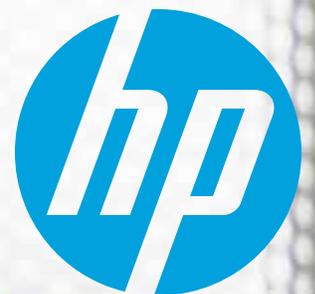


Brochure

# Prevent downtime

HP Proactive Care with the Personalized Support option



## Rethink your IT support

Your business environment needs you to respond to competitive challenges and opportunities quickly. This requires your IT organization to play a pivotal role and be extremely adaptable. In this dynamic environment HP is driving to develop deeper data center insights—enabling servers, storage, networks, management, and power and cooling to come together cohesively. This approach—converged infrastructure—helps build data centers of the future.

HP Converged Infrastructure is open, integrated, and better by design while using innovative management tools. Since HP's Converged infrastructure is built to industry-standards, you can easily change parts, and source and combine technology in different ways. While this gives your IT organization more choice and cost efficiency, it also means you need access to increased expertise to handle the complexity that converged infrastructure brings. The entire stack (servers, storage, network, virtual machines, and tools) needs to be kept stable, aligned, and up-to-date to prevent problems.

Your IT support services should evolve to address the complexities of this environment. Unlike most support vendors in the industry, HP is asking the question “If your technology environment is changing, shouldn't your vendor's support services change too?”

## Innovative proactive service designed for industry-standard infrastructures

HP Proactive Care with the Personalized Support option provides higher value support that improves the availability and performance of industry-standard, virtualized environments, under the guidance of an assigned Account Services Manager (ASM). The service provides fast problem resolution, coupled with proactive services designed to help prevent problems before they occur.

Proactive Care with Personalized Support integrates both proactive and reactive elements so you get superior value out of your IT investments. The support solution is structured on three guiding principles for our service delivery:

- **Personalized:** You are assigned an Account Support Manager (ASM) who provides proactive, trusted guidance because he is familiar with your IT environment, team, and priorities. You have an enhanced reactive call experience, with direct access to advanced technical skills for rapid problem diagnosis and resolution, delivered by a remote technical solution specialist (TSS) who acts as a single point of contact for end-to-end case ownership.
- **Proactive:** Proactive Care leverages state of the art automation, for real-time monitoring and alerts to detect issues early and avoid downtime. You are able to receive alerts anytime, anywhere, on multiple devices. Using automated processes, HP analyzes the optimal patch and firmware revisions needed, provided proactive “health check” analyses, and trend/incident reports. You receive onsite, best practice, operational, and technical advice from your ASM that proactively addresses your IT issues and projects.
- **Simplified:** Easy to select and purchase. As an integrated set of support deliverables, you simply select one of three service response levels. You can purchase Proactive Care with Personalized Support at any time (at the time when you purchase your HP products or afterwards); and can cover the entire stack.

In a complex environment, many components need to work together effectively. Proactive Care with Personalized Support helps optimize the uptime of your industry standard environment, and free up time that would have been spent on maintenance and operations—so you can focus on business growth and innovation. By effectively using the power of industry-leading automation, expert proactive planning and advice, and rapid problem resolution, we can help you realize the full value of your IT investments.

## A different, enhanced reactive support experience

Proactive Care provides an Enhanced call experience with a highly skilled TSS who manages your problem, from start to finish. The TSS has a broad level of technical specialist knowledge and can harness further expertise as needed from our solution centers. If needed the TSS uses

our technical problem escalation processes, and will collaborate with independent software vendor (ISV) partners to provide fast problem resolution.

We know that not all needs are the same. So, you choose from one of three hardware reactive service levels—Next Business Day, 24x7 with a 4 hour response, or 24x7 6-Hour Call to Repair—each with the option of defective media retention. “Rapid connect to experts” enables you to spend less time coordinating and managing problems, while resolving them quickly.

