extend your infrastructure reach and value

With the growing focus on e-business and business-critical applications, your challenge is to provide for the high availability, performance, and security of your infrastructure to minimize downtime and the resulting negative impact to your business. At the same time, belts are tightening and you must keep IT costs in line with corporate goals by optimizing all your resources. The answer is to find a services partner with proven expertise plus a cost-effective approach to mission-critical management. As a result, your business can get the right level of availability and you’ll have more time to spend on value-add projects, instead of day-to-day downtime issues.

proven expertise focused on your needs

HP is your ideal partner for mission-critical computing, with services that provide:

- optimized IT continuity with flexible solutions
- global IT infrastructure services and expertise—both proactive and reactive
- comprehensive support for open environments, including multiple platforms and operating systems
- support for the full IT stack, including hardware, software, networking, and storage
- a trusted advisor who understands your IT infrastructure services needs and can help you build your best solution—in the way that works best for your business
- mission-critical expertise that frees you to focus on your core IT goals

achieve cost-effective stability and flexibility while improving service levels

protect your company’s revenue and reputation—by addressing downtime, security loss, and poor IT performance issues.

move forward seamlessly—with a well-executed plan that lets you evolve your infrastructure without business disruption.

spend your time on IT projects that will grow your business—instead of worrying about day-to-day maintenance.
HP delivers mission critical services with a difference. We start with your needs and collaboratively develop an optimized solution to meet them. Our broad portfolio of services are flexible to meet a full continuum of availability requirements—from simply reducing downtime all the way to almost eliminating it entirely. HP-certified high-availability experts will assess your objectives, develop and implement plans to accomplish these goals, and measure and monitor the final result.

Our high-availability offering is delivered through HP Mission Critical Services, primarily focused on preventing downtime caused by hardware, software, and procedural errors. These service offerings cover the major causes of downtime that might affect your company.

HP’s Mission Critical Services portfolio offers

- a team of mission-critical experts who are committed to meeting your uptime requirements
- proactive support services, including comprehensive assessments, availability monitoring and modeling tools, and processes for anticipating and resolving problems before they occur
- reactive support services for fast, complete resolution of problems that do occur
- end-to-end security services, including policy, assessment, design, development, and deployment to protect against unwanted exposure

These services help keep you covered with assistance from HP throughout the entire IT lifecycle. They incorporate holistic methodology that is heavily based on the IT infrastructure library. And complemented with a full range of consulting, managed services, and support, HP helps you manage and avoid downtime, regardless of the cause. It all adds up to maintaining your adaptive infrastructure—allowing you to achieve business agility.

To learn more about HP’s comprehensive service offerings, visit [www.hp.com/hps](http://www.hp.com/hps).