

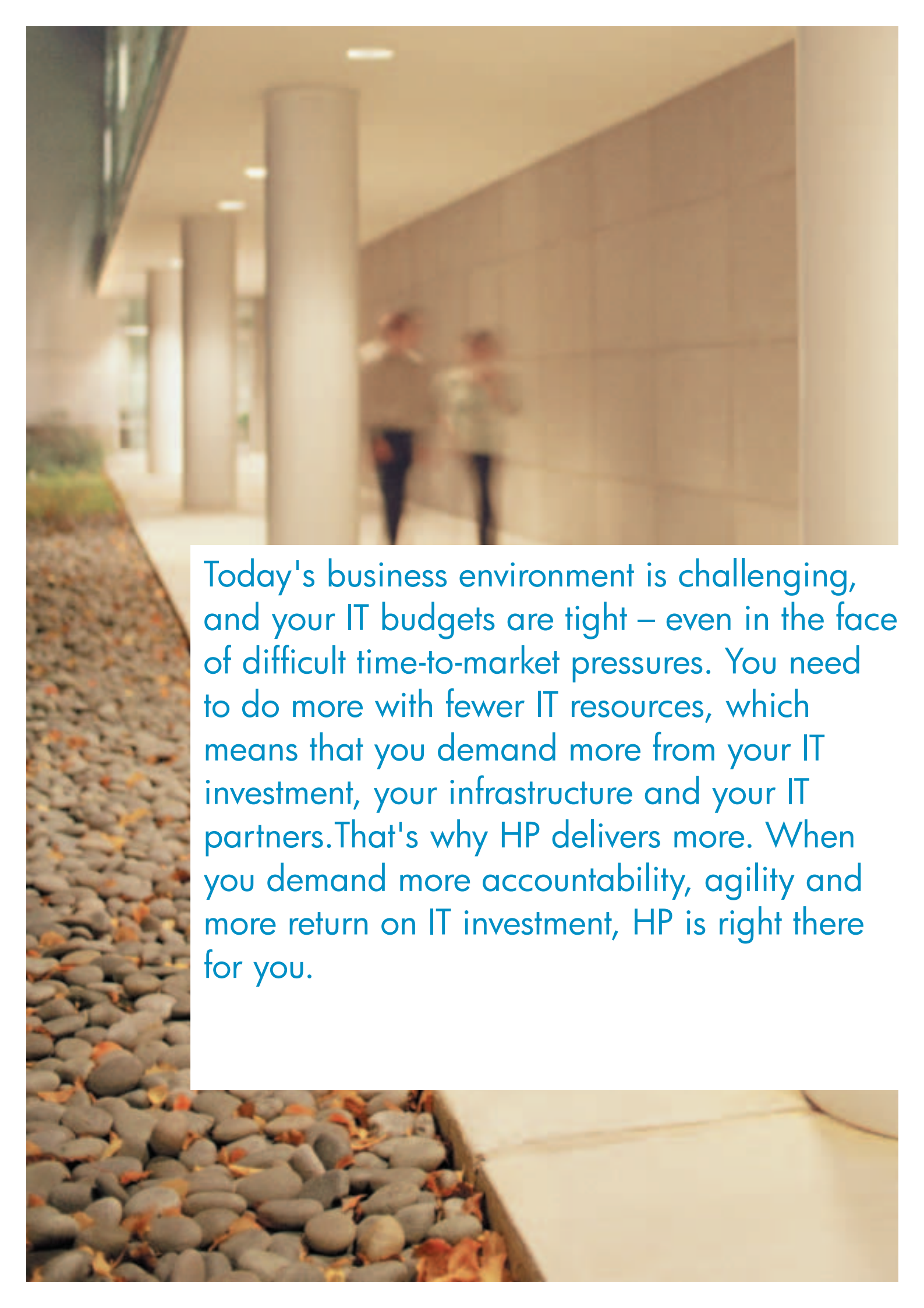


Support your business.  
From the top down, inside and out.

Our services and people keep everything  
headed in the right direction.

