

Brochure

# **Make it easier to operate Hybrid IT and enable disruptive innovation**

HPE Datacenter Care

**HPE**  
POINTNEXT



In the digital economy, the speed from idea to reality can mean the difference between success and failure. The ability to continuously improve the digital experience will keep customers, partners, and employees engaged and loyal. This business imperative is putting pressure on IT to improve the quality, agility, and speed of the services IT delivers, and to lead the organization into new opportunities. HPE Datacenter Care makes it easier to operate Hybrid IT and enables disruptive innovation—giving you a partner that knows you, the data center, and Hybrid IT.

#### **HPE Datacenter Care enables agility and innovation**

We use experience and knowledge to help you:

- Make it easier to operate Hybrid IT
- Remove the “heavy lifting” that doesn’t differentiate your business
- Free up resources for disruptive innovation
- Gain faster time to value
- Enable more developer-centric IT
- Optimize cash flows
- Scale without worrying about capacity
- Gain a partner that knows you, the data center, and Hybrid IT

### **Addressing the complexity of Hybrid IT**

Hybrid IT is the new reality, delivering services at the right cost, performance, and scale with the right management. A successfully deployed hybrid infrastructure lets you optimally place a workload or application during its lifetime, ultimately leading to the “right mix” of on-premises IT, private cloud, and public cloud services. The outcome is agility, speed, and quality—an IT operation that can support business needs for time to value and innovation while providing a quality experience to their customers with the right financial model.

The complexity of Hybrid IT can be daunting. Many vendors are involved both on-premises and in the cloud. The pace of change has accelerated dramatically. And there’s a need to rapidly incorporate changing technology. The public cloud is thought to offer new levels of simplicity—including moving from capital- to consumption-based expense, eliminating the need to predict capacity and scale rapidly, providing a developer-centric architecture, and offloading the undifferentiated “heavy lifting” that comes with operating a data center. On-premises infrastructure provides many advantages from security to governance, and potentially lower costs.

## Place new and legacy workloads optimally in the “right mix”

HPE believes that IT will need to provide all these capabilities in the data center and support the use of public cloud, enabling workloads to be placed optimally in a “right mix” of infrastructure, with both on-premises and cloud sources for the right business reasons. At HPE, we have examined these qualities closely and have translated them into capabilities that dramatically simplify our customers’ experiences—whether they are running traditional or cloud-based workloads. Those capabilities are delivered with HPE Datacenter Care.

HPE Datacenter Care can help you optimize costs and IT resources while retaining control and security. We help you take advantage of the simplicity and speed of the cloud model so you can quickly seize new opportunities and compete effectively. We make it easier to operate your data center today, removing the “heavy lifting” and freeing up your resources for the innovation that differentiates your business. And we continually introduce new capabilities to deliver what Hybrid IT requires for the future—improved speed and flexibility of IT delivery to enable disruptive innovation.

## Make it easier to operate Hybrid IT

With HPE Datacenter Care, you can remove the “heavy lifting” that doesn’t differentiate your business, and double your capacity for sustainable innovation. The advantages gained from operating from your data center are clear: security, control, governance, choice, latency, and (if used efficiently) costs.

### Rely on one partner for your entire IT environment

With HPE Datacenter Care, you can simplify IT operations by relying on one partner for expert help when you need it. Your dedicated account team provides a personalized relationship—a single point of accountability, backed by HPE experts and our very large ecosystem of partners. The relationship with your Account Support Manager or Datacenter Care Delivery Manager is a key driver of the high customer satisfaction that HPE Datacenter Care enjoys. This team knows you and how you operate, as you rely on one partner for your entire IT environment, including systems from HPE as well as other vendors.

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“We have a complex infrastructure with vendors pointing fingers. With HPE, one team handles everything so we can devote more time to innovation, which is a better use of our skills and experience.”

– Colin Miles, IT Director, Technical Services, Virgin Media

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## Tailor services to meet your needs

With HPE Datacenter Care, you can tailor the service to cost-effectively meet your business needs, adding or subtracting standardized services—or “building blocks”—that are delivered consistently and globally. These are selected from hundreds of available services to address specific needs, such as storage optimization or firmware management, or specific environments, such as SAP HANA® or HPE NonStop.

Your assigned HPE account support team, backed by HPE’s advanced global call expertise and device support, helps you simplify and get more out of day-to-day operations. Together with your Datacenter Care team, you include the services that you need based on how you operate. You pay only for what you need, and you can devote scarce resources to developing the next IT-based business breakthroughs.

