarly, to ensure you receive the right level of support and service you need to make the most of your software investment.

Online support services represent the ultimate in flexibility. HP continues to invest to stay ahead of the curve in utilizing the latest approaches to online support. Available anytime, from anywhere, online support provides fast, efficient access to the same interactive technical support tools used by HP software support experts. This valuable asset is available at all levels of HP Software Services, which brings comprehensive support resources to your fingertips to reduce diagnostic guesswork for problem prevention and resolution.

Available through a single Web address, online support services include:

- sophisticated, multi-platform search access to 20,000 technical knowledge resources for “self-solve”, including: technical documents, patches, known problems, FAQs, and popular “hot docs”
- e-calls that allow you to quickly and easily submit a call for immediate attention, then track the progress
- proactive, personalized services enabling you to receive automatic email notification of newly released patches or known problems appropriate for your environment
- discussion forums to share best practices and learn from other HP software users
- Software Update Manager (SUM), which gives direct web access to software notifications, update requests and multi-platform product downloads, ensuring ready access to the latest revisions
- AutoPass, a single, flexible and common password tool that provides automatic password retrieval and installation, greatly simplifying access to support services
- Support Contract Assistant to access and maintain your support contract online and authorize or request changes at the click of a button

The Standard level of support provides physical and online access to software updates, Web assistance and telephone assistance during normal business hours (8x5). The Extended level increases the assistance coverage to 24x7.

hp software services portfolio

standard level

- phone-in e-call or Web assistance 8x5
- software updates, versions and revisions
- online support services

extended level

In addition to all services available at the Standard Level, the Extended Level offers:

- phone-in and e-call assistance 24x7

advantage level

Includes a selected range of proactive services that have been identified as key contributors in improving the effectiveness and success of your IT organization. These services include:

- assigned Account Advocate
- creation of electronic profile of your environment
- tailored patch bundles
- onsite patch and software update installation and system reconfiguration

premier level

Provides a comprehensive suite of personalized and proactive services. Dedicated electronic services and business advocacy creates a valuable long-term partnership between you and your HP team.

- onsite Account Support Engineer
- dedicated team of Account Support Engineer, Named Response Center Engineer and Alliance Manager

software services for mission-critical environments

- highest priority for service calls

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advantage and premier levels of support

Some HP software installations require more personalized, proactive support. Environments with business-critical applications or infrastructure may choose to have dedicated support personnel with unique knowledge about your particular environment to recommend proactive steps that ensure optimal service levels can be maintained. HP Advantage and Premier levels were created to provide exactly this level of consistent, focused attention and expertise you need to meet today's demanding requirements for IT availability and performance.

A key benefit of extending your IT resources with a personalized HP Software Services program is the vast knowledge transfer from the highly experienced and dedicated HP Software engineers to your in-house staff. There is no faster way to develop expertise than working side-by-side in a hands-on learning situation with an expert. And there is no better insurance for the future than an IT team armed with in-depth knowledge and hands-on experience.

advantage

The Advantage level is a personalized, proactive support service. Advantage provides industry-leading, proactive technical assistance to help you improve operational effectiveness and successfully manage change within your environment. Central to the Advantage offering is the HP software Response Center Account Advocate (RCAA). The RCAA delivers your personalized, proactive service and actively monitors your reactive service to ensure efficient resolution of reported problems. The dedicated, personal response of the RCAA can help you increase the availability and performance of your committed services.



experienced Problem B. Your ASE can then recommend actions that avoid Problem B. This type of proactive tuning of your solution via the experience of your dedicated support engineer keeps critical business services performing optimally and dramatically increases the speed of acquired knowledge of your IT staff.

mission-critical environments

There are many applications where every hour, minute and second count — situations where the highest level of attention and priority are needed. HP Software Services offer high priority support for HP Mission Critical customers. A variety of specialized services are focused on ensuring your risk of downtime is minimized and that you receive the highest level of priority when you contact a support engineer.

a complete offering

If you are an independent software vendor, developer, system integrator, OEM, service provider or large enterprise, you may need help through the entire software lifecycle, including development, integration and implementation of HP software. Specialized deployment services provide quick, direct access to a deep level of technical expertise in development and deployment to provide reduced time to market with assured quality. At this level, support services can be the difference between a product that is on time and on budget versus a product that slips and incurs cost overruns.

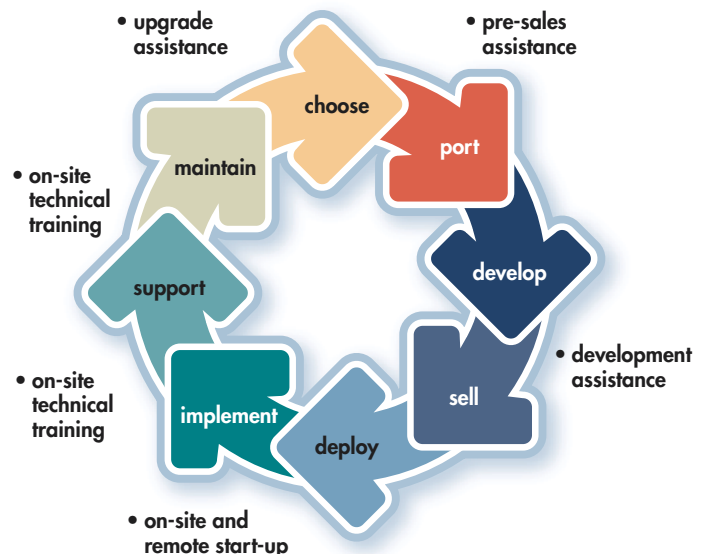
With over 1,000 certified implementation partners in 56 countries, HP Software Services works directly with you to make sure your needs and the needs of your customers are met anywhere in the world. At any point in the software lifecycle, from deployment support for development, integration, and implementation to post sales technical support, HP Software Services will manage your computing infrastructure.

premier

The Premier level is based on the premise that optimal support comes through dedicated support personnel representing diverse skills located in up to three key locations: your site, HP's Response Centers and HP's factory locations. Premier offers the highest level of personal attention through the teamwork among three key support roles:

- the Account Support Engineer (ASE), who is located at your site to become as knowledgeable about your challenges and setup as your staff, and who acts as the coordinator of the HP software support team
- the Named Response Center Engineer (NRCE), who works proactively on your behalf, taking planned steps to prevent problems before they occur and is your primary point of contact for all support calls
- the Alliance Manager, who is located within the support organization and acts as your personal champion for your business issues

The coordinated efforts of these primary team leaders speeds problem resolution time and generates proactive steps to prevent future problems. Shared information among the various support engineers in Response Centers and the factory, combined with your ASE's understanding of your installation, often leads to proactive steps that can be taken to avoid future problems. For example, your ASE may learn that fifty percent of support clients who have experienced Problem A, that was just resolved on your site, also



For more information about HP Software Services offerings please contact your local HP sales representative or HP sales office.

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