Deliver business value through your IT infrastructure.

More accountability, agility, and a better return with Mission Critical Services from HP.
Mission critical means more today. In a world where change is constant and you must do more with less, you want an infrastructure that goes beyond dependable to contributing real business value. How do you get there? With HP Mission Critical Services that focus on helping you deliver business value through a reliable and stable IT infrastructure capable of changing as your business changes. By aligning your IT capabilities with your business objectives, HP Mission Critical Services help you improve and maintain availability, deliver outstanding service to your customers, and control costs through better IT management.
As your world continues to change, one thing remains constant—your infrastructure has to work a whole lot harder. A recent Gartner survey* found that top CIOs are concerned about linking IT to business processes, demonstrating the business value of IT, and containing overall costs. Today’s businesses must also offer services that set them apart from the competition, and that requires an infrastructure that can adapt quickly to new opportunities.

Meanwhile, the conventional demands on IT performance are rapidly increasing. The time to deploy new technologies is shifting from days to minutes. Assets must be better utilized and each staff member must be more productive in order to contain costs. Availability is less frequently measured in “nines,” because the infrastructure must be “always on.”

**The way to win**
To meet these challenges head-on, you need an infrastructure that can pay its way by providing exceptional service to your business. That’s where HP Mission Critical Services comes in. Our challenge is to help you continually improve IT service levels while managing the costs and risks associated with change.

Fundamental to our approach is delivering the **people**, **processes**, and **technology** that are most appropriate for achieving your availability objectives.

HP’s experts work with you to discover and address risks throughout your IT environment. We look for ways to help you proactively improve IT efficiency and staff effectiveness, so that you can link your IT resources with your business initiatives, and ultimately gain full value from your technology investments.

Because HP understands that your availability requirements vary from process to process, we offer a continuum of solutions with the flexibility to adjust to your specific needs. HP’s trained and certified high-availability experts employ proactive IT management processes and leverage robust support technologies to monitor your environment with the goal of identifying problems before they happen. For the highest priority assistance when problems do occur, you can turn to a global network of Mission Critical Response Centers, staffed by HP experts.

And because your success is based on end-to-end service delivery, our coverage extends across your entire IT environment to provide infrastructure support for servers, storage, networks, Storage Area Networks (SANs), and important management and business applications, such as HP OpenView and SAP.

**Success based on experience**
When you demand more from HP Mission Critical Services, you’re leveraging a history of proven results. We have helped thousands of customers worldwide improve availability and service levels. This experience is built into all of our mission critical services, so we can deliver more of what you need to accomplish your availability goals while managing costs, increasing quality, mitigating risks, and improving agility.

*Source: Gartner Executive Programs, Worldwide Poll of 620 CIOs and IT Executives, March, 2003
HP Mission Critical Services—building value every step of the way.

HP’s holistic approach to availability management combines several critical ingredients for success. Dedicated teams of specialists, proven IT management processes, robust proactive support tools, global rapid response infrastructure, and deep business relationships with the world’s leading technology suppliers combine to address the specific needs of your complex, heterogeneous environment.

Put knowledge on your team
Extending the power of your internal resources, your HP Services account team focuses on delivering the services that matter most to your business. Led by an account manager, and working closely with your IT staff and management, the account team develops a plan that highlights your key objectives and defines what HP will do to meet them. Periodic reviews verify that progress is being made towards your objectives. Your account manager coordinates delivery so that you receive the right services, from the right experts, when you need them. And, if a problem should occur, simply call the Mission-Critical Response Center for immediate and direct contact with an HP specialist who helps resolve it.

HP Services teams have broad experience in a wide variety of IT management issues across multivendor, multiplatform IT environments. HP’s IT Infrastructure Library (ITIL) Master Certification Program trains HP onsite engineers to provide expertise in industry-recognized best practices for IT management. They are also experienced and certified in the technologies your business relies on—Brocade, Cisco, Microsoft®, Oracle®, SAP, and Veritas. They are well versed in Linux®, UNIX®, Windows®, HP NonStop Kernel, HP OpenVMS, and MPE. And, they know storage, systems management, security, and networking technologies inside and out. This expertise has helped HP Services become the leader in mission critical support for open environments.

Improve service delivery proactively
HP’s emphasis on proactive IT management and services helps you target the causes of downtime and improve service delivery to your business. These services range from availability assessments, to patch and change management, to technical consulting that addresses key areas of concern in your environment, such as IT service management, performance management, security, capacity, and IT infrastructure support. Based on the industry recognized ITIL standards and HP’s own experience in building and supporting business-critical applications, these onsite services are integral to each of our mission critical support offerings.
Identify problems before they occur
HP remote support technology is designed to predict and proactively enable resolution of problems that can cause serious and costly outages. Remote monitoring tools such as the High Availability Observatory and Instant Support Enterprise Edition provide HP mission critical support engineers with advance warning of potential concerns so that we can work with you to take corrective actions. In fact, according to data collected from actual usage, these tools have helped HP’s mission critical customers avoid the problems that might otherwise require a call to the response center. These tools monitor heterogeneous operating environments including UNIX, Windows and Linux.