Here’s a sampling of some of the specialized areas where you can tailor your HPE Datacenter Care support:

### **HPE Datacenter Care for Multivendor IT**

Optimize your heterogeneous environment, making sure everything works together, and position your business to take advantage of new technologies. HPE Datacenter Care for Multivendor IT consolidates the responsibility for vendor management and service delivery across multivendor hardware, networks, and applications into a single service agreement. Your multivendor assigned account team is fully in tune with your IT requirements and acts as your technology advisor to help you evolve and make better use of future technology innovations.

This service focuses on the full lifecycle of support—independent of vendor technology—helping you get more from your existing footprint by better understanding its current state, keeping it stable, and leveraging existing investments. It also takes a management, rather than product, approach to multivendor IT—focusing on incident and problem management, service-level management, configuration management, and proactive and program management.

**HPE Datacenter Care for Cloud**

Remove much of the complexity associated with the cloud and take advantage of its powerful functionality. HPE Datacenter Care for Cloud offers a set of features that build on your core HPE Datacenter Care offering. It also adds a cloud solution specialist to your team who provides guidance about how to handle the operational challenges associated with complex cloud environments. The specialist is assigned to work with you on an ongoing basis to provide technical guidance and advice that is tailored to your cloud solution. Key elements of HPE Datacenter Care for Cloud include:

- Cloud solution profile, assessment, and planning
- Cloud solution version analysis and lifecycle management
- Cloud solution operational and technical advice
- Cloud solution configuration health check
- Additional days for cloud solution technical assistance (used for activities related to the cloud solution that fall outside of the standard features of HPE Datacenter Care for Cloud)

**HPE Datacenter Care for Hyperscale**

Gain stability with on-demand support for your Hyperscale environment. HPE Datacenter Care for Hyperscale is based on our experience with customers operating IT at scale. This service provides you with quick access to experts who know your environment and your needs—and who understand that when it comes to running your data center at this scale, you don't have time for support delays.

HPE Datacenter Care for Hyperscale delivers only the services you need to meet your specific business goals. You prescreen your account support team. They, in turn, know how you operate, can react quickly, pull in the needed experts without delay, and work with you to improve IT operations. We will intervene when you contact us, or you can schedule regular on-site visits.

This service is also particularly well suited for HPC environments, providing different service levels—warranty, reactive, or proactive—for the products in your cluster depending on criticality. For example, you can request 24x7 support for critical cluster components such as service nodes, storage, and networking. You can also turn to the Center of Excellence experts for the know-how to solve and support tough issues around HPC clusters.

**HPE Datacenter Care Support for HPE 3PAR Environments**

Get the most from your storage investment through proactive management of your storage arrays. HPE Datacenter Care Support for HPE 3PAR Environments delivers the focused attention you're looking for to help ensure a more agile storage environment that serves the broader IT infrastructure and your business vision.

This service works to optimize performance of your storage devices, but also evaluates storage resources in the context of your entire IT infrastructure. We proactively apply best practices for configuration management of your storage hardware and software. We also pay diligent attention to version control, performance, capacity, and overall array health to avoid preventable problems and drive better business outcomes.

Your assigned account team is reinforced by storage specialists who deliver health, performance, and capacity assessments as well as other customizable storage support activities, all designed to increase the return on your technology investment.

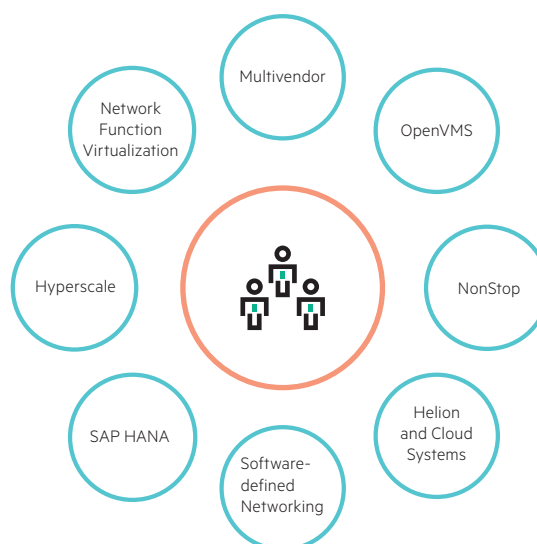
**HPE Datacenter Care NonStop Support**

HPE Datacenter Care NonStop Support offers the expertise, support, and advice needed to provide stability for today's IT environment. This solution helps deliver the business continuity, high availability, massive scalability, and operational efficiency that your enterprise demands. Our services are designed to help you maintain your NonStop capabilities, proactively fix problems before they can cause system outages, and keep your IT stable and reliable.

HPE experienced IT advisors work with you to achieve specified target performance levels and meet your business goals. We also proactively help prevent service interruptions through a host of available optional services to meet your specific needs, which can be delivered at any time during the relationship. These are discrete services that address either ongoing needs like firmware management and operating system patch analysis, or one-time enhancements.

