hp mission critical services for NonStop Systems

protect your bottom line

In choosing HP NonStop Servers, you are using the most reliable systems in the world to run your critical business applications. With multiple layers of fault tolerance built in, they are designed for environments that need 100 percent availability.

But redundant systems alone can’t eliminate every threat to your core business operations. With HP Mission Critical Services, you can address all the factors that affect system performance and availability over time and make significant improvements to optimize your investment in NonStop Servers.

Mission Critical Services are delivered by dedicated NonStop Server consultants who know your systems and your business. They’ll help you select the services you need and customize them with features to protect your investment — and provide a safety net for your business.

benefits

• Enhance performance, availability, and security of your IT environment with proactive services that address IT processes as well as technology.

• Supplement in-house skills with expertise from HP service consultants who know your history and environment.

• Off-load time-consuming IT management tasks and free your staff to focus on strategic business projects.

• Breathe easy, knowing you’ve done all you can to protect your business from downtime that can impact revenues, public image, and customer loyalty.

breathe easy
get an expert service partner

HP Mission Critical Services are highly proactive services that help you implement industry-proven practices in IT management to improve availability, performance, operations, and security of your NonStop Server environment.

Call on HP when you’re short-staffed or lacking important skills…you have a challenging problem that resists diagnosis…you’re making a major change that could impact availability…or you’re seeking new ways to reduce planned and unplanned downtime.

Rely on HP as your long-term partner for continual improvement of your IT environment and protection of your core business.

tailored for your needs

Each HP NonStop Server customer has unique IT objectives and business requirements. HP Mission Critical Services are customized to meet your needs. Your HP service representative can help you identify the services that will make a difference now and enhance your environment through growth and change.

HP Mission Critical Services include:

Availability Review

A highly fault-tolerant system is only one factor in preventing downtime. An Availability Review gives you an in-depth analysis of risks in the entire IT environment — hardware, operating system, software, the network, the physical environment, application dependencies, and IT management practices.

HP NonStop availability experts collect information about your current environment and model alternatives for improving availability. In a detailed report, they give you prioritized recommendations for risk reduction with the potential cost/benefit of each recommendation and a plan for follow-up action.

Operations Review

Consistency and quality in systems operation are the goals of the Operations Review service. HP consultants interview various members of your operations staff, observe computer room activities, and collect procedural information. Your operation is compared to standards and practices developed by NonStop experts, who prepare a set of recommended changes.

You’ll receive a report that identifies weaknesses and recommends changes, including any need for additional support. The consultant focuses on ways to standardize and automate your operations to improve overall efficiency.

SPR Partnership Service

Keeping SPRs (Software Product Revisions) up to date is a time-consuming task that plays an important role in maintaining the health and availability of your NonStop Systems. In the SPR Partnership Service, HP identifies the SPRs that are relevant to your configuration and recommends which to install. This service can be customized to include:

• Installation of SPRs
• Assistance in setting up an SPR change management process that ensures the optimal mix of software on your operating system
• Service delivery on a one-time basis or periodically
With HP's assistance, you will have the confidence that your systems are using the latest software from HP and you have the latest features and technology and the best performance. Whether you choose a one-time engagement for this service or choose to have it delivered periodically, the SPR Partnership Service will free up time for your staff to work on strategic priorities.

**System Performance Audit**

This cost-effective service gives you a snapshot of your NonStop System performance. HP uses proven tools and processes to analyze key subsystems, identify bottlenecks, and make recommendations for improving performance. The audit can help you improve system balancing, resource utilization, and application performance.

When you receive this service periodically, the HP consultant helps you understand how performance tuning affects the system over time as you improve the process each time.

**Performance Review and Analysis**

This service offers a more comprehensive alternative to the System Performance Audit. HP starts by reviewing the techniques of performance analysis and tuning with your staff. We evaluate the system for effective use of system resources, addressing areas such as cache, disk I/O balancing, CPU utilization, and memory pressure, and we recommend changes to be implemented by your team.

HP then analyzes the impact of the changes on the system, application, and environment, and conducts an in-depth analysis of the subsystems used by the application. You receive a comprehensive report on actions needed to correct problems and to achieve maximum performance from your system.

**NonStop System Security Review**

This service helps you detect security weaknesses you may be unaware of in your NonStop environment and recommends steps to correct them. HP uses a host-based approach that analyzes platform security weaknesses not apparent in network scanning. You receive a report with recommendations on how to address your specific issues and HP’s guidelines for a secure IT environment.

As an option, you may acquire the scanning software tool for future monitoring and assessments. HP also offers Internet Security Healthcheck, Database Security Healthcheck, and Security Review, a comprehensive assessment of risks to your IT infrastructure and business information.

**Environmental and Site Audit**

Environmental factors such as power surges can pose a serious threat to availability. HP’s Environmental and Site Audit gives you an in-depth assessment of the physical environment of your IT systems, with findings detailed in a report and recommendations prioritized by urgency and benefit.

The audit is a valuable part of site preparation when you build, update, or move your data center and need to conform to IEEE standards for power management. Our consultants will examine environmental factors such as air conditioning, electrical power, grounding, electromagnetic waves, and lightning risks.

This service is delivered using interviews and specialized test equipment to collect data from your environment. This data is analyzed by our consultants and a detailed report prepared that explains our findings and recommendations. This report will help you prioritize any changes and understand the risks to your NonStop environment.

**Availability Partnership**

An Availability Partnership gives you a fully customized, proactive plan for achieving your most stringent availability targets and maintaining them over time. HP works closely with your staff, acting as a technical expert to help reduce risks and eliminate problems before they occur. You have a single point of accountability for HP Services; a named representative who manages your care and acts as your advocate in putting HP resources to work for you.

With an Availability Partnership, you receive a reactive support agreement for your system and software plus a customized set of proactive sustaining services from the Mission Critical Portfolio. An Availability Partnership can be built upon the foundation of an Availability Review to create a sustainable IT environment focused on the continuous availability of your NonStop platform.

**System Management Services**

This highly flexible service lets you choose from a suite of system management consulting and support services to streamline your operations, supplement your in-house staff, and meet your individual objectives.

Options include:

- Short-term help such as system initialization and startup
- Ongoing tasks that augment your staff
- Full outsourcing, where HP acts as your system manager for the total environment

Our system management services also have the flexibility to be delivered at your site, or at an HP site.
rely on the NonStop System experts

HP Services brings you a depth of expertise and experience that no other vendor can match. Your HP service professional is backed by the engineers who designed and built NonStop Systems and know how to optimize their use.

Through their long-standing relationship with you, our service professionals understand your environment, goals, and service history. They can proactively advise you on actions that will help you continually enhance availability for the applications on which your business depends.

Each service professional has more than 15 years’ experience in supporting NonStop Servers. They collaborate with Mission Critical consultants and other specialists in our Global Customer Support Centers (GCSCs) to provide the best help when and where you need it, worldwide.

for more information

Learn how you can improve the performance, availability, and security of your NonStop Server environment with HP Mission Critical Services. Contact your HP representative or visit http://www.compaq.com/services/spotlight/index_nonstop.html