Achieving success in mission-critical Linux® environments

Solutions for the adaptive enterprise.
If you’re managing an IT environment of any size today, you probably think a lot about lowering costs and increasing your return on investment—all while avoiding risk.

It’s time to think HP and Linux.
Without a doubt, Linux has arrived.

What was once considered the “domain of techies” is being embraced by major enterprises as a serious, powerful, open source environment for mission-critical applications. Leading IT market research and advisory firm IDC forecasts up to a 27% CAGR in worldwide unit shipments of Linux-based servers from 2003 to 2008.1

When considering the move to Linux-based applications, look to HP Services for proven expertise in end-to-end solutions that focus on achieving your business goals. HP offers a single point of ownership and accountability for design, development, and ongoing support of your Linux environment.

In assisting with Linux and other solutions, HP’s vision is to create an integrated, agile, and responsive IT and business environment that is always ready to meet—and embrace—change. This is what we call an Adaptive Enterprise, where business and IT are synchronized to capitalize on change. HP can help your enterprise build effective Linux-based solutions that evolve to meet changing business needs.

An agile, flexible approach

A global leader in Linux services—through our network of 65,000 service professionals, 6,500 Linux specialists, and more than 70,000 service partners spanning 170 countries—HP has the software engineers, consultants, and expert support technicians to meet the full spectrum of your needs. Whether you are looking for help with strategic long-term planning, migrating from a legacy application, designing and implementing a complete solution, gaining instant access to technical support, or outsourcing the management of part of or your entire IT infrastructure, HP offers services for the entire lifecycle. We offer a wide range of services for assessment, installation and startup, migration, and ongoing support management for all major Linux products, such as those distributed by Red Hat, Novell (SUSE), and Debian.

Why HP Services?

HP professional and support services include software engineering, consulting, and support to enable successful enterprise implementation of a Linux-based solution. We are the leader in multivendor operating-system support—with the ability to provide services and support that cut across heterogeneous operating systems.

With HP, you have the advantage of “one-stop” shopping for comprehensive support of your Linux environment. Reactive services form the foundation, offering essential technical support. Proactive services go one step further, helping you achieve the best performance possible. And mission-critical services integrate reactive and proactive services to provide the highest levels of application availability. Services include:

- Reactive services
  - Software technical support: incident-based (10, 25, or 50 incidents) or unlimited

- Proactive services
  - Migration services
  - Assessment services
  - Installation and startup services
  - Security review services

- Education services

- Mission-critical services
  - HP Proactive Essentials Services
  - HP Proactive 24 Services
  - HP Critical Services
  - HP Mission-Critical Partnership Services

- Remote monitoring and support with Instant Support Enterprise Edition (ISEE)

- Linux Reference Architecture Service

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HP’s broad portfolio of services for Linux environments provides the precise level of coverage you need.

Reactive services

Software technical support services
HP’s broad portfolio of services for Linux environments provides high-quality support with a wide range of purchase options—giving you flexible response times and the precise level of coverage you need. Linux technical support is delivered via 16 customer support centers, which provide fast, reliable access to Linux support specialists. HP’s virtual network links these support centers and routes calls to specialists with the right skills to address your problem.

Basic service features include:
• E-support: online self help, training, and collaboration
• Advice on software features and use
• Remote problem diagnosis and problem-resolution advice
• Identification of software defects
• Advice on problems encountered with software installation, installation methods, and software updates
• 2-hour maximum response for call

A formal escalation process calls upon the resources of third-party engineering specialists from many open source software providers, including major Linux product distributors Red Hat and Novell (SUSE), and application providers such as MySQL and JBoss.

Proactive services

Migration services
You name the platform—HP can help you migrate from it to a Linux-based environment. Our software professionals have extensive experience in migration efforts that involve Sun, IBM, Dell, and other platforms. Our flexible programs for purchasing services enable you to buy prepaid, packaged services for Linux Samba File and Print server applications and Apache and Tomcat WEB server, as well as customized services for Linux migration implementation.