**HPE Datacenter Care – Operational Support Services (DC – OSS)**

Reduce costs and focus your resources on technology initiatives that contribute direct value to your business with Datacenter Care. Gain more benefits by adding HPE DC – OSS. Offload routine IT tasks with these services, which complement HPE's best practices for operating on-premises or in the cloud by delivering 24x7 remote infrastructure monitoring and management services as an integrated part of your support experience.

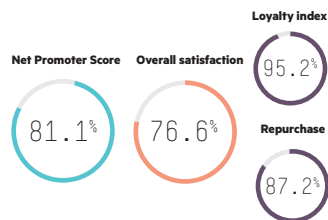


**Figure 1.** HPE Centers of Expertise

For response to incidents or for coaching and advice, you get fast access to our experts with HPE Centers of Expertise (CoE). Our hands-on approach allows us to understand your business goals, systems, and solutions. We orchestrate service delivery, actively collaborate with other support parties, and own your case through problem resolution as well as provide coaching for your solutions.

### Exceeding industry norms

Introduced in 2012, Datacenter Care now has more than 4,000 customers in 180 countries. We offer a superior customer experience, resulting in customer satisfaction rates that greatly exceed industry norms.<sup>2</sup>



### Numbers speak

Here are just a few benefits and outcomes that our customers have achieved through HPE Datacenter Care:

- Improved data center management operations by 28%<sup>3</sup>
- Achieved 89% less unplanned downtime<sup>4</sup>
- Gained 99% diagnostic accuracy<sup>5</sup>
- Gained 88% more productivity annually with less unplanned downtime<sup>6</sup> (from 5 hours to only 0.6 hours)
- Achieved a three-year ROI of 904%<sup>7</sup>
- Averaged three-year discounted business benefits per customer of \$1.37M<sup>8</sup>

<sup>1</sup> Subject to a minimum commitment for hardware and software.

<sup>2</sup> ORC, 2016.

<sup>3, 4, 6, 7, 8</sup> "The Business Value of HPE's Datacenter Care Service," IDC, May 2015.

<sup>5</sup> HPE internal measurement.

## Enable disruptive innovation: Gain faster time to value

With HPE Datacenter Care, you can enable disruptive innovation and gain faster time to value—enabling more developer-centric IT, optimizing cash flows, and scaling without worrying about capacity.

### Enjoy consumption-based IT

Now you don't have to make the impossible choice between the pay-as-you-go scalability of the cloud and the reassurance of on-premises IT. HPE Flexible Capacity is a Hybrid IT service that combines the freedom of the public cloud and the security of on-premise IT. It's fast, cost-effective, scalable, and secure.

Don't guess about your capacity when growth occurs or a new project arises; add capacity in minutes, not months with HPE Flexible Capacity. Pay only for what you use based on actual metered usage.<sup>1</sup> In addition, you can:

- Move to consumption-based payments to align costs with usage monthly via advanced metering
- Eliminate up-front capital outlays, optimizing cash flows
- Gain infrastructure capacity that never runs out
- Enjoy enterprise-quality, multivendor support as HPE Datacenter Care is included
- Be Hybrid IT-ready by including certain Microsoft® Azure® services

## Superior customer satisfaction rates

### How is HPE Datacenter Care unique?

Experienced and trusted experts provide stability and guidance through one relationship:

- **Global**—Unique approach to build your solution from globally available services for a consistent quality experience
- **Available**—Unmatched presence and global scale—180 countries, 24 time zones, 30+ languages, 7x24x365
- **Connected**—Analytics, tools, and IP to diagnose, prevent, and provide advice for operational excellence
- **Accountable**—One accountable partner for your IT environment backed by the broadest ecosystem of ISV and open source partners
- **Expert**—Leveraging experience and best practices from more than 4,000 HPE Datacenter Care customers, with 40,000 customer interactions daily
- **Flexible**—Unique approach to IT consumption for on-premises pay-per-use, rapid scalability, and technology transition

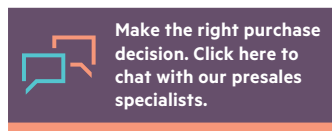
## Only from HPE Pointnext

Customers know they're in good hands with HPE Pointnext services and support. In addition to Operational services, we offer advisory, transformational, and professional services to help accelerate your digital transformation at your pace and on your terms. Regardless of your IT or business need, we have the experience, the expertise, and the global reach to get you where you need to be today—and where you want to be tomorrow.

## Find out more

Make it easier to operate Hybrid IT and enable disruptive innovation. Start with a personalized workshop to scope your coverage, align to business needs, and identify people, process, and technology improvements.

Learn more at  
**[hpe.com/services/datacentercare](https://hpe.com/services/datacentercare)**



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4AA4-3102ENN, July 2017, Rev. 7