



INSIDE SUPPORT HP Software Support



ISSUE 6

Welcome to Issue 6 of Inside Support

This quarter your newsletter is focusing on the lifeblood of the software industry: interaction, networking and community.

Save the date: Software Universe Barcelona, 29 November–2 December – As you get back into work after summer and plan your schedule we make a compelling case for reserving the date in your diary for Software Universe – 29 November to 2 December in Barcelona. Our key European showcase provides lots of information over the few days to help you return to the office with some clear ideas to drive more value from your HP Software. Activities include our renowned “Meet the Experts” free consulting sessions with HP experts to improve business performance and due to popular demand our “Transformation Experience Workshops”, highly creative slide-free sessions to create nine-month plans for IT transformation. Also, one-hour Education taster sessions are available; you can meet and chat with other customers and our executive team and there will be a whole host of presentations and tracks on key IT issues. Find out more under [Events & Promotions](#).

Staying Ahead Webinar Series – We also highlight the forthcoming *Staying Ahead Webinar Series* to help you successfully manage migrations to ensure you are maximizing your software investment. Presented online with phone

interaction and debate, the sessions will provide insight from senior HP technical experts, customer perspectives and deployment options followed by open dialogue. The five webinars will cover migrations to *HP Network Node Manager i*, *HP Business Availability Center*, *HP Service Manager*, *HP Quality Center Enterprise 11* and *HP Performance Center 11*. Please see [Events & Promotions](#) for more information.

Gain valuable insight with Education – We are pleased to offer customers the opportunity to download a free copy of the insightful White Paper *Why today’s IT training does not deliver and how to fix it*. Based on an extensive survey of IT decision makers by independent research firm Vanson Bourne, the paper is the first step to delivering effective and efficient training to your IT teams and end-users. Please see [Education](#) for more details.

We also include insight into our latest Education products, industry news and the usual obsolescence details. We trust you enjoy this issue and look forward to any comments that you have.

If we should send this newsletter to colleagues or if you have ideas for areas we should cover please email kate.harris@hp.com.

Employee Insights



David Pieterse
Worldwide SSAM Lead

Helping customers capitalize on their HP software investments

With 17 percent of customers believing that their software licenses are underused¹, HP Software & Solutions is committed to helping their customers overcome the barriers to successful deployment. And as the Worldwide Lead for the Software Services Account Managers (SSAMs), it is David Pieterse's job to do just that.

David works collaboratively with the Regional VPs, Directors and Program Managers to ensure best practice across the organization. In this role he helps execute HP's strategy to enhance our customer lifecycle approach allowing our customers to capitalize on their software investment. He explains:

"The customer lifecycle methodology helps us to recognize the true value from the customer's point of view and what we can do to help our customers achieve the goals they desire, even when those goals change mid-year. The focus is to proactively work with our customers, ensuring that they are engaged on the correct service level and receive greater return from their initial software investments in a shorter space of time."

Our SSAMs review a new internal tool known as the "deployment plan" to assess the customer's current position with regard to software deployment and then work with the customer to obtain their desired business goals. They then agree what the steps, milestones and risks are to get to that desired level.

"With the SSAM engaged throughout the lifecycle, we can mitigate risk and ensure our customers are on the road to success with HP software. This approach will create meaningful and lasting relationships with HP Software customers. By working together today, we are building the successes of the future."



If you are visiting Software Universe this year we would be happy to meet with you to discuss your deployment challenges. To set up a meeting simply email Gytis.Celencevicius.



¹Vanson Bourne: independent survey of 1,000 customers.

Customer Success

The HP Software & Solutions Customer Success Program

One of the great features of the IT industry is the commitment of customers to share their challenges, solutions and successes to support peers in optimizing their IT investments. And we're delighted to report that in this spirit of cooperation, our Customer Success Program is gathering steam. The latest companies to provide insight into their experience of HP Software are listed below. We believe their experiences could offer great value if you're planning or deploying similar projects.

