HP Technology Services for Integrity NonStop: Service Solutions and Contractual Support

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Agenda

• Availability and the Adaptive Enterprise

• HP Technology Services and support for HP Integrity Nonstop Servers

• Service Solutions for Integrity Servers
Availability and the Adaptive Enterprise
HP services which help your journey to adaptability

CIO focus areas

Efficient
- Mission Critical Services
- Operational Review Services
- IT Service Management Services
- Availability Assessment Services

Adaptive
- Mission Critical Partnership
- Integrated Support Services
- ZLE Business Service

Stable
- Hardware/Software Support
- Security Services
- Performance Services
- NonStop Technical Services

Operational Transformational
Reinforce technology with people and processes for increased availability

Availability

Mission Critical Services

UNIX, Linux, and Windows platforms

Reactive

Mission Critical Services

NonStop Systems

Reactive

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Causes of downtime

Technology:
Hardware failures

Processes and people:
Software (20%) and network (15%) issues, human error (10%), security breaches (5%), unknown causes (30%)

“80% of unplanned downtime is due to people and processes.”
-Source: Gartner
New Technology Services
For Integrity NonStop Servers
Technology Services for S-series and legacy products

- Traditional support portfolio based on response times and coverage hours
- Reactive support for hardware and software problems
- Separate portfolio from other HP business critical platforms
- 24 x 7 access to GCSC for outages and critical problems
- Electronic tools and remote support capabilities
- Field support provided by experienced NonStop engineers.
New Support Services Principles

• Match NonStop support with other HP mission critical platforms
  − Benefits of consistency across HP products
• Include proactive services to meet NonStop customer availability requirements
• Offer greater flexibility and coverage choices
  − Meet support requirements for production, test and development systems
• Service delivery through same teams
  − Global Customer Support Centers
  − Customer engineers
• 24 x 7 access to GCSC for outages and critical system problems
• Electronic Support tools including KBNS, Express Notice and Total Web Support
NonStop Server Support Portfolio

Efficiency

Highly available

Business sees IT as inseparable from the business

Achieve your business objectives through continual IT service quality improvements

Mission Critical Partnership

Critical Service

Achieve the availability objectives of your IT environment

IT maturity

Business need

Stability

Reliable

Business sees IT as a business enabler – IT provides technology

Highly resilient

Business sees IT as a solution - IT provides service

Proactive 24 Service

React with integrated maintenance services

Support Plus 24 & Basic Support

Improve the effectiveness of your IT environment

Adaptability

Continuously available

Business sees IT as inseparable from the business

Achieve your business objectives through continual IT service quality improvements

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HP Mission Critical Services portfolio for NonStop Servers

Stability and availability across the IT environment

Highly resilient
Proactive 24 Service

Highly available
Critical Service

Continuously available
Mission Critical Partnership

IT Service Management
Applications and Databases
Network
System Software
Servers and Storage
Physical Environment

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HP Mission Critical Partnership

Achieve your business objectives through continual IT service quality improvements

• Custom service-level agreement, terms, and conditions
• Align IT service delivery to business objectives
• Sustain high rate of business change
• Continually improve service levels
• Proactively eliminate downtime
• Improve IT management processes

HP’s highest level of service, designed to help you achieve successful IT service delivery based on close alignment with your business objectives and a formal process of continuous improvement
HP Critical Service

Achieve the availability objectives of your IT environment

• Proactively minimize downtime risk
• Recover rapidly from outages
• Reduce operational costs
• Improve IT processes
• Implement change
• Manage complexity

Comprehensive support solution designed to help minimize the business impact of downtime for mission-critical applications
HP Critical Service
Reactive Support Services

• Repair commitment feature
  − 6 hour for critical hardware problems

• 24 x 7 immediate GCSC access for critical problems

• Standard support response within 2 hours from GCSC

• Electronic support tools for convenience and self-service
  − Knowledge Base for NonStop
  − Remote support technology through ISEE Extended Edition
Critical Service Call to Repair Commitment

• Spare parts designated for meeting a 6 hour repair commitment for critical repairs
• Immediate response from Customer Engineer
• Restores system to standard operating condition
  – Not application restoration
HP Critical Service

