

Services Integrator for HP Software Services

Program Brief for Management Software Partners



The Services Integrator (SVI) program for HP Software Services allows qualified business partners to become the single point of contact for their customers' HP OpenView support services needs, by leveraging the partner's existing help desk and contract administration, and knowledge of the customer's environment. The customer and SVI business partner both benefit from their continued and familiar business relationship after implementation, and from support services delivered by a local, trusted business partner.

Key features and benefits

- Maximize your account presence by:
 - Selling and managing all aspects of the services relationship with your customers.
 - Owning the renewal of and changes to your support agreements with your customers.
 - Providing all technical and contract administration support for all of your customers' support services needs.
- Leverage your knowledge of your customers' software environments to deliver ongoing support, after implementation or as their software needs grow.
- Give your customers the assurance of a local business partner they know and trust to provide the support services they need for their HP software.
- Increase your value-added revenue by:
 - Creating your new and ongoing support services business opportunities.
 - Offering your branded support services, as inclusive as you define and quote, for HP OpenView software.
- Eliminate the need to transfer knowledge, after implementation of your customers' software environments to HP.

Program overview

As an SVI business partner, you are in the driver's seat! You sell your services and help desk support to your customers and provide the ongoing administration and renewal of those contracts. You provide all support services to your customers, with HP as your resource to help solve the most difficult problems. As an SVI business partner, you have or receive:

- Rebates and discounts based on the amount of business you generate and the quality of support services you provide to your customers.
- Access to extensive online HP knowledge resources.
- Technical resources from HP to help you solve the most difficult problems.
- An assigned Partner Account Manager who facilitates your successful program experience from a business process and relationships perspective.
- Feedback and collaboration opportunities with other SVI business partners via a Partner Advisory Council.

Requirements

To be eligible for this program, you must be an HP OpenView PartnerONE business partner. In addition, you must meet the following key requirements:

- Already have a "help desk" infrastructure in place
- Already have contract administration capability in place
- Have on staff at least two certified engineers for each HP Software solution supported
- Maintain systems running the HP Software solutions supported in order to repeat, isolate and diagnose problems reported by your customers
- Agree to achieve a minimum volume of annual support services business
- Agree to continually update an actual and potential support services business opportunity funnel
- Agree to submit a support services business plan annually

To learn more

For further information, visit:

www.hp.com/managementsoftware/svi

Contact information

To find an HP OpenView sales office or reseller near you, visit: www.hp.com/managementsoftware

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