- **Boeing – case study:** Boeing achieved CRM system availability of 99.83 percent and reduced labor costs by nearly \$1m annually with HP Application Performance Management.
- **Motorola – podcast and podcast script:** Hear how Motorola achieved dramatic savings (150 percent ROI on large projects managed through the system) in IT operations costs with “ERP for IT” tools based on HP Software-as-a-Service for Project Portfolio Management.
- **T-Mobile – roundtable playback:** Learn how T-Mobile incorporated application security testing early in the software development lifecycle, with great results.
- **Audi – case study:** Read how ITIL processes helped Audi save costs by standardizing IT operating and development processes.
- **Hypoport – case study:** The internet-based financial services provider used HP Quality Center to integrate quality assurance into the agile development of its B2B finance platform.
- **Raiffeissen Zentral Bank Österreich (RZB) – case study:** Read how RZB implemented HP Quality Center and HP Performance Center as standard group-wide tools to efficiently manage 12,000 test cases and 150 load and performance tests for critical applications.
- **BankWest – case study:** Learn how BankWest enhanced customer satisfaction by simplifying IT Operations and Driving System Availability.
- **Legislative Yuan – case study:** Read how the Chinese government's law-making body has cut incident resolution times from days to just minutes with HP Service Manager 7.



Promoting projects can be a great way to recognize the excellent work of your team. If you would like to know more about the various options to become involved, please contact the [Customer Success Program team](#).

Events & Promotions

Be part of Software Universe
Barcelona, 29 November to
2 December

HP Software Universe is rapidly approaching and features a wealth of activities and events to help you assure amazing outcomes from your HP software. As well as offering a wide range of HP Software & Solutions tracks, presentations and seminars, we are looking forward to meeting you at some of our popular event-side initiatives:

- **Meet the Experts!** In these FREE 45-minute consulting sessions, you decide what to discuss with your HP Software Expert. Whether you need help automating your data center, implementing the Cloud, or modernizing your software portfolio, our team is on hand to ensure you return to the office with some hard ideas to improve business performance. Time slots are limited, so [submit your challenge early](#). (An event coordinator will contact you directly for scheduling. Each session is limited to two people from one organization.)
- **Transformation Experience Workshops:** These free-flowing, energetic, workshops banish slide decks! Instead the facilitator uses storyboards to help CIOs and IT teams visualize critical success factors, phases and actions for IT transformation. The creative sessions result in a timetabled plan – over a nine-month period – to optimize the mix of people, process and technology necessary to affect successful transformation.
- **Meet the Executives:** Meet senior HP Software Services executives in informal discussions to discuss prospects for the IT market, review challenges for your business and provide insight into your experience of working with HP.
- **NEW! Mini Theatre:** The Services Zone will this year feature our new Mini Theatre, where you will be able to take part in live, interactive sessions. These fun, informal ten-minute sessions will give you a taste of what HP Software and Services can do for your business.

The show will also feature free in-depth sessions to gain an insight into how our Education offerings – including our innovative new online training products – help your team make the most of HP software.

Don't miss your chance to be a part of this valuable event. [Find out more and register now!](#)



Optimize the value of HP software with: “Staying Ahead Webinar Series”

We know that you are very busy and staying abreast of software migrations can seem a major task. But it is one that is easier with our new Staying Ahead Webinars. Conveniently presented online with phone interaction and debate, the webinars include:

- **Insight from senior HP technical experts:** The presenters will provide insights into key upgrades and migrations, the benefits delivered and how our support services are there to ensure you successfully manage the transition to our latest software.
- **The customer perspective:** Customers who have made the move will explain the challenges they faced and the value they are generating by aligning the evolving needs of their company to our newest advanced software.
- **Open dialogue:** There will be plenty of opportunity to ask questions and discuss your views with peers.

The subjects include:

- **12 October 9:00 GMT, 10:00 BST:** Migrating to HP Network Node Manager i Software (NNMi)
- **14 October 9:00 GMT, 10:00 BST:** Migrating from HP OpenView Internet Services (OVIS) to HP Business Availability Center (BAC)
- **4 November 10:00 GMT:** Migrating from HP Service Desk to HP Service Manager
- **11 November 10:00 GMT:** Migrating to HP Quality Center Enterprise 11
- **18 November 10:00 GMT:** Migrating to HP Performance Center 11

We expect the webinars to be very popular and would welcome your participation and encourage your active involvement in the discussions: Please [click here](#) to get more information and register.

