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## HP Critical Service Solution

Planning, design, implementation, and mission-critical support services that deliver maximum system availability

HP customers have consistently achieved higher levels of satisfaction when key components of their IT infrastructure are implemented using the Solution Lifecycle process. The Solution Lifecycle helps achieve rapid productivity and maximum availability through examination of customers' specific needs at each of five distinct phases (plan, design, integrate, install, and manage) and the design of their HP Superdome server solutions around those needs.

## A challenging environment

To succeed in today's ultra-competitive marketplace, your company requires IT environments to maximize availability and performance with minimum interruptions. Effective IT has become an increasingly important part of your business success, and it must adapt as your business changes. The challenge for IT is implementing a solution that can provide both operational excellence and maximum availability—smoothly and quickly.

At HP we understand this challenge, and we appreciate that your company's long-term success may depend in large part on the ability of an IT vendor to partner with you in building a comprehensive, highly available solution. You need a partner that will help you improve operational effectiveness while successfully managing and implementing change within your IT environment. With that in mind, we are pleased to present the HP Critical Service Solution for Superdome servers.

## Reduce the frequency and duration of unplanned downtime

The HP Critical Service Solution—built around the five phases of the Solution Lifecycle and customized to meet your business needs—provides your new Superdome with quick installation and proper configuration so it's up and running as rapidly as possible. In addition, this solution includes the services of a team of HP-certified experts who will assist with the transition process, teach your staff how to optimize system performance, and monitor your system closely so potential problems are identified before they can affect availability. Key elements of this solution include:

- **A Total Customer Experience Manager** who manages all up-front project coordination for HP, from closed-loop solution management to disciplined, repeatable, process-based methodology.
- **Design services** that translate your business and technical needs into a solution that melds the necessary hardware and software. The details of this design determine how the components are built and integrated at the HP factory.
- **A Superdome Readiness Checkup** that focuses on your IT strategy, technology, applications, staff, and key IT processes. HP explores your overall objectives in relation to your IT environment and compares it with best practices, resulting in a gap analysis, prioritized recommendations, and next steps that greatly improve the system solution to satisfy your objectives.

- **Factory integration** and testing of system hardware and software to ensure the solution is configured just right and arrives ready to run.
- **Comprehensive site preparation** to ensure the environment is set up to successfully handle the physical requirements of the Superdome system.
- **Installation and startup** of the solution at your site, beginning with meeting the shipper at your dock and continuing with unpacking, moving, assembling, and powering up the system to ensure that your Superdome solution is up and running quickly and to your expectations.
- **Education** through a flexible training solution that helps your IT staff develop the skills required for management of your mission-critical HP Superdome solution in a multi-OS environment.
- **Mission-critical support** through HP Critical Service that helps you avoid problems up-front and ensure the fastest possible resolution when they do occur. A dedicated team of HP-certified experts helps you identify potential areas of improvement and implements necessary changes to maximize system availability. In addition, they employ leading-edge remote technologies to monitor your environment so problems can be diagnosed and fixed before they cause outages. These extraordinary preventive efforts are backed by an unmatched standard six-hour hardware call-to-repair commitment\* and globally consistent, rapid response technical support—available 24 × 7 from our highly trained mission-critical support teams.

\* Subject to specified terms and conditions

## Key benefits

The HP Critical Service Solution dramatically reduces design problems, speeds time to production, and lays the groundwork for long-term system reliability by combining pre-installation preparation, integration services, and onsite installation with hands-on training, transition assistance, remote monitoring, and mission-critical support. Specifically, the Critical Service Solution is proven to:

- **Minimize disruption at your site:** Pre-integration typically results in net time savings of over 50% compared to integration onsite. This means your system is available for integration into your application environment sooner.
- **Improve IT staff productivity:** A customizable “currency credits” system provides your staff with educational services specific to their needs and level of expertise.
- **Reduce downtime:** By combining powerful IT management processes and tools, HP proactively helps you predict, manage, and reduce downtime. Your assigned account team ensures a smooth transition to operation of your HP Superdome solution implementation and helps put in place IT management processes that improve IT effectiveness and attack the causes of downtime.
- **Gain access to a multi-OS resource you can rely on:** HP experts—from education specialists to design, installation, and certified high-availability support experts—are fluent across all of the operating systems that Superdome Integrity servers run, from Windows® and HP-UX to Linux and OpenVMS. That means they can help you with the operating system(s) you’re using today as well as those you wish to integrate in the future.

## Why HP?

Because we employ the Solution Lifecycle to ensure your Superdome solution is complete and your satisfaction is absolute. While other vendors are content to sell you a high-end server and leave you to figure out the details of preparation, design, installation, and management, we at HP work with you to understand your business needs and address each of them as it relates to the key phases of the Solution Lifecycle. The result is a customized technology solution that performs well from Day One—and will continue to perform well for years to come.

And of course when you work with HP, you are working with one of the most trusted names in the IT business, with more than 40 years' experience delivering infrastructure support and a staff of 65,000 service professionals around the world. We're ranked #1 in mission-critical infrastructure services, enterprise-ready Microsoft® integration and support services, and services for open HP-UX, Windows, and Linux IT environments. We've created the largest channel partner network in the world, we have more than 80 education centers worldwide, and our global reach extends to over 160 countries.

## For more information

If you'd like to learn more about the specific services provided as part of the HP Critical Service Solution, please contact your local HP sales representative or visit [www.hp.com](http://www.hp.com).

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