

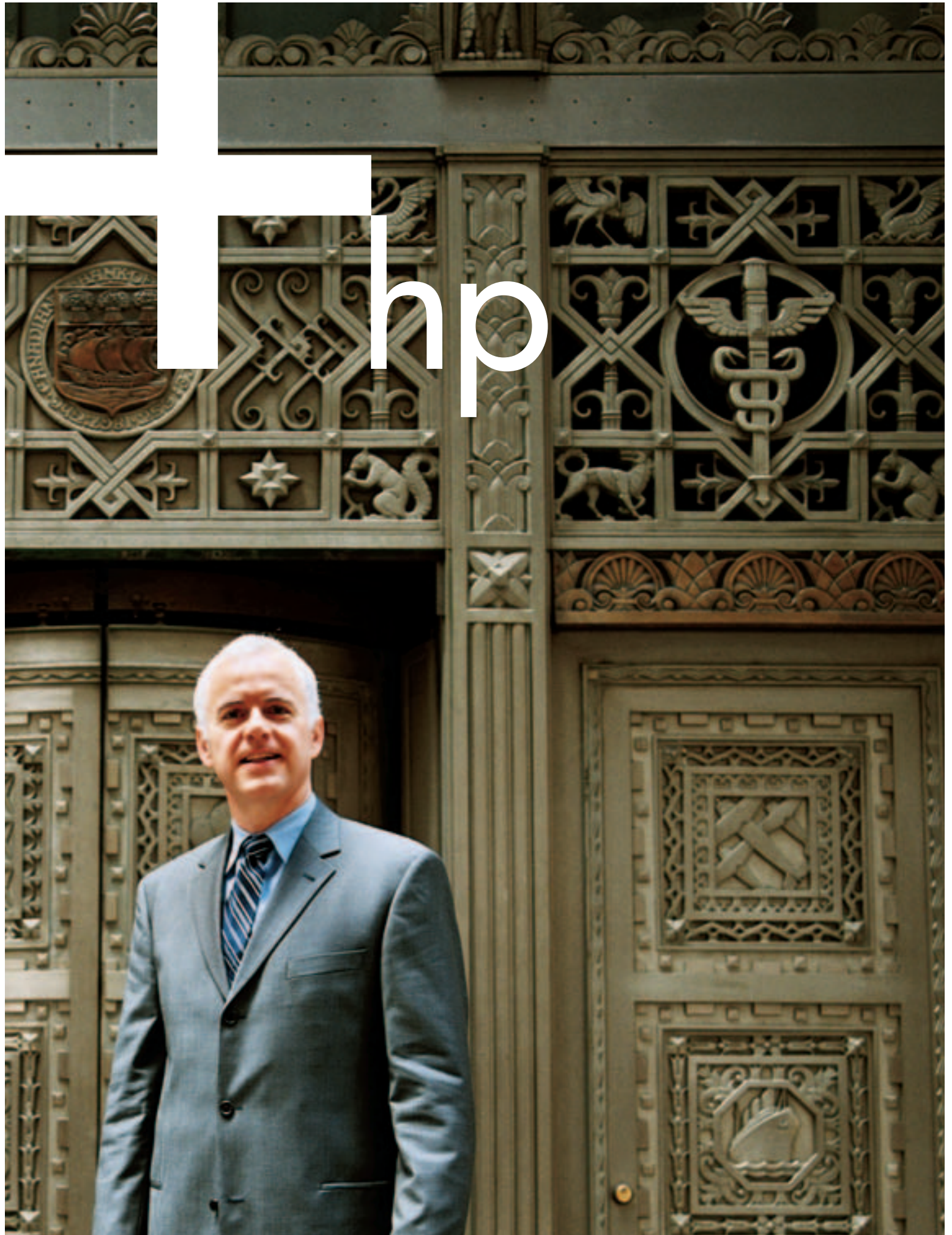


# hp

HP services for Itanium™-based solutions



HP Services



Let HP Services help you quickly and confidently transition to the Intel® Itanium™ architecture—and gain the full benefits of this technology.

Like hundreds of other companies, you've chosen to move to Intel® Itanium™ processor-based solutions. And the reasons are clear: greater return on your IT investment (RoIT), simplification of your IT infrastructure, improved business performance, and flexibility to choose the applications that best fit your needs since you're no longer locked into a single operating system.

Yet, important questions still remain. What's the best way to transition to this next-generation architecture quickly and cost-effectively? Do you have the expertise in-house to successfully complete the migration? How do you seamlessly integrate your existing and new systems into a single IT environment?