Events & Promotions

EVENT HIGHLIGHTS:

HP Software & Solutions sparkles at the Cloud Computing World Forum

The annual Cloud Computing World Forum was held in Olympia, London, from 29 June to 1 July, and HP Software & Solutions was proud to be the Diamond sponsor of this influential conference. We enjoyed networking with the many delegates who visited our stand to ask about our extensive portfolio of Cloud services. But in case you were not one of the 2,000 attendees, here is a chance to catch up on just some of what you missed!

- Jamie Erbes, VP & CTO of HP Software & Solutions, gave an engaging keynote presentation on enterprise IT in the emerging Cloud environment. CIO Magazine's Richard Sykes provides interesting analysis of Jamie's presentation highlighting that we see a transition in the market for IT Services. He writes: "At the core of Ms Erbes' thinking was the transformation of the IT industry from the business of IT Services into the business of Business Services, and the Cloud is very much about the emergence of a virtual market in directly sourceable technology-enabled business services. She positioned the role of the CIO accordingly." You can read the full piece [here](#).
- Marc Wilkinson, Director, Cloud Global Practice HP, took part in a lively panel discussion. The key themes of the discussion that identified Cloud as a great opportunity and challenge for IT teams are analyzed in this interesting piece in Computer Weekly accessible [here](#).

Find out more about [HP Software-as-a-Service](#) and [HP Cloud Consulting Services](#).



EVENT HIGHLIGHTS:

Customers learn how to deliver better business outcomes at HP Software Universe Israel

July's HP Software Universe Israel was a hit with regional customers. Over the four-day event, delegates were able to participate in a packed schedule, which included the Executive Outcomes Tours, Applications Conference, a Partners Business Perspectives event and an Operations Conference.

The main Applications Conference attracted 550 attendees, while 415 attended across the other days. Feedback was very positive, with delegates rating the Executive Outcomes Tours top marks for satisfaction. The HP Software & Solutions team are looking forward to following up with those of you we had the opportunity to meet.

Education

Free White Paper: Why today's IT training does not deliver and how to fix it

Recent innovations, such as Cloud computing and data center virtualization, mean that your IT teams are under increasing pressure to deliver a much higher level of service to your internal "clients". Which means that regular, effective training is crucial to enable teams to ensure IT delivers to your business. So what is the latest state-of-the-art training and where can it be improved?

This is the question tackled by independent research company Vanson Bourne, in a survey of 1,000 senior Enterprise IT decision makers across 17 countries. We reveal their findings in our new White Paper *Why today's IT training does not deliver and how to fix it*.

For insight into how other organizations are tackling training issues around shelfware, standardizing IT processes and software upgrades, please download your free copy of the [White Paper](#) today.

To find out more about HP Software Education Services and our extensive range of training options, please [click here](#).

New HP Software Education: Training on your terms

- **Technical Training On-demand (TTO):** Hosted on your company's network, TTO enables you to train an unlimited number of employees, in multiple locations, over an unlimited time period. Your people can start and stop the technical training modules as and when it's most convenient for them. And TTO equips them with the skills to make the most of their HP software without having to leave the office for training. If you are interested in more details on TTO, which is SCORN compliant for integration with Learning Management Systems, please [click here](#).
- **Labs On-demand (LOD)** is a dedicated, preconfigured remote training lab environment. This innovative training tool provides a realistic virtual environment to allow technical professionals to practice and apply what they have already learned in our technical training classes. LOD is self-paced and therefore provides students plenty of time to explore for an optimal learning experience. Read more about LOD [here](#).



