make effective, efficient configuration changes and updates

Change is constant and unavoidable – and in the IT world, change is also a leading cause of unplanned downtime. Your IT department manages a continuous agenda of change requirements driven by new business processes, product enhancements, or just plain growth. To master these challenges, you must execute appropriate change management processes, including implementation planning, preparation, communication, and contingency planning. These change processes need to be accurate, disciplined, and tuned to the specific service levels required by your business.

HP Technical Services offer industry-leading expertise to help your company anticipate, plan, and implement change. We can help your organization identify IT configuration changes relating to operating system upgrades or hardware additions. HP can also suggest better ways to configure, consolidate, and implement the various components of your IT infrastructure. A priority objective of our proactive approach is to maximize your systems availability and reduce losses in productivity and commerce caused by downtime.

At a more strategic level, HP can also assist in preparing for your future IT requirements. We can help your company clearly define your present IT environment’s change and configuration management requirements, identify future needs, and implement an effective change management process to help meet your long-term objectives for service level delivery and cost of ownership.

benefits

- Reduce risk and avoid costly errors or rework through HP expertise
- Increase IT staff productivity through enhanced change management procedures and training
- Increase return on investment and reduce cost of ownership
reduce risk through hp expertise
Nobody knows HP systems better than we do. HP Technical Services give you access to the best practices of HP’s worldwide services organization and Global Alliance Partners (HP alliance partners include companies such as Cisco, SAP, and Oracle®). We use these assets to help you safely address a variety of configuration changes and update events with the confidence that they will be performed correctly the first time, with all elements working smoothly together.

We use a comprehensive approach for managing, planning, and implementing changes to your IT environment. When change is required, HP’s technical experts help you identify the best solutions and prioritize the steps to be taken. We ensure that backups and contingency processes are ready, and can provide recovery assistance if needed. Each step ensures that the risk of inadvertent errors is reduced to a minimum.

increase IT staff productivity
Your staff is increasingly expected to do more with less. Many IT departments lack the time or resources to keep current on all configuration change and update requirements, technologies, tools, and processes. HP Technical Services can fill the gap by providing you with the short-term, assured solution to your change requirements. Our strong global alliances with leading enterprise solution vendors will help ensure that your complex multivendor configurations are well coordinated.

You will avoid mistakes and re-work by relying upon our knowledge of how changes impact other vendors’ systems. Additionally, your IT staff will gain insights into HP best practices and gain valuable additions to their skills development.

increase return on investment and reduce cost of ownership
The value of your information systems depends on how available they are to your customers, your suppliers and your employees, how productively they function, and how economically they can be maintained and upgraded. We can help you increase the return on investment of your information systems by identifying which changes are necessary, and how they should be implemented to avoid disruption to your system availability and staff productivity.

HP can also consolidate many smaller changes and updates to eliminate unnecessary steps and control expenses. Our skills and knowledge transfer provide a foundation of information that your IT staff can draw upon to get more done with existing resources.

We can help you create change management processes designed to extend your change management across the life cycles of your applications and environment. An effective change management process enables your IT staff to improve return on investment and lower the cost of ownership of your information systems for years to come.

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