**Figure 1.** HP Proactive Care Services with Personalized Support

**A fixed set of technology enabled, reactive and proactive deliverables for industry standard platforms, managed by your assigned Account Support Manager**

**Prevent problems**

- Know my environment and team
- Help keep my platform current
- Help avoid identified problems
- Learn from my case history



**Enhanced call experience**

- Connect rapidly to TSSs
- Manage my case—no hand-offs
- Communicate in my language



**Hardware and Software repair**

- Fix the platform efficiently and cost effectively
- Collaborate with the ISVs



**State of the art automation**

- Proactively monitor my environment
  - Secure technology alerts me, anywhere, anytime



## Proactive technology to help prevent or minimize interruptions

Automated processes provide real-time alerting and highly accurate diagnostics, which enables an improved first-time fix rate. Using proactive trend correlation, automatic event generation, filtering of alerts, and detailed fault analysis, HP’s state of the art automation helps provide reduction in total problem resolution time—including diagnosis, isolation, case creation, and problem resolution.

In addition to real-time alerting and diagnostic capabilities, automated monitoring captures the revision and configuration data of your infrastructure. It securely provides that information back to HP where powerful analyzers scan this information to verify that the correct revision and configuration parameters are being used. HP then provides you proactive reports to help avoid problems and maximize the stability and performance of your platform.

## Proactive management

A remote technical account manager (TAM) provides you with proactive management advice through periodic communication of update recommendations and reports. With Proactive Care, you receive quarterly case-history reporting, including incidents, fixes, observations, and case volume trending on particular equipment. Reviewing these with a TAM can help identify recurring issues and explore recommended corrections or improvements.

Twice a year, you also receive a proactive scan report that identifies potential configuration, performance, and security issues. Also, twice a year, a TAM reviews your platform, software, and firmware versions to provide a thorough assessment and recommend updates for all

### Top five benefits of Proactive Care with Personalized Support option

- Get targeted, best practice advice and onsite assistance from someone who knows you, knows your team, and your IT environment.
- Prevent problems with proactive reporting and expert advice to identify and remove potential issues across the platform
- Resolve problems faster and more easily with the help of the TSS, who owns the problem from start to finish
- Support your industry standard technology cost effectively by utilizing state of the art and specialist remote resources
- Speed ROI, improve data center efficiencies, and free IT to deliver greater innovation and value to the business.

Developing solutions for major social and environmental challenges

[hp.com/hpinfo/globalcitizenship](http://hp.com/hpinfo/globalcitizenship)

products in your infrastructure supported by Proactive Care. This covers x86 servers, storage, networks, and software products. These regular reviews of software and firmware help to eliminate system problems and enable you to provision a stable IT platform to support your business.

## Onsite advice and best practices

Many customers want the ability to get best practice, onsite advice about their specific and exact IT challenges and operating requirements.

Proactive Care with the Personalized Support option provides a locally based account support manager (ASM) assigned to your account. Our ASMs bring a special blend of best practice expertise, technical skills, and collaboration to your support relationship. They work with your IT team to provide operational and technical advice that helps you meet your IT objectives, with the work guided through an agreed upon support plan. You and your ASM review the support plan twice a year to enable alignment and focus on your current and emerging issues.

## Boost your IT investments.

As a leader in providing business-critical support, HP operates in 170 countries, with a worldwide network of 150,000 channel partners. We are the only Microsoft®-endorsed worldwide prime integrator and, we have the largest global VMware Authorized Training Center.

Our support expertise includes:

- 6,000+ high availability experts
- 1,200 VMware-certified professionals
- 23,000 Microsoft-trained professionals

## Technology with a human touch

You rely on technology to run your business efficiently. To stay competitive and capitalize on new revenue opportunities, you have to learn how to access technology in new ways. Team with the HP technology consulting and support experts to help you take full advantage of technology to drive your business. Combining technology expertise with business intelligence, our service professionals help organizations across the globe meet their evolving needs. They can do the same for you. Connect with our service experts to explore ways to do more with your technology investments and move your business forward. Visit [hp.com/go/tsconnect/](http://hp.com/go/tsconnect/)

## Give your business the right edge

For more information about HP Proactive Care and the Proactive Care Personalized Support option, please talk with your account manager or HP Authorized Reseller.

Learn more at  
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