Proactive Service Deliverables

• Account Manager
  - Support planning and coordination of service delivery

• Response Center Advocate (RCA)
  - Monitors support call activity
  - Identifies trends and potential problems
  - Recommends software updates

• Mission Critical trained hardware engineer
  - Works with Account Manager to provide integrated support

• Account Support Plan
  - Documents environment and specifies Technology Services that meet the customer’s operational requirements

• Assessment Services
  - Credit for Technical Services and assessments of environment and availability

• Software Patch Analysis
  - RCA monitors update releases
  - Recommends specific SPRs for specific configurations
HP Proactive 24 Service

Improve the effectiveness of your IT environment

• Stabilize IT environment
• Anticipate and implement change
• Leverage HP’s technical expertise
• Stretch your IT resources

Integrated hardware and software support including proactive and reactive services to improve stability and availability across your IT environment

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HP Proactive 24 Service

Reactive Support Services

• The same Global Customer Support Center and field support team
  − Utilizes the existing expertise and procedures

• 24x7 access to support and on-site service

• Choice of on-site response times
  − Standard response is 4 hours
  − 2 hour and CTR available
HP Proactive 24 Service

Proactive Service Deliverables

- **Account Manager**
  - Support planning and coordination of service delivery

- **Response Center Advocate (RCA)**
  - Monitors support call activity
  - Identifies trends and potential problems
  - Recommends software updates

- **Account Support Plan**
  - Documents environment and specifies Technology Services that meet the customer’s operational requirements

- **Assessment Services**
  - Credit for Technical Services and assessments of environment and availability

- **Software Patch Analysis**
  - RCA monitors update releases
  - Recommends specific SPRs for specific configurations
Reactive “only” support: HP Basic Support

- Simple, cost-effective
- Integrated hardware and software support
- Mature environments, Stable environment with no changes
- Non-production systems (Test, development, backup)

- Onsite hardware support: next-business day response 9 x 5
- Remote software technical assistance: 2-hour response 24 x 7
- Software updates
Reactive “only” support: HP Support Plus 24

- Integrated reactive hardware and software support
- Simple, cost-effective

- Onsite hardware support: 4-hour response 24 x 7
- Remote software technical assistance: 2-hour response 24 x 7
- Software updates

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End to End Service Solutions for NonStop Servers

The challenge for IT is to efficiently implement a business solution that provides operational excellence, and meets the required levels of availability for the end customer.

HP’s Service Solutions provide quick installation, customized configuration, rapid startup, and NonStop educational services, as well as the recommended level of support, all under one package.
NonStop Solution Life Cycle (SLC) framework

SLC provides the model for end-to-end solution fulfillment

Customer satisfaction is the measure of our success

- Plan
  - Analyze
  - Assess
  - Suggest

- Design
  - Align
  - Recommend
  - Order

- Integrate
  - Configure
  - Customize
  - Test

- Install
  - Prepare
  - Deliver
  - Pilot

- Manage
  - Educate
  - Deploy
  - Support

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NonStop includes best-in-industry services across the solution lifecycle

Solution Lifecycle Management

- Design Services
- Availability Checkup
- Education Assessment and Credits

- Site Environmental Services
- Hardware Installation
- Software initialization and custom integration services

- Transition to Operation
- NonStop Server Support portfolio
3 Service Solutions for NonStop Servers

Critical Service Solution
High Availability environment to meet Service Level Agreements

Startup & Deployment Services

Proactive Service Solution
Increase IT productivity and effectiveness

Startup & Deployment Services

Foundation Service Solution
Solution designed to meet your reactive support requirements

Startup & Deployment Services

Support Plus 24 Service or Basic Support
Mission Critical Services.
Delivering and measuring value.

It's all about IT features.

Mission Critical Services.
Delivering and measuring value.

Enhanced business agility.

Cost $\Rightarrow$ quality $\Rightarrow$ risk $\Rightarrow$ customers need to mitigate risk!

