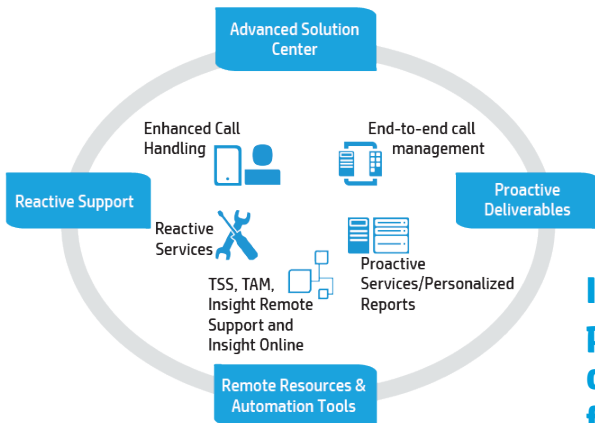


HP Proactive Care

Proactive problem prevention



"...customers that purchase HP Proactive Care Services can take full advantage of comprehensive proactive service delivery *."

Improve IT stability, proactively address the causes of outages, and focus on business innovation and growth

Proactive problem prevention:

Save time, proactively address outages, and stabilize your IT environment with:

- Proactive Problem Prevention
- Firmware and Software patch analysis and recommendations
- Proactive Scan
- Trend and Incident analysis reporting
- Take advantage of all that HP Proactive Care Service can bring to your environment and business.

The Facts*

Reduced Risk

- 66% Less unplanned downtime
- 43% Fewer unplanned downtime incidents
- **\$112,000 annual cost savings (per 100 users)**
- \$31,798 increase in total productivity
- \$21,300 reduction in IT operation/cost reduction
- \$59,013 Benefit from risk mitigation/user productivity

* IDC White Paper, sponsored by HP and Intel, The Business Value of the HP Proactive Insight Experience, doc #239199, January 2013.

HP Proactive Care leverages automation, including remote technologies and remote advanced technical resources to provide proactive services and reporting that help avoid problems, as well as expert reactive support to solve problems quickly and effectively.

- Save time – rapid access to advanced technical solution specialists with end-to-end call ownership
- Proactive problem prevention
- Cost effective and have one call to make for both Hardware and Software
- Enabled by innovative automation tools

Proactive support offers many advantages

HP Proactive Care Service is designed for virtualized, converged IT environments offering:

- A superior call experience with end to end call management with advanced technical expertise
- Combined proactive and reactive, hardware and software support for industry standard IT environments
- Enhanced escalation management if needed
- Proactive services to anticipate and prevent outages and reactive support when it is needed

Additional options include:

Proactive Care Personalized Support option:

- Gives you a local assigned Account Support Manager (ASM) to provide support planning, regular reviews, and technical and operational advice specific to your environment
- Brings best practices from across the industry, plus extra technical skills to your IT team

Additional Proactive Care support days:

- Gives you additional time with your assigned ASM for specific activities and projects



Take the next step toward stability and increased focus on business growth and innovation. For more information, contact your HP sales representative, your HP authorized Channel Partner or visit hp.com/services/proactivecare.

© Copyright 2013 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.