HP Services can take the guesswork out of your implementation of Itanium-based systems. As co-developer of the Intel Itanium Processor Family architecture, HP understands this new technology inside and out. And since HP is the only company to support multiple operating systems\* that run on Itanium-based systems (HP-UX, Windows®, and Linux), our technical staff supports all your IT infrastructure implementation and management efforts—no matter which operating system you choose.

\*Services and support for each operating system will be available at the time the specific operating system is available or supported by the server.

## The HP difference

HP Services provides a full range of services to help companies like yours quickly and confidently introduce Itanium-based systems into their IT infrastructures. Through our world-class methodologies, proven processes, IT expertise, advanced support technologies, and partnerships with industry leaders, HP Services can help you gain the full benefits from this technology—optimal resource utilization, reduced costs, and improved RoIT.

HP provides consistent delivery of its services via a global network of operations, education, and competency centers. HP Services employs more than 65,000 skilled and experienced professionals working in more than 160 countries, including 18,000 experts in UNIX®, 28,000 in Microsoft®, and 3,000 in Linux. Through this expertise, companies are assured of end-to-end solutions that offer consistent quality, availability, and cost across multiple platforms and operating systems.

## Full lifecycle services

HP Services offers a portfolio of services across your IT lifecycle that meet your business requirements. Whether it's a discrete short-term engagement or a full-scale project deployment, HP helps you fully exploit the Intel Itanium architecture capabilities, while protecting your existing infrastructures and IT investments by positioning you to meet your evolving business needs.

- **Evaluation and planning:** HP Services experts help your company determine the best strategy for seamlessly integrating Itanium-based systems into your existing infrastructure to improve performance, reduce costs, and gain control of your IT environment. Working closely with your team, HP helps you develop an architecture that matches your IT environment to your business requirements and then creates a detailed migration plan that provides specific recommendations based upon your IT needs.

**HP Itanium Servers:**

Displayed from left to right  
HP Integrity rx2600 server,  
HP Integrity rx5670 server, and  
HP Integrity Superdome server



- **Porting and migration:** HP offers flexible porting and migration services that help you retain or enhance your application functionality, minimize disruptions during migration, and take full advantage of the distinctive capabilities of the Intel Itanium architecture. HP will work with you to determine your porting and migration needs, devise a strategy for moving applications to Itanium-based platforms, and create a detailed migration plan. And if you choose, HP can manage all the details, including porting and migrating your applications, migrating your data, integrating your applications with existing ones, and performing application tuning.
- **IT consolidation:** HP offers IT consolidation solutions that help you optimize the use of your IT resources, achieve new performance and productivity levels, and evolve your IT environment to meet changes in demand. HP Services personnel help you identify your company's business and IT objectives; create an investment justification and architectural blueprint; develop a detailed design plan that incorporates specifics on the configuration and technologies of your company's solution; and deliver a complete, tested infrastructure implementation.
- **Deployment:** HP Services personnel have the experience and expertise to deliver services that can help reduce the risks, time, and costs associated with deploying new technology. Acting as your single point of contact, HP develops and implements a deployment plan—including configuration, testing, and installation of all equipment—that helps provide the seamless deployment of Itanium-based solutions into full production.
- **Ongoing support:** HP offers a variety of support levels that cover your entire IT infrastructure and meet your specific needs. Companies can count on HP Services to help them acquire the assistance they need to maintain control of and deliver business value through their IT investments. You benefit from proactive onsite services, defined escalation processes, and rapid fixes. Corresponding HP services for your storage and network systems provide an integrated support solution for your environment.
  - **Hardware and software support:** HP has a full spectrum of proven preventive, diagnostic, remedial, and repair services that include high-quality remote and onsite support, upgraded hardware service response times and coverage periods, fast and reliable access to HP Response Centers for software phone-in assistance, and software updates for select HP and third-party products.

- **Integrated support:** Support Plus and Support Plus 24 are integrated hardware and software services that are available to customers who require assistance that complements their internal IT resources. HP Proactive 24 Service includes proactive advice and assistance that helps you improve the effectiveness of your IT environment.
- **Mission-critical support:** In order to reduce downtime exposure, HP can deliver optimum support for

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businesses running critical applications. HP uses proven processes, best practices, and leading remote support technologies to help provide maximum IT availability and performance. The Critical Service offering combines proactive and reactive services, including availability assessments and modeling, benchmarking, performance optimization, remote monitoring, security, capacity planning, configuration, availability, and performance management services. No other vendor matches our worldwide standard 6-hour call-to-repair commitment (subject to specific terms and conditions). In addition, through the HP Mission Critical Partnership, you have the opportunity to create a custom agreement with HP to achieve your business objectives through customized business-level commitments that eliminate exposure to abrupt negative acts.

