



Hewlett-Packard Company
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HP Software Services October 2009

hp OpenView Internet Services

[Addressee's Name
Addressee's Title
Company Name
Street Address
City, Postal Code
Country]

hp OpenView Internet Services 6.2 and 6.11 JPN End of Support - Business Availability Center Migration Advisory

Dear HP Software Customer,

With the hp OpenView Internet Services (OVIS) 6.2 and 6.11 JPN End of Support date of December 31, 2009 approximately two months away, Hewlett-Packard would like to offer as much assistance as possible for customers to realize the many benefits of Business Availability Center Business Process Monitor and SiteScope.

For every customer who has not migrated yet and who would benefit from additional time to plan and initiate the migration to Business Availability Center, HP offers the opportunity to extend support for OVIS 6.2 and 6.11 JPN through 2010.

All OVIS 6.2 and 6.11 JPN customers have the option to renew their Service Agreement with an end date of up to and including December 31, 2010. Customers with active Service Agreements may elect to extend support throughout 2010, please contact your renewal sales representative for details and cost.

In order to facilitate a transition to Business Availability Center, HP has developed the following program:

- HP Professional Services and certified partners that can help you with your migration.
- Migration tools that ease migration efforts.
- Several on-line HP Education courses to train your administrators and end-users.
- A beneficial license entitlement for all customers with an active Service Agreement for OVIS. Please contact your contract administrator to initiate the license and support contract migration.

Sincerely,

HP Software Services