

# HP SOFTWARE PROFESSIONAL SERVICES

Increase the value of IT with  
HP's end-to-end consulting

Brochure



“Our IT Service Management project with HP has an 18-month payback and now has given us a better understanding of how our IT business runs. It has enabled us to forecast overall IT cost savings, cut problem resolution times by 20 percent, and reduced avoidable downtime by a third.”

—Manfred Schmiedl, Head of IT,  
Austrian Airlines, Austria







Your enterprise couldn't survive without the wide range of software that drives the business. Yet today's applications, which consume a sizable percentage of your IT spend, can be so complex and feature-rich that you may not be getting the full value from them. In fact, a major source of an IT organization's cost inefficiency is its failure to implement the latest software features. According to a 2010 study<sup>1</sup>, 27% of enterprise software is either unused or underused—and half of all those who responded to the survey failed to upgrade, migrate, or complete their IT initiatives on schedule.

Tolerating this type of inefficiency is no way to run a business, especially in an economic climate that demands operating at a lower cost structure while continuing to service growing business demand. As a result, your ongoing mandate is to:

- Reduce the cost and complexity of your IT
- Increase the performance of your business-critical applications
- Optimize your existing assets and resources

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<sup>1</sup> Vanson Bourne custom services study for HP, 2010.

In short, you need real-time visibility and control of your IT assets so that you are better able to respond quickly and accurately to always-changing business demands.

That's where HP Software Professional Services comes in.

### Embrace the right IT strategy

HP Software Professional Services offers a broad and deep consulting services portfolio—from a high-end advisory capacity all the way through to implementation—that enables you to deploy, measure, and sustain the right IT strategy. We don't offer just strategy and transformation consulting. The difference between HP and other service providers is that we offer effective process design, change management, and solution implementation services that map to your needs—thereby reducing your costs and increasing the value of your IT solutions. Our proven, repeatable and tested methodologies have become best-practice frameworks across the HP software portfolio, promoting the delivery of successful, measurable results.

**"The Transformation Experience Workshop defined where we were, and where we wanted to go. After three months of effort, HP took us further than attempts with consultants over 18 months."**

**—Ian Griffith, Director of Strategic Partnerships, Nottingham Trent University**

**“HP’s cloud computing technology platform supports critical interoperability between users, ensuring that our product recall program meets the unique requirements of Canadian businesses for electronically sharing product recall information.”**

**—N. Arthur Smith, President & CEO, GS1 Canada**

Specifically, HP Software Professional Services offers:

- Strategic Advisory Consulting
- Solutions Consulting Services
- HP IT Performance Software Implementation Services
- Premier Solution Management and Support Services
- Software Education Services

Simply put, we work closely with you to put the right solutions in place, measure them for cost-effectiveness, and position your business to be more competitive.

### How HP Software Professional Services can benefit you

As your business grows and service demands increase, the right software and strategy become even more critical to enhancing your competitive advantage. HP global service professionals will guide you in creating an IT strategy that focuses on people and process transformation—including management of that change—to develop a roadmap that defines how technology investments can be leveraged, integrated, and scaled throughout your business. HP professionals draw extensively from the HP Common Solution Framework, which provides standard reference models to expedite the architecture of large-scale solutions.

To ensure we deliver the latest and most effective solutions, our consultants turn to the HP Professional Services (PS) Labs team for packaged IT processes from the HP Service Management Reference Model, an integrated service management process model based on years of HP experience, multiple industry standards, and best practices like ITIL v3, COBIT, and ISO. HP PS Labs also produces HP Software QuickPacks, pre-packaged product configurations for specific applications, and HP software-based accelerators.

### Delivery approach

HP Software Professional Services offers a number of flexible delivery models to meet changing business requirements. Each delivery model provides automation and reporting technologies that enable customers to measure solution usage, cost, and performance at any point in the solution lifecycle—from implementation through maintenance and asset retirement.

- Outcome-based solutions are tied to successful achievement of IT and business metrics. HP will share accountability with a customer for achieving defined success metrics—including shared risk and rewards.
- As-a-Service delivery models, such as Testing-as-a-Service, offer output-based pricing. Customers are charged on a usage-only basis and can rapidly scale usage up or down based on business conditions. Real-time reporting provides assessment of usage and performance patterns.
- HP Best Shore offers high quality of service initiatives at lower costs by leveraging cost-efficient geographies.

### Unlocking the value of your IT investments

HP helps you to:

- Drive successful business outcomes that align people, processes, and technology with your corporate strategy.
- Accelerate time to value by automating critical processes, best practices, and frameworks along with industry-leading enterprise technologies.
- Reduce costs and risk with service delivery options designed to meet your near- and long-term business requirements.
- Facilitate end-user adoption with organizational change management expertise.
- Simplify the complexity and reduces the cost of managing HP software implementations, third-party integrations, and customized in-house applications.

## Enhancing your IT

### IT Strategy and Transformation Consulting

HP experts offer IT strategy services that tie to each phase of your transformation initiatives, thereby minimizing risk. Our Strategic Advisory Services will help you develop the right IT roadmap to address your unique business challenges. Our consulting workshops provide you with a practical blueprint, tailored to your requirements, to achieve organizational acceptance.

**IT Performance Management Services**—HP offers lifecycle performance management, IT Asset Management Services, Service Costing, IT Benchmarking, IT Value Realization, Project and Portfolio Management Services, and HP Executive Scorecard implementation services.