Overcome the hurdles to effective software deployment

We understand that ineffective or non-existent training can negate the value of core IT applications and we're committed to helping you help your colleagues make the most of their HP software. That's why we provide our Virtual Instructor Led Training (VILT) Program. That's why we offer live interactive sessions (supported with online tools such as IM and live forums) that provide the same benefits your teams would receive in the traditional classroom environment, without leaving the office. And for a limited time, when you register for a VILT course, you can have free access to our insightful White Paper, based on Vanson Bourne research among 1,000 companies and sponsored by HP: *Why today's IT training does not deliver and how to fix it*.

To find out more about VILT and download the White Paper, please [click here](#). You can also watch the informative [VILT video](#) to learn more about the training that comes directly to you.

Education

HP Software Education Services Schedule Q4 2010

HP Software Education Services offer a comprehensive range of training options across all of our products, which can be delivered via either local classroom-based or web-based Virtual Instructor-Led Training (VILT) sessions.

Maximize the value of your HP software by enabling your staff with the tools they need to fully deploy your investment today. To find out more visit our [Q4 2010 brochure](#).

Introducing QuickStarts – realizing fastest time to ROI

Are you looking to adapt to fast-changing business priorities but are not sure where to start? Our Professional Services team is pleased to introduce QuickStarts – a unique service to help organizations maximize the value of their software by ensuring efficient, fast-tracked deployment.

Every QuickStarts offering features the strategic consulting and technical services you need for a successful deployment, with predefined deliverables and a fixed timeline within each datasheet. Content is based on proven processes and customers benefit from hands-on mentoring in their own environment by highly qualified consultants, from either HP Professional Services or our Channel Partner network.

All this is offered at a flat rate, to ensure your investment in HP software delivers value quickly and effectively. Amongst our most popular QuickStarts packages are:

- Agile Accelerator
- Storage Essentials
- Data Protector
- Performance Insights
- Business Availability Center
- Project & Portfolio Management

For more information on the complete QuickStarts portfolio, features and benefits, please contact your HP representative or visit [Professional Services](#).

NEW SaaS Customer Portal

Ten years after HP Software & Solutions pioneered it, Software-as-a-Service (SaaS) is now a proven model for organizations to save money on the IT resources they need to run their businesses. When IT Management is delivered using a SaaS model, it allows companies to better match actual IT usage patterns to IT management buying decisions. With IT Management delivered by HP SaaS, the IT function can adapt rapidly to change as never before and assure amazing outcomes for the business it serves.

To find out more about our offering, the community and free online trials visit <http://saas.hp.com> and see why we are the leader in SaaS for IT Management.

Achieve mastery with the NEW HP Software & Solutions ASE Certifications

The HP Software & Solutions Education Certification program prepares you and your team to meet today's increasing challenges with the advanced-level technical skills you need. And we have now released seven new HP Software Accredited Systems Engineer (ASE) certifications to help your teams demonstrate their mastery in our software products and solutions.

Learn more about the HP Software [Certification Program](#) and review the [certification path](#) to learn how you or your team can be on the way to achieving an HP Software ASE certification.

We now offer:

- HP Advanced Operations Orchestration v7.5 (NEW!)
- HP BAC v8 Implementation (NEW!)
- HP Functional Testing using QuickTest Professional v10 (NEW!)
- HP Project and Portfolio Management v8 (NEW!)
- HP Performance Testing using LoadRunner v9.5 (NEW!)
- HP Performance Center v9
- HP Quality Center v10 Implementation (NEW!)
- HP Server Automation v7.8 Implementation (NEW!)
- HP Service Manager Design and Tailoring v7

Market Intelligence

Interarbor analyst Dana Gardner says HP CloudStart is the practical approach to fast-tracking private clouds

In August, HP Software & Solutions announced CloudStart – a hardware, software and services package that will speed up the construction of private clouds to just 30 days, using our Cloud Service Automation tools.

Interarbor analyst Dana Gardner was clearly impressed, saying that the new offering “exploits HP’s product strengths” and offers a practical alternative to complex and costly applications support for Microsoft Exchange and other implementations. Please take a look at his [blog](#) to find out more.

Alternatively, please read about how CloudStart can fast-track your private cloud solution [here](#).