HP Services





Today's business environment is challenging, and your IT budgets are tight – even in the face of difficult time-to-market pressures. You need to do more with fewer IT resources, which means that you demand more from your IT investment, your infrastructure and your IT partners. That's why HP delivers more. When you demand more accountability, agility and more return on IT investment, HP is right there for you.

HP Services has the expertise to architect and integrate your complex, heterogeneous IT environments. Our breadth of experience, vast portfolio of support solutions and strategic partnerships help proactively manage the risk inherent in promoting the secure and continuous operation of your business.

**HP works with the technologies that are the foundation of your business.**

Multi-vendor, multi-technology IT environments are a fact of life – they reduce equipment costs and enhance business agility. But managing disparate technologies yourself can be expensive, consume substantial resources and expose your business to undue risk. Partner with HP Services for single-source management of all your multi-vendor, multi-technology support needs and you'll achieve first-rate availability and performance of your entire enterprise.

HP supports over 20,000 hardware and software products from 1,300 vendors, including all leading platforms and operating systems. This vast expertise allows your IT staff to concentrate on critical business issues and applications instead of the systems that run them.

**We help you realise value from your IT investments.**

Our experience translates into service methodologies and strategies that not only help you realise measurable value from your current IT investments, but also help you remain flexible well into the future. Ultimately, support services from HP help you achieve an environment that dynamically adapts and evolves to meet changing business needs. By helping you build an adaptive enterprise that responds to change, your business gains considerable competitive advantage.

**When it has to be bullet proof...**

HP has the top market share in fault-tolerant systems; UNIX®, Linux® and Microsoft® systems; and high-performance technical computing. As a result, HP customer support has a broad experience across these platforms, providing unsurpassed availability,

performance and security. Today, HP customer support manages 5,000 mission-critical environments worldwide – including NASDAQ; the New York, London and Tokyo Stock Exchanges; and air traffic control systems across Europe.

**When you're looking for a team member...**

HP is serious and disciplined in pursuit of our goals – one of which is attaining the highest level of customer satisfaction in the industry. As such, we've established a collaborative approach that enables you to find the support solution that best fits your needs. Additionally, HP Services is an established leader in customer support, with more than 20 years experience of all aspects of the enterprise. Our support service engineers receive frequent training each year in the latest technology and practices established by the IT Service Management Forum. Every support interaction is fed into a worldwide knowledge database, giving customers and service engineers access to up-to-date information for repeatable solutions. Plus, HP enjoys the most extensive partner network in the industry, with over 70,000 partners around the world. This triples our available talent and resource pool of 60,000 services professionals, of which 38,000 are dedicated to customer support.

**When you need to prevent problems and reduce complexities...**

HP leads the industry in combining web-enabled support services along with experienced service professionals to simplify the management of IT environments – effectively reducing both complexity and costs. Proactive, remote diagnostic HP technology is designed to identify potential critical problems and help you prevent them from occurring, and our high-performance web-based delivery methods enable rapid, preventative support to maintain high availability. Additionally, our support solutions are designed and architected on industry-standard technology. This not only provides data integrity and transaction security, but frees you up to focus on other important aspects of your business.

"What's our cost of downtime?  
It's tough to put a price on what  
we would lose. It's more than  
revenues – it's our reputation.  
We're expected to be up and  
available all the time, 24 x 7."

Tim McCarthy, Senior Vice President and  
CIO, Visa



### Customer support from HP gives your business the agility it demands.

Backed by 38,000 professionals in 160 countries, we provide the exact level of attention your business demands. This applies to small businesses all the way up to the largest enterprises. And each one of our support specialists understands that you need to demand more from your infrastructure and technology partner.

Our complete offering of support services – in concert with consulting, integration and managed services – delivers the expertise you need to help improve agility while improving and stabilising your overall IT environment.

### HP deployment services let you get down to business.

HP deployment services are specially designed to assist and support you in managing and deploying IT assets so you can focus on your business. Our lifecycle expertise covers installation, implementation, complex deployment and migration.

We've designed these deployment services to save you time by speeding up the installation process. They also reduce interruptions as well as complement your knowledge base and system-support resources. To further free your resources and increase your agility, HP customer support experts can help you measure and reduce total cost of ownership and reduce the complexity of your deployments.

