



hp

HP Proactive 24 Service

Enhance the effectiveness of your IT infrastructure



Your company has demonstrated that it understands the value of a well-managed IT environment. You've diligently invested in the latest technology—including storage, SANs, software, networking equipment—and an experienced IT staff. And the results have been satisfactory. Yet your business users are still demanding more stability, and with continued pressure on your IT budget, you need to find more effective ways to manage the many challenges your organization faces.

Almost every enterprise IT infrastructure—no matter how well managed, can still improve the services it provides to the business. Companies who take the initiative to pursue operational improvements are likely to gain substantial efficiencies in their IT operations.

HP Proactive 24 Service complements your internal IT resources with proactive advice and assistance that helps you improve the effectiveness of your IT infrastructure.

Integrated proactive and reactive support for your IT environment

With HP Proactive 24 Service, HP-certified experts work with you to understand your existing IT environment and goals, to identify improvements that can be made to help you reach your goals, and to provide technical and operational assistance to augment your existing capabilities. In addition to this personal consultation and analysis, HP employs leading-edge remote support technologies to monitor your systems electronically and identify potential problems so they can be corrected before they cause outages. These key diagnostic measures are accompanied by 24 x 7 technical support with a four-hour onsite hardware response commitment to help minimize the effects of unplanned downtime.

HP recognizes that the key to improving IT operational effectiveness is to coordinate activities across all the components of your infrastructure. HP Proactive 24 Service includes consistent proactive and reactive services across the whole infrastructure, including software and hardware—servers, storage, SANs, and networks—and specialized solution support for HP OpenView and SAP environments. In addition to leveraging HP expertise on a variety of operating systems (including HP-UX, Tru64 UNIX®, Windows®, Linux, MPE, and OpenVMS), HP Proactive 24 Service customers receive help from HP experts on a variety of technology topics to improve IT knowledge and effectiveness.

Key Proactive 24 highlights

The strength of HP Proactive 24 Service lies in its unique combination of an assigned support team, proactive services, and rapid response ability. Alone, any one of these elements would make a significant contribution to improving performance across your IT environment. Together, however, they are even more effective at helping you obtain better results from your IT investments. The highlights of HP Proactive 24 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. In addition, an assigned response center advocate monitors calls from your company to the HP response center, identifies trends and potential problems, and verifies that calls are handled in a timely manner.
- **Account support plan:** The account support plan is a tool that documents your environment and specifies the services HP will deliver so that you meet your operational objectives.
- **Evaluations:** HP employs a variety of diagnostic tools to assess availability, supportability, and environmental conditions at your site. Each evaluation is followed up with specific recommendations to improve performance in these critical areas.
- **Customized patch management:** The HP response center advocate monitors all patches as they're released, discusses recommended patches with you, and provides a customized bundle of patches for installation on your system.
- **Firmware/Software updates:** HP monitors all updates to your storage, SAN, and network firmware and software; recommends which updates to pursue; and creates a customized bundle with support for installation of the updates.
- **Technical services:** Specialized technical consulting included with HP Proactive 24 Service helps you focus on specific areas of improvement for your operation. Technical consulting is available for a variety of topics, including availability, capacity and performance, change management, security, or infrastructure management.
- **24 x 7 support:** HP provides unlimited remote assistance with critical and non-critical hardware and software problems through the HP response center—24 hours a day, 365 days a year, including 4-hour onsite response for hardware issues that cannot be resolved remotely.
- **Education planning assistance:** HP provides customized course recommendations to improve your IT staff's technical and process knowledge.
- **Electronic information support:** The HP IT Resource Center (ITRC) Web site provides comprehensive customized knowledge and service, including self-solve tools, personalized assistance, online training, and instant access to the most comprehensive multivendor, multiplatform IT content available.

Benefits of HP Proactive 24 Service

HP Proactive 24 Service delivers more of what enterprise customers demand—more accountability, more agility, and a better return on IT.

- **Simplified and consolidated support planning and implementation:** HP Proactive 24 Service makes support planning and implementation easier by providing a single point of support and sharing accountability for the effectiveness of your system.
- **Improved stability of your IT environment:** By increasing stability you can rest assured that your IT infrastructure will be more resilient in the face of the constant changes that are part of today's business environment.
- **Improved IT effectiveness:** By improving the effectiveness of both your IT infrastructure and the staff who manage it, you can improve customer service levels and get better performance out of your existing IT assets.
- **Rapid resolution of complex problems:** HP Proactive 24 Service helps you resolve problems quickly so that business disruptions are minimized and customer satisfaction is increased.

Accountability.

Agility.

Return on IT.

Why HP for support services?

When you work with HP, you are working with one of the most trusted names in the IT industry. We have more than 40 years' experience delivering IT infrastructure support and a staff of 65,000 service professionals around the world. We're a leader in providing mission-critical services for open environments, enterprise-ready Microsoft® integration and support, and services for UNIX, Windows, Linux, MPE, and OpenVMS. And we've created the largest channel partner 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 Proactive 24 Service, please contact your local HP sales representative or visit www.hp.com/hps/mission.

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