always on, always there

Anytime, anywhere access to information and applications is becoming the norm in today’s electronic, global society. Outages can result in enormous financial loss. Every minute counts. The demands for service performance and availability are critical.

challenges to high availability

The greatest deterrent to building an always-on infrastructure is integration. With application environments spanning servers, operating systems, storage, networks, databases and applications, most homegrown solutions are fragmented and ineffective. Problems include:

- no single point of monitoring an entire application environment
- no way to establish relationships among the different components and services
- no quick way to facilitate impact analysis or root-cause analysis

Failure to allocate time and effort to management of infrastructure and applications will result in IT failures and higher costs.
putting the pieces together
With HP Intelligent Monitor all of the availability monitoring and management components are tied into a single solution. This includes network, servers, storage, operating system, database, transaction processing, and applications. To complete the solution, HP Consulting services will customize the HP Intelligent Monitor software to work within the customer’s environment. They will also integrate individual customer applications into the monitoring software.

complete ha management
For companies interested in simplifying management infrastructure and administration requirements, HP Intelligent Monitor Solution delivers complete integration.

- HP OpenView Operations acts as the central enterprise console, providing a single view of the end-to-end environment from client PCs to the network, the application and the database.
- HP OpenView Smart Plug-Ins (SPIs) act as agents, querying all services and components in the system, delivering performance and availability data back to the central nervous system.
- HP Consulting helps companies set up ties between people, process and technology to ensure a high availability service to your customers throughout the service lifecycle.

automated detection and response
HP OpenView Operations and SPI technology combine to deliver a completely integrated availability management solution. The software solution discovers, monitors, presents, and automates the actions necessary to maintain availability and performance.

discovery workshop
HP begins the implementation services with a discovery workshop to capture customer information that will provide guiding business and technical objectives. This output of the discovery workshop is business and technical alignment.

on-site installation and integration services
HP’s experienced high availability engineers and consultants provide complete services for the overall project to ensure on-time, on-budget delivery of the solution, including customization and integration.

technical consulting
- architectural design and functional specifications
- monitoring scheme and performance prediction and optimization
- platform resource capability for disk, memory, and process architecture
process consulting
- design the availability management processes aligned with the business requirements and SLA's thru-out the service lifecycle
- define a matrix to measure service availability and process quality
- define linkages to other related processes such as operations management, capacity management and business continuity.

factory integration
- customer specific platform configurations, racking and cable adaptation, customer software loading, and acceptance testing all done on the factory floor

new system startup
- installation, configuration, startup, connection, and testing for all components of HP Intelligent Monitor Solution

precise customization
HP also offers specialized services for any customization that might be necessary to fine-tune HP Intelligent Monitor to a customer's unique environment. The world’s best software engineers, with the most experience in high availability, will work to make your solution work for you.

self-discovery for existing application SPIs
HP OpenView has already developed SPIs for many leading applications. As part of the customization, software engineers can work to integrate these existing SPIs into the HP Intelligent Monitoring Solution by adding self-discovery and automation capabilities.

creation of new SPIs with built in discovery
HP software engineers will also develop new SPIs for customer applications, or for additional applications within the customer environment.

tuning and optimization
Tuning of the system with specific alarms and service level objectives will optimize HP Intelligent Monitor for the customer target environment.

training and education
Education will be provided for the basic elements of the HP Intelligent Monitor Solution. Custom training will be done to familiarize administrative personnel with any customization and tuning to the solution.

project management
To reduce risk, detailed project planning and management, along with highly refined procedures keep your project on track. HP has a record of 70% of projects on time and on budget, compared to the industry standard of 30%.

custom support
HP Support offers the following:
- hardware support with 4-hour response, Monday through Friday; or 4-hour response, 24 hours a day, 7 days a week
- software support with phone in assistance during business hours; or 24 hours a day, 7 days a week in selected locations. All software support includes license-to-use software updates, media and documentation updates.
- custom support is available for specialized solution development

benefits
- improves service reliability and availability
- improves customer satisfaction and confidence
- enhances the value of IT to the business
- balances service delivery with agreed upon service levels and cost targets
- reduces time to deployment

To jump-start your HP Intelligent Monitor services, contact your local HP sales representative, or visit our web site at:
http://www.hp.com/go/ha

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