Solve problems quickly
HP’s worldwide infrastructure of mission critical response centers delivers rapid, responsive support when you need it. As an HP mission critical customer, you can count on enhanced response procedures, immediate connections to mission critical response teams, and a dedicated response center advocate who helps make sure that your problems receive the necessary attention for fast resolution. HP offers service-level guarantees including globally available call-to-repair time commitments, restoration commitments, SAN interconnect guarantees, and data availability guarantees.*

Simplify support for your multivendor environment
HP partners with industry-leading technology suppliers to increase availability across complex, multivendor environments. We address the integration points between technologies and focus on helping you improve performance and availability. And, we act as a single point of contact, providing speedy problem resolution. HP experts are trained in leading technologies from partners such as Brocade, Cisco, EMC, Microsoft, Oracle, SAP, and Veritas, and support processes are integrated to reduce the time and complexity of solving problems.

With our Integrated Support Solution, we provide industry-leading multivendor management expertise to help reduce complexity and administrative costs and improve consistency of service in heterogeneous environments. This service integrates all your support needs across a mixed-vendor environment, providing consistent service levels, service outcomes backed by agreed-upon penalties, geographic coverage, and freedom from other IT complexities that might impact business.

*Each of which is subject to specified terms and conditions.
Available on your terms
Within every company, there is a continuum of availability requirements. Each environment is unique, with its own challenges, advantages, and goals. HP Mission Critical Services span the full range of these needs—from improving IT stability and effectiveness, to delivering high availability for companies with the most stringent business-critical requirements. And because most environments are heterogeneous, we’ve integrated our portfolio to provide consistent service levels across all operating systems—HP-UX, HP NonStop Kernel, Tru64 UNIX, Windows, MPE, Linux, and OpenVMS—and all of the major components of your IT infrastructure—servers, storage, SANs, system software, and the network, as well as important management and business applications, such as HP OpenView and SAP.

Around the clock effectiveness
HP Proactive 24 Service
If your IT environment must be resilient—some downtime can be tolerated without causing serious consequences to your business—and your operational goal is to improve stability and IT efficiency, HP Proactive 24 Service is right for you.

Providing integrated hardware and software support, this offering combines proactive account services, technical assistance, and remote support technologies to cover the entire IT infrastructure, and help you increase stability in your environment.

Proactive problem avoidance is the primary objective of this service. However, should a problem occur, HP Proactive 24 Service also includes comprehensive 24x7 reactive support plus a response center advocate for fast resolution of problems.
Always up and running

**HP Critical Service**
HP Critical Service is designed to support high-availability in environments where any downtime causes significant damage to the business.

HP Critical Service reflects our commitment to help you maximize availability and performance, while improving operational efficiency, service levels, asset utilization, and staff effectiveness. These services offer a powerful combination of proactive onsite IT expertise provided by HP-certified high-availability experts, priority reactive assistance from the HP worldwide network of Mission Critical Response Centers, and proactive remote support tools to monitor your environment for potential problems.

The HP team assigned to your account evaluates how well your existing infrastructure meets your availability requirements, recommends how you can improve service levels, and helps you implement changes to improve management and control of IT processes and applications. These proactive measures are backed by immediate 24x7 access to business-recovery specialists and unique service-level guarantees,* including a six-hour call-to-repair commitment and 100% data-availability guarantee that help minimize your exposure to downtime.

Significantly reduced business risk

**HP Mission Critical Partnership**
The HP Mission Critical Partnership is designed for the “always-on” IT environment where any unplanned downtime would have a catastrophic effect on your financial position or market credibility. With this offering, HP provides customized service-level commitments that allow you to meet your agreements regardless of how stringent they are. It is a highly proactive, consultative, and hands-on approach to improving IT service levels for key applications. It helps you align IT service delivery to your business, allowing for a high rate of business change, and continual improvement of IT service levels.

With HP Mission Critical Partnership, you are assigned a senior account team of support professionals, including a service relationship manager and a business-critical consultant. Your account team is measured on their ability to help you architect and manage your IT infrastructure and processes, in accordance with your IT governance policies, so that you can successfully support the business objectives of your company’s most strategic initiatives.

Ready for anything

When you work with HP Mission Critical Services you benefit from HP’s global presence, proven expertise, and powerful commitment to meeting your availability requirements. We help you deliver strategic business value through a reliable, stable, cost effective IT infrastructure that adapts to your changing business environment.

*Guarantees are subject to specified terms and conditions.

“Having HP Mission Critical Support has provided us with a huge safety net and allows us to more closely mirror what the business requires of us in terms of capability and infrastructure.” Brian Norton, IT Services Delivery Manager, ESAT Digifone