Cloud Transformation: A workshop that comes highly recommended

We recently hosted a workshop in the US for several high profile members of the blogging community to explain our approach to working with customers on the Cloud – which typically begins with the Cloud Discovery Workshop.

The workshop is designed to provide deep insight into the Cloud, what it is, its strengths, limitations, when it’s right for your business and how to approach Cloud deployments. The focus is on education first and foremost through the open and lively sessions that can last from five hours to a whole day. The aim is that participants leave with a firm understanding of when and how IT aligns with the business, what services IT provides and finally a strategy for Cloud adoption (if indeed the Cloud is needed by the business).

Respected blogger Phillip R. Jaenke attended the event. And in his post titled HP Software & Solutions – A REAL Recommendation, he explains why he was so impressed with the content and aims of the Cloud Discovery Workshop. You can read all of his observations [here](#) but we have picked out a few highlights:

- “HP has set out to resolve the most important problem of Cloud: education. Education, education, education. I cannot say this enough. And rather than tell you that you need Cloud, or that you will do Cloud, the approach is the exact opposite. HP takes a very customer-involved, customer-active approach to it. You will be on your feet, explaining what it is your IT department does, the Business will argue with you about what makes Exchange so important, and HP will attempt to bridge this gulf in the context of Services that the business needs. You may not be ready for Cloud – HP is absolutely prepared to say that if it’s true.”
- “The goal is to give your business a specific definition as to what Cloud is for your business and not shove something standard at you.”
- “I honestly believe that anyone going through this Workshop, when it is done correctly as demonstrated, will gain a vastly improved understanding of what IT does, what the Business does, and how these two go together. People will learn the why of Cloud, the how of Cloud, and the what of Cloud.”

For more information on the Cloud Discovery Workshop [click here](#).

Market Intelligence

Gain control of and cut the costs from your hybrid environment with HP Business Service Automation (BSA)

You will know that a hybrid environment – spanning on-premise, off-premise, physical and virtual scenarios (including the Cloud) – can increase agility and accelerate time to market. But you may also have come across the challenge of the hybrid model – that if not effectively managed, complexity can increase and costs rise as a result. HP BSA overcomes this problem to provide a unified and fully integrated view of IT components spanning server, network and storage applications. We have just announced a new version of BSA – 9.0 – that includes a new or enhanced range of features to extend its cost and control benefits by simplifying application deployment and management. Brief highlights of this major new release include:

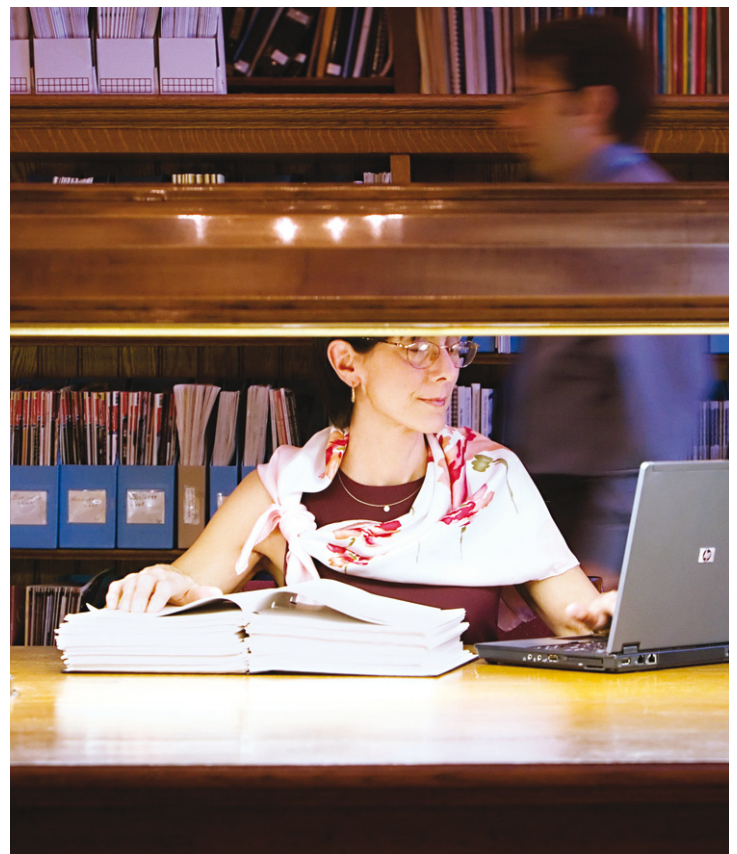
- **HP Operations and Maintenance:** To automate processes associated with Cloud initiatives.
- **HP Operations Orchestration 9.0:** Provides the capability to automate processes associated with the Cloud.
- **HP Storage Essentials 6.3:** To improve storage utilization and capacity can be found.