**Management of Change (MOC)**—HP's approach to change management combines leadership, planning, communication strategies, education, teaming, monitoring, and internalization to guide you to create successful outcomes. Complementing the traditional technical elements of the change project, this service focuses on the individual human elements of change, as well as those that impact the collective organization. Additionally, the HP Education Services approach to learning increases end-user satisfaction and facilitates adoption of the solution.

**Service Integration and Management**—This solution is a transformational consulting service and it provides a unified framework for governing and managing a multi-supplier ecosystem across internal IT, multiple outsourcers, and cloud service providers.







### Solutions Consulting Services

HP consultants apply intellectual property learned from hundreds of client engagements in order to measure and manage a cost-effective business strategy. We offer Solutions Consulting Services in three areas: Application Transformation, Converged Infrastructure, and Information Optimization.

**Application Transformation Services**—View and assess the status of your application environment in real-time via best-practice methodologies that continuously monitor and manage the health of an application across the entire lifecycle. Application Transformation Services include:

- **Testing-as-a-Service**, which provides application testing services in a highly available, flexible, consumable service delivery model.
- **Testing Center of Excellence**, which enables the integration of people, process, and application lifecycle management (ALM) solutions for traditional and cloud-based applications.
- **Application Performance Management** to design and implement best-practice processes supporting the automation and reporting of business-critical application performance.

**Hybrid Delivery Solutions**—Help clients deliver services on demand, improve quality of service, reduce service provisioning costs, and optimize internal resources.

- **Cloud Consulting Services** provide strategic guidance on developing cloud delivery solutions for public, private, and hybrid computing environments. Our focus is to help ensure successful adoption that will support your overall IT strategy.

- **Cloud Service Automation** uses HP Cloud Service Automation Software to monitor and manage the entire cloud service lifecycle request across heterogeneous environments.
- **Private Cloud for Test Service** provides onsite private cloud capability to support the complete testing lifecycle by building a dynamic, scalable test environment integrated and automated from development through operations.

**Converged Infrastructure Services**—Break through rigid silos and IT sprawl, focus your resources on more strategic initiatives, and reduce your overall operational spend. Converged Infrastructure Services focus on HP Software IT Operations solutions and related IT domains such as IT service management, application monitoring and business service management, asset discovery and management, as well as change, configuration, and provisioning automation. HP's consultants bring extensive experience to help large, complex IT organizations simplify, automate, and reduce the total cost of service.

**Information Optimization Services**—HP simplifies the management and governance of enterprise information. Services include information management strategy definition, solution design, HP Software implementation, and education.

### HP Software Implementation Services

Designed and delivered by domain experts who work closely with HP Software R&D, these packaged services, such as software accelerators and process models, allow you to implement, migrate, or upgrade HP software. Our consultants' deep expertise in implementing HP software increases quality and decreases total cost of ownership. Plus, the packaged accelerators, combined with best practices gained from hundreds of engagements, accelerate time to value.

### Premier Services

HP Premier Services include support for single and multi-product solutions and can include customization and third-party integrations. It offers a single point of contact for one focal point of accountability. This simplifies the support experience and shifts your resources so you can work on innovative initiatives.

These services consist of reactive and proactive offerings:

- **Premier Response**, which addresses issues quickly and effectively through higher-level technical support experts
- **Premier Advisory**, which improves the adoption of solutions by providing proactive maintenance for customized third-party integrations while developing strategies to optimize new releases and upgrades
- **Premier Team Extend**, which frees up internal staff resources for more strategic activities by enabling you to outsource routine operational tasks and maintenance to HP
- **Premier Business**, which provides you with a dedicated HP Enterprise Services Manager, further reducing risk

### Education Services

With the industry-leading software training that HP Education Services provides, you can increase the value and reduce the cost of your solutions by preventing user problems and mistakes. You also reduce risk by avoiding configuration and implementation errors while driving your revenue-producing applications to market more quickly. Plus, the best practices you learn from education professionals who are experts in HP software can help prevent adoption issues and encourage continuous learning. We offer a variety of learning options, including virtual, on-demand, instructor-led, onsite and mobile-learning classes as well as custom training and simulations.

As research firm IDC writes, “[We believe] that the most compelling feature of the new HP portfolio is the service-level agreements (SLAs) based on business results. By tying the support SLAs to these results, HP has aligned the support and business outcomes.”<sup>2</sup>

## Why HP Software Professional Services?

HP Software Professional Services offers an end-to-end consulting portfolio that combines effective strategic advisory services, process design, change management, and solution implementation services to lower your costs and increase the value of your HP software solutions. We have more than twenty years of experience in IT and Service Management, and our consultants are located in 90 countries. HP Professional Services experts collaborate with HP software R&D to make sure that the latest product capabilities are applied to your business and IT challenges. HP also channels customer feedback to R&D to map ongoing product innovation and educational course development. And with the HP Common Solution Framework, an IT reference architecture forming the blueprint for running IT like a business, you have access to proven reference modules to drive the architecture and deployment of large-scale solutions while reducing risk. We also offer flexible delivery and payment options, letting you choose the right IT implementation approach that can cost-effectively scale as your business conditions evolve.

## To learn more

For more information about HP Software Professional Services, please contact your HP sales representative. You are also invited to meet some of our experts at:

[www.hp.com/go/hpexperts](http://www.hp.com/go/hpexperts)

[www.hp.com/go/hpswprofessionalservices](http://www.hp.com/go/hpswprofessionalservices)

<sup>2</sup> IDC, “HP Introduces New Software Support Services Portfolio,” Matt Healy, March 2011.



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HP solutions for better business outcomes



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