



hp

## HP Critical Service

Deliver business value with your IT infrastructure



**Today's CIOs face a number of challenges. They need to manage the costs associated with their IT infrastructure, increase the quality of service they deliver, mitigate any risks posed by the infrastructure, and improve agility to proactively embrace changing business needs.**

If you are dealing with these issues and downtime creates serious business consequences for your company, you need more than a support service that merely responds to your distress calls. You need a support solution that proactively helps you improve service levels through direct access to HP experts and provides up-front risk avoidance, rapid responses to problems, and ongoing advice to foster continual improvements in IT management and staff knowledge.

Through our commitment to helping you avoid downtime and improve operational efficiency, service levels, asset utilization, and staff effectiveness, HP Critical Service allows you to focus on delivering business value and increasing return on your company's IT investment.

## Comprehensive services across your IT environment

HP Critical Service increases availability and performance across your entire IT infrastructure with a powerful combination of proactive onsite IT expertise provided by HP-certified high-availability experts; priority reactive assistance from the HP worldwide network of mission-critical response centers; and proactive remote support tools to monitor your environment for potential problems.

The HP team assigned to your account evaluates how well your existing infrastructure meets your availability requirements; recommends how you can improve service levels; and helps you implement changes to improve management and control of IT processes and applications. These proactive measures are backed by immediate 24 x 7 access to business-recovery specialists and unique service-level guarantees, including a 6-hour call-to-repair commitment\* and 100% data-availability guarantee\* that help minimize your exposure to downtime.

\* Subject to specified terms and conditions.

## Key HP Critical Service highlights

Through the right combination of people, processes, and technology, HP Critical Service enables you to meet the service-level commitments and availability objectives of your most demanding mission-critical environments. The highlights of this service include the following:

- **Assigned customer support team:** An HP account manager works with you to identify your specific support needs, develop a plan to address those needs, and coordinate delivery of relevant services. An assigned response center advocate monitors calls from your company to the HP response center and identifies trends and potential problems, so that calls are handled in a timely manner. And finally, a mission-critical trained hardware specialist works with the account manager to provide integrated support across the environment.
- **Account support plan:** The account support plan documents your environment and specifies how HP will work with you to help you meet your service-level objectives. This plan is reviewed periodically to verify that it continues to meet your support requirements.
- **Assessments:** HP evaluates your IT infrastructure annually to identify areas that create downtime risk exposure and makes specific recommendations for improvements to mitigate these risks.
- **Customized patch management:** The HP response center advocate monitors all patches as they're released, discusses recommended patches with you, and provides a patch bundle customized to your specific environment and needs.
- **Firmware and software updates:** HP monitors all updates to your server, storage, storage area network, and network firmware and software; recommends which updates to pursue; and provides basic support for the installation of these updates.
- **Technical services:** HP Critical Service includes specialized technical consulting so you can focus on key areas of improvement, including capacity, performance, change management, security, and infrastructure management.
- **Priority recovery:** To minimize recovery time in the event of an outage, you have immediate access to a business-recovery specialist through a dedicated mission-critical phone number. This individual troubleshoots and resolves problems remotely and, if necessary, quickly escalates them to the highest-level resource required or dispatches a hardware specialist to resolve the issue in person.
- **Repair and restoration time commitments:** HP provides a unique 6-hour call-to-repair commitment\* for critical hardware problems, which returns the covered hardware to operating condition within 6 hours of your initial call to the response center. Optionally available is a 4-hour call-to-restoration time commitment,\* which resolves hardware and operating system problems within 4 hours of your initial call to the response center.
- **Remote-support technology:** HP Instant Support Enterprise Edition and the High Availability Observatory monitor your environment to predict potential problems and initiate fast resolution before problems occur.
- **HP OpenView enhancement option:** The HP OpenView enhancement increases the availability of your HP OpenView environment so you can continually monitor and manage your IT infrastructure.
- **SAP enhancement option:** Trained, certified SAP technical consultants provide proactive and reactive services to help ensure that your SAP infrastructure meets your availability and performance objectives.

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## Benefits of HP Critical Service

HP Critical Service delivers more of what enterprise customers demand—more accountability, more agility, and a better return on IT.

- **Reduced business risk:** By improving the availability of your IT environment, HP Critical Service helps you improve service levels and avoid the real business impact caused by downtime.
- **Operational cost avoidance:** Leverage HP expertise so key IT management functions can be performed more quickly, enabling you to reduce costs and focus your staff on strategic value-added activities.
- **Proactive change management for improved agility:** HP Critical Service helps you proactively manage and embrace change so business disruptions are minimized and new business opportunities are easily pursued.
- **Service you can count on:** You can expect globally consistent service commitments across your IT infrastructure. HP Critical Service is unique in providing a 6-hour call-to-repair commitment,\* 4-hour call-to-restoration commitment,\* 100% data-availability guarantee,\* and SAN interconnect guarantee.\*

Return on IT.

Agility.

Accountability.

## Why HP for mission-critical services?

When you work with HP, you are working with one of the most trusted names in the IT business. We have more than 40 years of experience delivering IT infrastructure support, a staff of 65,000 service professionals, and 105 response and operation centers located around the world. We're a leader in providing mission-critical infrastructure services for open environments, enterprise-ready Microsoft® integration and support services, and services for UNIX®, Windows®, Linux, MPE, and OpenVMS. And we've created the largest service network in the world, with more than 80 education centers and a global reach that extends to over 160 countries.

## For more information

If you'd like to learn more about the specific features of HP Critical Service, please contact your local HP sales representative or visit [www.hp.com/hps/mission](http://www.hp.com/hps/mission).

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