With IDC (June 2010 Expert ROI Spotlight) saying that organizations that deploy BSA on average receive a 382 percent ROI and a reduction of IT costs of \$24,000 per hundred users, you may find it useful to review the new features of BSA [here](#). The analyst data is also explained in more detail.

We are building our offering to optimize and simplify software application deployment in hybrid environments

HP has acquired Stratavia, a privately held database and application automation company based in Denver. The acquisition strengthens our software and solutions portfolio, adding deployment, configuration and management solutions for enterprise databases, middleware and packaged applications. The net result is an offering that ties the application development process to application deployment (bridging the gap between application development and operational teams) to help you simplify application deployment and management in hybrid IT environments.

Further detail on the benefits of the Stratavia acquisition can be found [here](#).



Regional Corner

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Product Updates

NEW! Free up time and resources with HP Solution Management Services

HP Software Professional Services is pleased to announce a new set of integrated support and consulting services: Solution Management Services (SMS). These services extend existing Foundation and Premier support offerings to cover customized software solutions, multi-product implementations and third-party integrations.

The new offering is already attracting praise, with IDC analyst Elaina Stergiades saying: "Programs like HP's SMS can help organizations free up time and resources, realize the benefits of defined service levels and manage complexity."

Solution Management Services include:

- **Solution Support Services:** Extend HP Software Support Services with a single point of accountability to your solution such as customer-specific configurations, integrations and customizations.
- **Solution Operations Services:** Provides services to "out-task" common and routine activities required to maintain and operate the solution. These can include system administration, user management, monitoring, report generation, implementation of approved changes such as patches or enhancement, etc. This also covers knowledge transfer and mentoring to enhance the effectiveness of internal staff.
- **Proactive Solution Maintenance Services:** Provide proactive insight and guidance for maintaining the solution including monthly, quarterly and yearly solution reviews, upgrade planning and change management.
- **Solution Enhancements:** Enhancements to continually improve your solution including requirements, design and testing of low-complexity enhancements and documentation changes.

[Find out more.](#)

The HP Software Solutions Community – a great way to get more out of your support contract

Many of your fellow HP Support users are blogging, discussing, sharing, networking and staying in touch with other HP customers in the [HP Software Solutions Community](#). As an HP Support customer, you can get double benefits from the HP Software Solutions Community. In addition to contact

with other HP software users, you'll have a link between your formal support, via HP Software Support Online, and the dynamic interaction of the customer community at large.

Here are some samples of the many forums you can participate in.

Applications

[Quality Center](#)

[LoadRunner](#)

[SOA Center](#)

[Performance Center](#)

Operations

[Project and Portfolio Management Center](#)

[Business Availability Center](#)

[Service Manager](#)

Information management

[Data protection](#)

[Trim](#)

[Register now](#), and join the interaction!

Track session audio recordings

In the HP Software Solutions Community, [you'll find more than 70 recordings of the top sessions](#) from HP Software Universe 2010. They include technical deep dives on new product releases, case studies and best practices.

IT's first online graphic novel!

Ever feel as if your job is a hair-raising adventure that demands a superhero? Then you'll appreciate John Evans' graphic novel – presented exclusively in installments on the HP Software Solutions Community. Follow the adventures of David Wheeler, aka "The Coder", as he pits his software engineering talents against the forces of evil!

