keep your critical business applications up and running with HP Care Pack

higher availability creates more value

Because we help thousands of customers worldwide to maintain high-availability environments, you can count on HP for the most professional, high-availability support in your environment too. HP Care Pack also allows you to achieve flexibility in your support strategy through globally consistent service levels with 24x7 coverage, fast response times, and call-to-repair time commitments—offering a proactive approach to minimize downtime, timely problem resolution, and outstanding HP service quality.

your business depends on mission-critical applications

Most, if not all, businesses today depend on key applications—making it essential to maintain their availability at the service levels your business requires.

A reliable, stable IT environment allows you to have the access you need to critical applications, and to focus on your core business processes—instead of on IT problems. But getting the resources you need to accomplish this, in addition to other goals, can often be difficult.

HP Care Pack helps you keep them running

HP Care Pack for mission-critical services provides expertise and tools to help you achieve a highly available, secure, manageable, and scalable IT infrastructure.

HP’s powerful management tools and processes also help you predict and reduce downtime. Trained and certified high-availability experts help you implement availability management processes that attack the potential causes of downtime. We also provide a globally available, rapid, reactive-response infrastructure when problems do occur.

This approach maximizes productivity, minimizes business interruption caused by downtime, and helps you create cost-effective stability and reliability for your infrastructure.
HP Care Pack for mission-critical services offers you a choice

HP Proactive 24 service provides a selection of
• hardware event notification
• onsite hardware support with four-hour response
• software technical support, 24x7
• onsite support planning
• system health check
• activity review
• patch recommendation

Critical Service offers these options, in addition to the Proactive 24 services
• upfront operations checkup
• remote monitoring, analysis, and management
• real-time environment monitoring
• six-hour hardware call-to-repair*
• enhanced part inventory management
• accelerated escalation management
• 24x7 environmental response/intervention
• customized patch analysis, recommendation, and management
• firmware update, microcode upgrade

the support you want, where and when you need it

HP Care Pack for mission-critical services is comprised of two high-end support packages. HP Proactive 24 complements your internal IT resources with proactive services that can help you minimize downtime, and improve the effectiveness of your IT environment with support solutions designed to help you get more from your IT investment. HP Critical Service offers an even higher level of downtime reduction in packaged form, with onsite consultation and end-to-end proactive and reactive support to help you keep your business up and running.

Both include integrated hardware and software support, leading-edge remote technologies and tools to monitor your environment’s stability, effective proactive support that addresses the causes of downtime, and onsite proactive support services based on industry-standard IT management practices. Combined with proactive remote support technology, these services improve the availability, performance, and stability of your IT environment.

across technologies, infrastructure, and environments

To improve end-to-end service levels, our support professionals also enjoy the benefit of partnerships with leading technology suppliers including Microsoft®, Oracle®, and SAP®.

HP Care Pack for mission-critical services supports the key points of your IT infrastructure including servers, storage, networking, and software across a broad set of operating environments from HP-UX and Tru64 UNIX®, to Microsoft® Windows®, Linux®, OpenVMS, and MPE.

to rapidly resolve problems

HP Care Pack for mission-critical services also includes accelerated recovery and restoration processes, delivered by highly trained mission-critical support teams who are experts in delivering high-availability services. Our globally available rapid reactive response infrastructure gives the highest priority to mission-critical customers, and includes call-to-repair time commitments.* HP also uses award-winning, web-based, and remote support technologies to provide 24-hour access to HP knowledge and accelerate problem resolution.

with leadership from hp

HP Care Pack for mission-critical services is a key component of the HP Services Customer Support offering. Our mission-critical and multitechnology expertise, proactive processes, and collaborative approach help you maximize the availability of your evolving IT environment.

* Subject to specified terms and conditions.

For more information about HP Care Pack services, please visit www.hp.com/services/carepack