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What CIOs want from HP

The driver for HP Mission Critical Services

• … when HP acts **proactively** to give me good ideas and tell me how I can do things better”

• … when HP serves as a **strategic partner**, knowing our business”

• … having a primary vendor I can turn to who acts as **single-point-of-contact** for meeting multi-vendor support needs”

• … having a full service support partner whose experts can help with performance, change management, and other priority technical needs – **not just break-fix”**

*Source: Gartner Group research project, Summer 2002, into HP CS customer desires*
HP Mission Critical Services value

Help customers derive measurable business value and agility from their IT investment

Through cost-effective stability and flexibility of the IT infrastructure

- Continual service level improvements
- Increased operational efficiency
- Reduction/elimination of downtime

and

- Improved asset utilization
- Increased staff effectiveness

Incremental value and positive return on the investment in mission critical services

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How HP delivers value to mission-critical customers

Align with business objectives

Plan a course of action
- Baseline
- Optimize

Report & communicate value

Deliver & measure value

Value Based Delivery
Proactive onsite support
Based on IT Service Management standards for service quality

- Improved quality of IT services delivered
- Decreased IT operating costs; based on using best practices
- More reliable business support
- Enhanced customer satisfaction
- Greater flexibility and agility
- Clearer alignment of IT capabilities with business strategy

Based on IT Service Management standards for service quality

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Proactive remote support technology

Monitor and maintain service levels required by business processes

Customer

Monitoring tools

- Storage
- Servers
- Network Devices
- Event monitoring
- Health checks

Customer specific data collection

Secure Data Pipe - Customer Centric

Customer Firewall

HP Firewall

Customer Information Portal

- Contract information
- Customer specific reports: Activity, assessments, availability
- Onsite proactive services delivered
- Response Center Link

Backend Processing

- Proactive Analysis
- Automatic Reports
- Support Data Management
- Partner Collaboration

HP mission critical response center and account team

Response Center Link

Onsite proactive services delivered

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Rapid reactive support infrastructure

Highest priority response and restoration for mission-critical customers

- Crisis management
- Worldwide technical expert center
- Divisions
- Openview support org.
- HW support specialist
- System support center

MC support team
- Product competency
- Business recovery specialists
- Account support eng.
- Remote ASE

Mission Critical support teams

Mission Critical processes

Dispatch (Team and process)

Collaboration

On-site field support

Customer entry

Technology: IVR, Web, email

person: CCC agent

Technical competency center

Account dedicated lead

Shadowing (Team and process)

Mission critical customer
Solution Life Cycle Goal and Objectives

• Focus on positive TCE (the total customer experience)
• Provides consistent, best-in-class implementation experience
• Improves out-of-box experience
• Enhances IT staff skill set and productivity
Mission critical customer support team

A comprehensive approach including people, process and technology

• Experience and expertise
  – 5,000 trained high availability experts
  – ITIL/ITSM expertise through ITIL masters certification program
  – 65,000 services professionals worldwide
  – Open environment technology expertise
  – Experience with thousands of mission-critical customers

• What we do
  – Understand your issues and environment
  – Develop support and service improvement plans
  – Provide process and technical advice and support
  – Service reviews and change management
  – Manage and escalate problem resolution
### HP Integrity NonStop Server
#### Education & Training news

<table>
<thead>
<tr>
<th>Title</th>
<th>Audience</th>
<th>Availability</th>
<th>Location/Type</th>
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| •HP Integrity NonStop NS-Series Ops & Mgmt Differences U8526S  
•NonStop H-Series Operating Systems Application Migration U8616S  
•NonStop Kernel Architecture TNS/E U8609S | Operations Management  
Programmer Analysts  
System Administrators  
System Managers | Now | United States Education Centers Lecture/Lab, RAIL |

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### News from Nonstop Education & Training

- **Free Apple iPod Mini promotion**: Take any two NonStop classes and earn a Free Apple iPod.
- **Private training price reduction**: Up to 60% reduction on any 2 NonStop classes at your site.

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### Your NonStop Education & Training Contacts

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<tr>
<th>Service</th>
<th>Contact Person</th>
<th>Email Address</th>
<th>Phone Number</th>
</tr>
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<tbody>
<tr>
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</tr>
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Next month = “___”

Thank You!

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