Wait – did we say "follow"? Why not take the lead? You can help determine the direction of the plot!

The community newsletter

Are you interested in staying up to date on the latest HP Software Solutions Community news? [Opt in](#) to the monthly newsletter for a summary of the most popular forums and discussions, the latest content and upcoming events. We look forward to seeing you in the Community soon!

Product Updates

HP Software Support: continual improvement initiative update

HP Software Support is committed to continual improvement of our services and we take pride in the fact our continuously measured customer satisfaction benchmarks are rising. To keep you up to speed on our latest efforts, here's a rundown of our 2010 quality improvement efforts:

PROCESS

- **Improved responses:** A Review of our Duty Manager Process and simplification of delivery processes have resulted in improved single contact resolutions, meaning less phone and email tag and improved responsiveness to customers.
- **Best practice:** We have launched an industry benchmark initiative to identify and promote delivery best practices.
- **ISO 9001 certification:** We have achieved ISO 9001 certification of proper process controls and change management procedures.

TOOLS

- **Improved diagnosis:** Increased investment in diagnostic labs so engineers can replicate customer environments and issues and resolve incidents more quickly.
- **Community:** The HP Software Solutions Community supports the sharing of best practice and provides a range of support materials.

PEOPLE

- **A Solution Support Model:** Our Solution Support Model supports our teams in providing better first-contact support for multi-product HP Software Solutions and improved incident resolution times.
- **Improved incident routing:** Ongoing improvements to incident routing and assignment are reducing case handovers.

HP Software Support is also investigating offerings such as chat, ultra-high priority response and additional support models for customized solutions. Please let your account representative know if you are interested in participating in our pilot studies for any of the above.



SHARE IT – the new and improved Customer Support Handbook

The April 2010 edition of the Customer Support Handbook is now available online. The handbook is full of important information that your teams will need to ensure a first-rate support experience, such as how to manage HP Passport accounts, how to log support incidents and instructions for electronic software delivery and implementation.

And it also contains useful information about new and improved support tools:

- 'My Updates' portal, which replaced Software Update Manager.
- How to sign up for updates, migrations and obsolescence announcements.
- How to submit security issues and sign up for security bulletins.
- HP Software Solutions Community and more.

Make sure you bookmark the [April 2010 edition](#) to ensure an even better support experience.

Product Updates

Obsolescence and migration information

You can track important updates below which were published between 1 March and 1 August 2010. Follow the links to find more detailed information published on Software Support Online. The articles also remind you to schedule and execute complex migrations published previously.

For additional details, please contact your sales representative.

Recently Announced HP Software Product Obsolescence & Migrations

- [HP Performance Manager 6.0x, 8.0x & 8.1x](#)
- [HP Operations Manager for Windows 7.5x & 8.0x](#)
- [HP Storage Essentials 5.0x, 5.1x, 6.0x, 6.1x](#)
- [HP Operations Agent 8.1x & 8.5x](#)
- [HP Connect IT 3.5, 3.6x, 3.7x, 3.8x, 3.90](#)
- [HP Oracle for Server Automation](#)
- [HP TRIM 6.1x and Prior Versions](#)
- [HP Network Node Manager 7.5x & Smart Plug-ins](#)
- [HP Network Node Manager 8.0x & Smart Plug-ins](#)
- [HP Route Analytics Management Software 5.5x & 8.0x](#)
- [HP Medical Archive System 3.5x & Prior Versions](#)
- [HP Identity Management: Select Access, Select Federations, Select Identity](#)
- [HP Client Automation 7.2x & Prior Versions](#)
- [HP Interconnect \(OVI\) All versions](#)
- [HP Integrated Archive Platform 2.0x & Email Archiving Software for Exchange 2.0x](#)
- [HP Operations Manager OS SPIs and ISPI Versions](#)
- [HP Mercury Application Mapping 6.5x & 6.6x and HP Universal CMDB 7.0x, 7.5x and 8.0x](#)
- [HP Data Protector & Media Operations 6.0](#)
- [HP Service Manager 7.0x](#)
- [HP Release Control 4.0x & 4.1x](#)
- [HP Operational Management Database & Service Automation Reporter 7.0, 7.5x, & 7.8x](#)

HP OpenView Internet Services (OVIS) 6.11 JPN, 6.2 migration to Business Availability Center (BAC)

If you are an HP Internet Services customer you are entitled to migrate to HP Business Availability Center. This option is available until the end of support date. Please take this opportunity to migrate to BAC as soon as possible. We encourage you to contact your support contract administration professional to initiate the migration. Please note that your support contract is not automatically updated to reflect your migration to BAC.

