maximize the effectiveness of your high availability technologies

When your information systems suffer unexpected downtime, your company loses productivity, customers, and revenue. You face additional costs to restore your systems, and you may encounter further risks of penalties, litigation, and bad publicity.

Your strategies for managing availability begin with assessing business goals and desired service levels. Next, you decide on infrastructure investments in high availability technologies — such as disc mirroring, RAID technology, and clustered systems — that increase uptime potential by reducing exposure to single points of failure. But these investments are just the first step. It takes optimal planning and implementation to maximize the effectiveness of technologies in your specific environment. Moreover, you need to monitor and update solutions on a periodic basis as your environment changes.

Many IT organizations recognize they do not have the specialized skills nor access to information needed to optimally implement and maintain these high availability technologies. As a result, finding the right partner to assist in implementation and support has become increasingly important. HP has the high availability experts you need, and over 15 years of experience helping customers design and implement bulletproof systems for business critical needs. We can deliver a range of services — from planning and implementing the original solution to monitoring and recommending changes when needed.
Our high availability services include fixed price services as well as customized solutions. HP high availability specialists bring you years of systems experience and can deliver technical services across HP-UX, HP MPE, and Microsoft Windows® systems for an end-to-end solution. Services may also include integration of third-party software, such as SAP and Oracle®, as needed.

**clearly understand your implementation requirements**

Whether you are implementing RAID technology, disc mirroring for your database, or clustered systems, you need a clear understanding of how these technologies can improve your system’s availability. Based on the information received in joint planning discussions between you and HP, we will recommend an implementation plan to meet your availability requirements. You gain a clear understanding of the protection and performance levels you can expect from your configuration.

Our specialists help you gather key information for a quick, smooth implementation of your chosen high availability technologies. Where appropriate, you will receive a concise written document detailing the implementation process and the goals it will enable you to reach. In some cases, clear testing and acceptance criteria can be provided so you will know what to expect following implementation.

**optimize your investment in high availability technology**

Your HP technical specialist ensures all implementation functions are carried out properly, from loading your operating system to optimizing the configuration of high availability technologies. For example, proper configuration of the MC/ServiceGuard environment ensures that failover takes place automatically. We ensure that all systems are ready for loading your applications, then test failover and re-start processes. Formal documentation helps your staff maintain your high availability standards and empowers faster response should a problem occur in the future.

**maintain confidence in your uptime protection**

As your IT environment changes, periodic audits by HP can help you maintain your high availability environment to deliver the continuing protection you expect. These periodic audits of your environment will uncover any unintended configuration changes that could jeopardize a successful failover process.

Our audits also enable your organization to discover changes in your availability objectives, evaluate current or potential weaknesses, and plan for expansion of your high availability environment.

An HP audit of your high availability environment can also produce thorough documentation if your original implementation was not completely documented.

**complement your staff through access to hp specialists**

Optimizing the effectiveness of your high availability technology is one of the more challenging tasks for you to cope with on your own. Your IT environment is evolving, technology is constantly changing, and your service level objectives are at stake. Your team may not have enough experience with new technologies to maintain cutting-edge, in-house competency. Our high availability technical specialists are a natural complement to your team.

Through this relationship, our accumulated experience and knowledge base help you get the most from your technology investment. Your HP technical specialist transfers knowledge to you, and keeps your staff current on newly emerging technologies that could help you further improve your system’s resiliency.

**for more information**

To find out more about HP Technical Services, contact your local HP representative or visit our World Wide Web site at: http://www.hp.com/go/4service