### HP availability services help you achieve a high-availability environment.

Today's business environment demands more from your infrastructure. To help you meet those demands, HP delivers a suite of availability services that produce cost-effective stability and flexibility at the core of your infrastructure. Our service options span the availability continuum for all our customers – from small to large enterprises.

#### **Mission-critical services help you keep your system up and running.**

When you need high availability, performance and security, HP and our strong 20-year leadership in mission-critical services delivers. We work collaboratively with you, acting as an extension of your staff to proactively prevent problems, enhance the environment and manage change across all platforms – UNIX, NonStop Kernel, Tru64 UNIX, Windows®, MPE, Linux and OpenVMS. At the forefront of our mission-critical services are Mission Critical Partnerships, Critical Service and Proactive 24 Service.

	Servers	Storage	Network	Personal Computing	Printing
You need support to deploy and manage IT, allowing you to focus on your business.	<b>Deployment services</b> Installation and startup, implementation, integration, deployment				
Your business depends on your IT to be flexible and stable – cost-effectively.	<b>Availability services</b> Mission-critical services, technical services, hardware support services, software support services				
Your IT assets and resources need to provide enhanced performance and create positive RoIT.	<b>Performance services</b> Assessments and reviews, performance tuning, optimisation, performance support, security services, education				
You need a partner to help you reduce the complexity of your heterogeneous IT environment.	<b>Support Management services</b> Integrated support, IT Service Management services, SAN support management, Desktop Lifecycle, on-demand support services				

• **Mission Critical Partnership** – when your IT environment is vital to your financial position or market credibility, HP Mission Critical Partnership is key. HP helps you align IT service delivery to your business objectives. We enable a high rate of business change so that you can continuously improve service levels. We also mitigate risk and share responsibilities with you through customised business-level commitments.

This service includes a senior service relationship manager, a business-critical consultant and an integrated service-delivery team to support your tailored business solution.

• **Critical Service** – HP Critical Service improves availability and performance across your IT environment and is ideal when a downtime emergency can threaten your business. You get a team of high-availability-certified experts who provide the right combination of proactive and reactive services. Not only do you gain expertise through knowledge transfer and sharing of best practices, you also get onsite technical assistance and access to our global experts.

• **Proactive 24 Service** – it's easier than ever to build proactive support into your environment with our Proactive 24 Service. With access to global technical expertise from HP, you can leverage our business practices to achieve fast hardware and software problem resolution.

**Hardware support services let you rely on professionals who know your systems best.**

The breadth, depth and quality of our hardware services portfolio are unsurpassed in the industry. We have experience in servicing systems, networks, storage devices and peripherals for enterprises and environments of all sizes. We offer a wide range of purchasing options and our solutions are built from standards-based service modules so you can be sure you're getting the service coverage and the level of expert assistance you need. Service capabilities include total lifecycle support, preventative and diagnostic services, access to a global service network and support for an array of third-party peripherals.

**Software interoperability to make your life easier**

HP Services professionals have extensive experience in resolving the complex software and hardware interoperability problems that tax user productivity. Our experience includes total lifecycle support for all popular operating systems, support for over 1,400 software products from 1,000 vendors, a global service network of 16 customer support centres worldwide and the largest Microsoft Windows NT®- and Windows 2000-certified workforce in the world.



## HP Services – helping your business maintain secure and continuous operations

### HP performance services keep your IT assets delivering maximum ROI.

In order to thrive in today's business environment, you need to maximise and enhance the IT investments you've already made. HP performance services provide the assessment consulting; security services and audits; performance monitoring and tuning; system administration; and educational programmes that leverage your current investment so that it can adapt to effectively handle the needs of your business.

#### **Availability and security assessment services**

HP assessment services help you achieve the availability levels you require, deliver operational readiness, meet service-level objectives and pinpoint opportunities to reduce security risk. In the case of an availability assessment, our professionals analyse your business requirements and service levels and offer specific health checks to enhance your enterprise. You get detailed technical recommendations ranging from systems and software configuration to environmental robustness.

