

Brochure

Streamline support

HP Proactive Insight experience



HP Insight Online transforms the support experience. It is a comprehensive cloud-based IT service and support portal that:

- Displays devices
- Tracks service events
- Monitors contracts and warranties

66%

With Insight Online and Insight Remote Support, problems can be resolved up to 66% faster.³

Smarter servers lead to smarter services

In today's data centers, valuable staff time is too often lost to IT support issues. When a system goes down and a service call begins, you might spend a half hour digging through spreadsheets and log files to find and communicate dozens of pieces of data to a support desk: model name, serial numbers, alert codes, warranty and contract terms, and on and on. Only then, can you begin to solve your problem.

Next-generation HP ProLiant servers with the HP Proactive Insight architecture help you reclaim the time of your system administrators, with proactive and automated support services. Taking advantage of the rich data collected by the HP Proactive Insight architecture, the HP Proactive Care support service can accelerate problem resolution, streamline your data center operations, and continuously improve uptime.

These benefits stem from a unique set of next-generation ProLiant advantages, including the HP Insight Online portal and proactive support services.

Transform support

The first cloud-based IT management and support portal

HP Insight Online transforms the support experience. It combines device monitoring, asset management, and service warranty information together into the industry's first comprehensive cloud-based support portal.¹ With Insight Online, manually managing paper contracts and warranties is a thing of the past. You can now easily track and proactively monitor these online, saving as much as 90% in time and resources versus doing it the manual way.²

Inside, critical device information is automatically gathered from HP Insight Remote Support and displayed and updated for easy tracking. Personalized and secure, HP Insight Online gives you one-stop access to all the information you need to monitor and support all your devices, including the health status of each device, warranty and contract services information, and open service tickets. You can do all this on your own terms from anywhere, anytime, and from any device.

Simply turn on Insight Remote Support and your next service call will be unlike anything you've experienced before. From the moment you call us, your service pro knows the details of your systems and issues, and is several steps ahead toward finding a solution.



¹ According to HP competitive research as compared to other tier-1 vendors.

² HP Internal estimate based on a manual simulation and an automated simulation using HP Insight Online, 2012.

³ "The Business Value of the HP Proactive Insight experience," Doc# 239119, IDC, white paper sponsored by HP and Intel®, March 2013.

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Streamline data center operations

Keep servers performing and IT working smarter with services based on the HP Proactive Insight architecture.

With the industry's first proactive services designed for industry-standard environments combined with Proactive Insight technologies, we deliver unique support and services to help you avoid unplanned outages and streamline your operations.

For example, the direct-to-expert support process delivers instant access to our server experts for faster problem resolution. This approach also helps you optimize system performance with firmware and software update guidance and allows you to identify opportunities to reduce operating costs.

At every step, you can take advantage of our global ecosystem of channel partners for local sales and support and have a single point of contact to resolve complex problems more easily and quickly across your environment. Behind the scenes, we and our platform and solutions partners work together to resolve your hardware and software issues faster.

The world's most intelligent servers

In today's data centers, small advances in technology won't solve the big problems. To respond effectively to exploding demand for applications, data, and digital content, your IT organization needs intelligent technology built for the challenges of the cloud era. That's the next-generation HP ProLiant family.

With an unprecedented set of innovations, the ProLiant Gen8 family provides the heart and mind of a self-aware and intelligent converged infrastructure. From core to cloud, HP is transforming the expectations and economics of the data center with the world's most intelligent servers.⁴

Learn more at
hp.com/go/proactiveinsightexperience

⁴With 150 design innovations and powered by the HP Proactive Insight architecture, next-generation ProLiant servers continuously analyze thousands of system parameters to optimize application performance and proactively improve uptime. Visit hp.com/go/proliant.

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