- **Education:** HP offers a full curriculum of education courses that can help improve the productivity and performance of your workforce. Through these courses, programmers and IT administrators can quickly become in-house experts on the Intel Itanium architecture and the operation of Itanium-based solutions for HP-UX, Linux, and Windows. Courses are delivered using a variety of methods—from customized onsite classes to self-paced, Web-based sessions—that meet your company's learning requirements.

- **Technical services:** Even the most technically proficient IT staff may need assistance when implementing and managing its Itanium-based platforms. That's why HP offers technical services—discrete, focused engagements that provide on-demand expertise to supplement your own IT resources. HP delivers proactive technical consulting services across the entire IT lifecycle, from assessment and planning to high availability and performance to security and system administration.
- **Business continuity services:** HP business continuity offerings—including consulting, disaster tolerant, business recovery, and backup and recovery services—can protect your critical high-value business processes against potentially serious outages. HP uses a proven best-practices-based methodology to design and implement a solution and continuity plan that fits your company's specific business needs.
- **Managed services:** HP offers comprehensive managed services that deliver innovative on-demand and



traditional outsourcing offerings to simplify the management of your IT infrastructure and reduce costs while helping you quickly address changes in the marketplace. Our proven, flexible approach enables you to outsource your entire IT infrastructure—hardware, processes, and people—with the knowledge that you will receive predictable support levels based upon approved service-level agreements.

## Special Superdome solutions

HP customers have consistently achieved higher levels of satisfaction when key components of their IT infrastructures are implemented using the Solution Lifecycle. The Solution Lifecycle focuses on rapid productivity and maximum availability by examining customers' specific needs at each of five distinct phases (plan, design, integrate, install, and manage) and then designing their Superdome solutions around those needs. HP offers three pre-configured service solutions for Superdome that provide a choice of lifecycle services to address your own individual business requirements.

The full portfolio of HP services described in this document are available to enhance your Superdome Service Solution and address your specific business needs. Services focused across multiple operating systems, as well as other platforms such as storage and networks, can be combined to complement your total solution.

- **Foundation Service Solution:** This solution reduces design problems, speeds time-to-production, and lays the groundwork for long-term system reliability by combining pre-installation preparation and integration services, hands-on training, and reactive support. This solution includes HP Support Plus 24 to provide an integrated set of 24 x 7 hardware and software services, as well as software updates for select HP and third-party products.
- **Proactive Service Solution:** This solution builds on the Foundation Service Solution by enhancing the management phase of the Solution Lifecycle with

HP Proactive 24 Service to complement your internal IT resources with proactive assistance and reactive support. Proactive Service Solution helps reduce design problems, speed time-to-production, and lay the groundwork for long-term system reliability by combining pre-installation preparation and integration services with hands-on staff training and transition assistance. With HP Proactive 24 included in your solution, you optimize the effectiveness of your IT environment with access to an HP-certified team of experts who help you identify potential areas of improvement in key IT processes and implement necessary changes to increase availability.

- **Critical Service Solution:** Mission-critical environments are maintained by combining proactive and reactive support services to ensure maximum IT availability and performance for companies that can't tolerate downtime without serious business impact. Critical Service Solution encompasses the full spectrum of deliverables across the Solution Lifecycle and is enhanced by HP Critical Service as the core of the management phase. This total solution provides maximum system availability and reduces design problems, speeds time-to-production, and lays the groundwork for long-term system reliability by combining pre-installation preparation and integration services, hands-on training, transition assistance, remote monitoring, and mission-critical support. As part of HP Critical Service, you get 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.

## Proven experience and expertise

When you're ready to take advantage of what Itanium-based computing can offer, HP can help you make the transition as seamless and painless as possible. Our global network of services personnel have unmatched experience and expertise deploying go-to-market solutions using best-in-class processes across the lifecycle. And no matter what services you choose—from assessment or porting and migration, to complete deployment and education offerings, to ongoing support or full outsourcing solutions—HP will help you take advantage of this next-generation architecture quickly and cost-effectively.

To learn more about HP Services, visit [www.hp.com/hps/](http://www.hp.com/hps/)

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