Assessment services
Assessment services help you to collect data about your current IT environment—information that will prove invaluable in support of your Linux solution design. These services help achieve IT operational readiness that meets or exceeds service-level objectives. In addition, they pinpoint opportunities to reduce risk by identifying and resolving areas such as single points of failure.

Assessment services include:
• Audits. HP provides audit and inventory management services to help you identify all your IT resources, keep track of assets, and map these to performance goals and business needs.
• Health checks. HP helps identify the status of your IT environment’s physical, technical, and business health. Health check services will quickly help you understand where there are potential issues as well as opportunities for performance improvement.
• IT capacity planning. HP assesses the ongoing capacity needs of your network, storage, and servers. This assessment is performed during the design phase and as your business grows and changes. In addition, HP provides services to assist with planning in areas such as data-center and cooling-system development, applications, and people and processes.
Installation and startup services
HP Customer Support offers a range of Linux operating-system and platform-implementation options, providing you and your IT department with flexible, customized installation and initial configuration. Elements of the integrated operating system may include VMware and HP ProLiant Essentials Rapid Deployment Pack (RDP) and HP System Insight Manager (HP SIM) as well as server, network, and selected applications on a variety of major hardware platforms, including HP ProLiant and Integrity servers. For efficient hardware deployment, HP Factory Express enables you to customize hardware to your exact specifications before it leaves the HP Factory—cutting costs and speeding installation.

Security review services
HP Custom Security Assessment Service provides a comprehensive and detailed picture of security risks within your IT environment. The review takes a holistic approach to information security management—evaluating multiple IT components, including the status of your policy and procedures for information security according to the BS7799 (ISO 1799) standard; the security posture of servers, storage, operating systems, applications, and databases; and the configuration of the physical environment. This service identifies key areas of risk and proposes practical and effective responses to those risks.

Indemnity
HP provides an indemnity program, which offers significant value in helping to protect your business interests as you deploy Linux-based solutions. This program protects enterprise customers from potential intellectual property infringement litigation filed by SCO. To learn more, visit www.hp.com/go/linuxprotection.

Manage your IT operations like a business—planning for success
Today, when business success depends on speedy and successful program implementation and a well-run IT infrastructure, your ability to manage IT services is being put to the highest test. Effective IT service management processes and procedures are built on integrating people, processes, and technology into a well-designed system based on best practices. HP service professionals follow industry-standard IT Service Management (ITSM) Reference Model methodologies, which embody best practices as defined by the IT Infrastructure Library (ITIL).

Education services
HP Education Services has the training to meet the full range of your Linux education needs—embracing the requirements of end users, system administrators, and support personnel. Our online and instructor-led courses build both core and advanced skill sets and can help you improve system performance and availability while preparing your staff for Linux certification. HP Education Services courses are taught in most local languages and have experienced more than 40% year-over-year growth in Linux business. In addition to providing a comprehensive Linux training curriculum, HP’s professional educators can provide workforce competency consulting and tailored learning solutions to enhance the performance of your employees working on Linux solutions.
HP Mission Critical Support services provide not only high availability, but also high performance, security, and manageability.

Mission-critical services

HP Customer Support delivers a comprehensive set of Mission Critical Support services to help sustain the highest levels of system availability and performance. HP Mission Critical Support services include:

- **HP Proactive Essentials entry-level mission-critical support for Linux environments.** HP Proactive Essentials for Linux Red Hat and Novell (SUSE) environments provides proactive and reactive software support designed to improve the availability and stability of a business-critical Linux environment. For customers who have traditionally purchased only reactive software technical support, Proactive Essentials offers entry-level assistance that focuses on improving management, security, and performance of Linux operating systems software. Purchase options are available as a monthly contract; unlimited-incident HP Care Pack support; or incident-based Care Pack support in quantities of 10, 25, and 50 incidents. Hardware support for selected servers and storage devices can be added as part of the Proactive Essentials package.

- **HP Proactive 24 Service.** This service improves the effectiveness of your IT environment by providing combined 24x7 hardware support with a 4-hour response commitment, 24x7 software support with a 2-hour response commitment, escalation management, and flexible call submittal.