To find out more, register for our [“Staying Ahead Webinar Series”](#)

HP ServiceCenter & HP Service Desk migration to HP Service Manager 9.20

HP ServiceCenter & HP Service Desk customers with active support contracts are entitled to more than like-for-like functionality in HP Service Manager 9.20. The HP Service Manager 7.10 Migration Brief document provides details regarding this beneficial entitlement, upgrade factory, automated migration tools and certified partners who could assist you in your migration.

Or, to learn more about migrating to Service Manager, please visit the site [here](#).

Reminder for HP Software & Solutions product obsolescence and migrations announced earlier

Please note that the list below is not exhaustive and is provided only as a reminder. The end of support dates for these products are listed below and we urge you to consider the migration options available to you if you haven't done so already.

Product	End of Support Date
HP Internet Services 6.11 JPN, 6.2	Dec 31, 2010
HP WinRunner	Dec 31, 2010
HP Service Desk 4.5 and HP Service Desk 5.1x	Dec 31, 2010

Product Updates

Obsolescence/migration notification – via email only

As part of the introduction of My Updates, our new update delivery and download portal, we have streamlined our product update, obsolescence and migration notification through HP Alerts. HP Software & Solutions will no longer send obsolescence/migration letters by post. All obsolescence/migration announcements will be sent out via email through the HP Alerts system.

Benefits of the new Alerts system include:

- **Consolidation:** Receive a single email that consolidates all updates, obsolescence and migration information.
- **Flexibility:** Receive these alerts via email or RSS feeds.
- **Faster:** You will be notified quicker than using the post!
- **Efficient:** In the past only the contact person listed on the support contract received the postal mail announcing the obsolescence of a product. Now, any number of people in your organization can receive updates regarding these announcements. It also enables you to forward obsolescence/migration-related information to other departments or end-users at your location.

If you are already listed as a contact on the support contract, you will continue to receive obsolescence/migration information, regarding the products you own, via the HP Alerts system. Please encourage other members in your organization to [subscribe to these alerts](#) – by creating or updating their profile – to be kept up to date.



Other Services

Introducing QuickStarts – realizing fastest time to ROI

Are you looking to adapt to fast-changing business priorities but are not sure where to start? Our Professional Services team is pleased to introduce QuickStarts – a unique service to help organizations maximize the value of their software by ensuring efficient, fast-tracked deployment.

Every QuickStarts offering features the strategic consulting and technical services you need for a successful deployment, with predefined deliverables and a fixed timeline within each datasheet. Content is based on proven processes and customers benefit from hands-on mentoring in their own environment by highly qualified consultants, from either HP Professional Services or our Channel Partner network.

All this is offered at a flat rate, to ensure your investment in HP software delivers value quickly and effectively. Amongst our most popular QuickStarts packages are:

- Agile Accelerator
- Storage Essentials
- Data Protector
- Performance Insights
- Business Availability Center
- Project & Portfolio Management

For more information on the complete QuickStarts portfolio, features and benefits, please contact your HP representative or visit [Professional Services](#).



NEW SaaS Customer Portal

Ten years after HP Software & Solutions pioneered it, Software-as-a-Service (SaaS) is now a proven model for organizations to save money on the IT resources they need to run their businesses. When IT Management is delivered using a SaaS model, it allows companies to better match actual IT usage patterns to IT management buying decisions. With IT Management delivered by HP SaaS, the IT function can adapt rapidly to change as never before and assure amazing outcomes for the business it serves.

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