HP proactive security assessments help you evaluate IT activities against your security policies, review platform vulnerabilities, evaluate potential threats and identify the most complete combination of technical, human and process controls to reduce risks. HP security services are another way to help you mitigate and manage risk so you can maintain the continuous operation of your business.

#### **Education services**

Learning and adapting to new technologies – as well as the processes they support – is critical to competitive success. HP education services cover all your training needs spanning from handheld to NonStop technologies and Microsoft, Linux and HP-UX operating environments – you can also leverage IT Service Management for training across your environment. Your team will be better equipped to streamline technology adoption, enhance productivity and shorten the time it takes to realise a return on your investments.

### HP support management services meet the needs of a complex IT environment.

Supporting your complex, multi-vendor IT environment on your own requires a significant investment in time and resources. HP offers a full range of support management services to help you in managing your environment so that you get the most productivity, efficiency and return from your IT investment. These services are ideal for a variety of organisations – from smaller organisations needing a do-it-yourself solution to full enterprise-wide outsourcing. HP Services can handle it all.

#### **Integrated support services**

HP integrated support services provide your business with total support management for your multi-vendor, multi-technology environments – effectively improving service quality while lowering overall support costs. We consolidate your service contracts and align service levels to your needs. Our enhanced service-level reporting enables you to more closely monitor your systems, as well as the services you are receiving, and tie it all back to your business needs. Additionally, IT Infrastructure Library (ITIL)-based processes are integrated throughout the environment and serve as a blueprint for a more efficient, productive enterprise. Furthermore, you retain complete control of your resources, assets and vendor choices.

"Since starting the contract with HP, support costs are down and service quality has risen significantly."

John Boutal, Technical Support and Project Manager, Vodafone



## On-demand solutions allow you to pay for only what you use.

HP on-demand solutions are an alternative to traditional IT ownership and support – integrating HP technology, services and financing to deliver IT resources when and where you need them – with payment based on usage.

Our on-demand solutions include several resource-saving services including the following:

- **Access on-demand** – this innovative alternative to traditional PC and notebook ownership and support delivers complex, client-computing solutions geared to your specific needs – all at a per-seat monthly price. It's ideal when you need a broad range of technology solutions at a predictable price and performance level.
- **Pay-per-use imaging and printing** – buying and supporting a diverse array of imaging and printing technologies can cause productivity to suffer and maintenance and supply costs to soar. Managing this critical element is one of the best ways to decrease costs and increase the output of your IT workplace. HP imaging and printing services are available either as a pay-per-use programme that supports equipment in-house, or a managed programme that sets up an outsourcing relationship with HP Services.

### Desktop Lifecycle services

This range of services is ideal if you're looking to reduce complexity and overall PC ownership costs by simplifying the way you deploy new PCs, migrate operating systems, secure your information assets and manage software changes. HP Services support experts provide professional setup and coordination of end-to-end custom deployment procedures for critical, multi-national, complex or multi-vendor situations.

### SAN environment support

To meet the needs of IT managers and storage area network (SAN) administrators in maintaining critical SAN environments, HP offers HP SAN environment support in two flavours P24 for SAN & CS for SAN.

These preventative and rapid-reactive services help you maximise SAN uptime and stability. You get a dedicated SAN support team backed by a robust suite of proactive services. Virtualised data and provisioning services allow you to migrate whole data systems without shutting down. So now you can easily and proactively manage change and reduce risk, simplify integration from infrastructure mergers, and quickly and accurately react to and resolve unforeseen challenges.

### IT Service Management services

Our approach to the ITIL principles is designed to address the people, processes and technology issues that your organisation faces. As a result, HP IT Service Management services are part of a top-down, business-driven approach to IT management that specifically addresses the strategic business value generated by the IT organisation – and its pressing need to deliver superior IT services. We offer education programmes, hands-on training and business consulting that helps you effectively utilise the processes and technology that increase your return on IT investment and lay the foundation for an agile, business-centric enterprise.

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For more information regarding HP customer support offerings, visit [www.hp.com/services](http://www.hp.com/services) or call [insert phone number]

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