- **HP Critical Service.** This service is a unique, comprehensive solution for organizations running mission-critical applications that require high availability. Downtime is literally a corporate crisis. For customers who need a high level of application availability as well as support for stringent end-user service-level agreements, HP has a range of reactive and proactive service that can be tailored to specific needs.

- **HP Mission Critical Partnership.** This service augments your HP Proactive 24 Service or HP Critical Service contract and is HP’s highest level of mission-critical support. HP Mission Critical Partnership is for customers who need a continuously available IT environment for a key business solution. The Mission Critical Partnership is ideal when an always-on environment is vital to your financial position or market credibility. IT processes provide proactive enterprise application and infrastructure monitoring with strict reporting procedures. HP Mission Critical Support services provide not only high availability, but also high performance, security, and manageability. After all, from a user’s perspective, an application is useless not only if it is down, but also if performance is poor or if the information is inaccurate or corrupted.


In mission-critical environments, it is essential to reduce cost and complexity while improving the efficiency and effectiveness of support for the data center and other key infrastructure components. HP Instant Support Enterprise Edition (ISEE) can help. HP ISEE simplifies management of highly diverse IT environments by providing a single remote monitoring and support solution for multiple operating systems and technologies—reducing cost and complexity. HP ISEE provides several features to manage diverse IT environments, ranging from simple to complex and including mission-critical and multivendor environments. Real-time monitoring and automated detection and notification are essential to keeping your environment running smoothly. Mission-critical and proactive services capabilities, enabled by ISEE, help to improve the availability and performance of your IT environment.

ISEE extends support to measure, assess, and enhance your IT infrastructure with capabilities that include:

- **Remote troubleshooting via diagnostic scripts.** Accelerates time to resolution, with average resolution time reduced by 20%

- **Centralized administration.** Provides a comprehensive enterprise view of open incidents, history, and status of monitored clients

- **Automated event analysis and filtering.** Increases efficiency of your IT staff by eliminating manual intervention for review of events

- **Scheduled system configuration collections.** Improves remote troubleshooting and diagnosis

- **Secure remote access to identified problem systems by an HP support engineer.** Provides quick problem resolution
Linux Reference Architecture Service

HP Linux Reference Architecture Services draws on a broad portfolio of open source and commercial software (from Oracle and BEA, for example) plus industry-standard building blocks to deliver a characterized and supported blueprint for a Linux solution. Customers today have concerns about risks involved with open source interoperability, reliability, and performance, as well as multivendor support available for Linux. HP professionals work closely with you to address the business risks and benefits associated with the deployment of an open source application.

The basis of the Linux Reference Architecture is an operating environment inclusive of the hardware platform (either 32-bit or 64-bit industry-standard server technologies), with a choice of two Linux distributions (Red Hat Linux or Novell [SUSE] LINUX). HP provides value-added middleware such as HP OpenView, Systems Insight Manager, and Serviceguard as optional complements. The architectures are categorized as either commercial, open source from MySQL and JBoss, or commercial plus open source (hybrid) solutions.

Linux Reference Architecture consulting is backed by a full suite of services ranging from assessment, proof of concept, pilot, and implementation to multivendor hardware and software support.

Flexible purchasing options

Our Linux support portfolio allows you to use HP expertise as needed, tailored to your specific environment. HP service offerings deliver:

- Access to a vast array of highly qualified and diversified skills covering all facets of open system support, including a deep knowledge of multivendor environments—not just HP technologies.
- A combination of HP Care Pack offerings (predefined deliverables at a fixed price) and customized Statement of Work options. The goal is to deliver flexible support services that can be tailored to meet your specific needs and purchased when and where you need them.
- A comprehensive suite of services to design, implement, optimize, and support your Linux environment.

Our commitment is to help you speed time to market through reduced Linux implementation times while building Linux expertise within your organization through rigorous knowledge transfer.

For more information

For more information about how the HP Services team can assist your organization in assessing its readiness for Linux solutions, contact your HP or partner sales representative or visit:

www.hp.com/go/linux

www.hp.com/go/ira
