Reliable. Extensible. Unstoppable.

Extend your connected world on every front with expert, end-to-end network services from HP.

HP Services
Change is rapid, often unpredictable, and inevitable. To become more adaptive, you need to establish a tight partnership between business and IT. Evolving to an IT infrastructure that quickly responds to change allows you to capitalize on it for business advantage. A critical consideration is the network. HP Network Services help you cope with the challenges involved in making your network respond. We will work with you to keep your network steady as you adapt quickly, easily, and cost-effectively to all the changes that come your way.
Get strong support for your changing world.

Your IT challenges directly reflect your business challenges. For example, as your use of Internet and wireless technologies dramatically expands so does your need for boundless network support.

As your infrastructure becomes more dynamic, with a growing number of users who require constant access to business-critical applications, your need for availability increases exponentially.

And along with mergers, acquisitions, and expansion comes the challenge to manage a more complex IT environment, crowded with multiple technologies from multiple vendors.

What you need now is a network services partner that understands the close relationship between business and IT and how to be more effective in both worlds.

**Enter HP**

The HP Services organization is focused on making your network more integrated, adaptable, and secure, so it can adapt seamlessly as your business evolves.

We have deployed next-generation networks for enterprises, government agencies, and telecommunication industries around the world. This experience is reflected in a complete portfolio of services that span the entire lifecycle of mobile, wired, wireless, and converged networks.

**Expertise where and when you need it**

HP Services has the resources, the proven skills, and the global presence to deliver whatever you need, wherever you are.

- 65,000 service professionals operating in 160 countries
- 40 years of network experience
- 25 network operations centers that manage 30,000 routers, 520,000 switches, 3,500 wireless access points, and handle a network traffic of 90,000GB per month
- Consistently ranked in the top tier of network integrators
- Long resume of customer success stories from all industries
- Leader in mission-critical services in open environments
- #1 rated outsourcing company*

**The Cisco HP strategic alliance**

HP has joined forces with Cisco Systems® to give you a powerful network advantage. Leading-edge services and support from HP, combined with intelligent network infrastructure leadership from Cisco, results in comprehensive solutions that reduce risk, speed time-to-market, and bring dramatic increases to your network performance. These solutions will help you get more out of innovative and emerging technologies, like converged voice and data, and mobility and wireless solutions, to keep you well ahead of the competition.

* InformationWEEK, November 2002

“Only HP demonstrated a true grasp of [our idea]. And because the company also offered the expertise we needed, HP was the obvious choice.” Rene Wolters, Informationtechnik, Wolfsburg AG
HP helps you define your networking strategy based on a deep understanding of your business goals and your infrastructure requirements.

Success from the ground up—services that start with you
HP will be right there with you during the critical steps of designing, building, and changing your network infrastructure. We’ll help you define and build-out your network on time and within budget—no matter how complex or how geographically dispersed your infrastructure may be.

Our certified network consultants can oversee the implementation of complex network technologies across the enterprise and around the globe. These experts will design, test, stage, install, configure, and deploy network technologies to deliver the results you need.

The power to do it your way—maintaining and managing your network infrastructure
We take a pragmatic approach that lets us collaborate with you better than anyone, and deliver our services in a way that works best for your business.

With our multivendor network competence and strong overall infrastructure expertise, HP can offer you a single point of accountability for resolving your network interoperability issues without affecting your critical applications.

Our onsite and remote hardware and software support will help you sustain high availability and productivity across your wireless LAN or wired LAN/WAN infrastructure.

We address your specific needs with both packaged and custom network support offerings that give you the flexibility to choose the service levels, response times, and coverage periods that suit your IT and business requirements. Through this model, HP global network operations centers provide diverse services including proactive availability risk reduction, 24x7 remote monitoring for early detection of device failure, to fully outsourced network management.
Be ready for a profitable future with network service solutions.

Nowhere is change more evident perhaps than in the area of networking technology. HP has engineered leading services and support solutions to help you keep pace with and profit from these changes.

At the core is the HP Adaptive Network Architecture (ANA), a new network concept designed for changing times. From there HP gives you more agility and return on investment with innovative solutions for mobility and wireless, intelligent building, and voice/data technologies.

A plan to keep pace with fast-changing requirements

The Internet has altered the way organizations interact with customers, opened up new sales channels and provided the possibility to link directly with suppliers and partners. Beyond that, the pace of business has accelerated. Mergers, acquisitions, divestitures, and corporate reorganizations are now common practice. Business ecosystems and supply chains are much wider, and companies are increasingly using outsourcing, off-shore sourcing, and managed services.

These changes drive the need to adapt your enterprise network to provide more speed and flexibility in sharing information with outside entities, yet safeguarding security. HP ANA essentially redesigns your network into business-oriented compartments that make services and applications available to users anytime, anywhere, regardless of location, while providing centralized policy management.

The ANA concept has been tested and proven with a number of successful large-scale deployments, including HP’s own internal network. HP Services will put the benefits of ANA to work for you with robust, durable solutions that provide answers to your immediate problems and bring cost reductions and savings over the long term.

Mobility and wireless—breakaway connectivity for an increasingly mobile workforce

Giving your mobile workforce timely access to critical business resources pays off with increased productivity, improved decision-making, and accelerated customer responsiveness.

HP is well positioned to help you assess your mobility options. With our team of leading technology partners, we will design and implement a strategy that removes the barriers to mobility, and help you make the most of today’s mobile solutions.

HP Services professionals have provided successful mobility solutions in a range of applications across diverse industries, and have mobilized millions of enterprise users worldwide. As the inventors of the most powerful wireless devices in today’s marketplace, we have an in-depth understanding of mobile employees’ needs. As technology experts, we have an equally profound understanding of complex enterprise infrastructure.

“HP and Cisco have been instrumental in helping us develop this phenomenal infrastructure, which will allow us to grow over a number of years, whether that’s to deploy clinical imaging, whether it’s to deploy IP telephony—it doesn’t really matter. We have the fundamental building blocks there in place.”

Sue Rushbrook, Head of Systems and Network Services, York Health Services, NHS Trust
HP’s end-to-end networking services keep you covered throughout the technology lifecycle. We’ll help fuel your adaptive enterprise with a network that runs smoothly through all the day-to-day changes and can change directions easily as new opportunities emerge.

**Intelligent Building solutions—connecting you with next-generation capabilities**

The demand for anytime, anywhere high-speed Internet access puts intense pressures on service-based organizations to provide a value-added experience for their customers.

HP helps you respond to this challenge with an open, standards-based, scalable suite of intelligent building solutions. These solutions are designed to enable rapid deployment of cutting-edge technology services tailored specifically for hotels and resorts, commercial office buildings, educational campuses, and public access areas, and deliver them as a utility to customers, employees, and other users.

You can choose from design, consulting, integration, installation, operations, and support services for complete network-to-desktop capabilities. HP partners with industry leaders in complementary technologies to bring you total solutions that link directly with your area of interest.

**IP Telephony/Converged Networks solutions—helping you to make the most of a promising opportunity**

IP telephony is an explosive emerging technology that combines the world of voice networks (PBXs, PSTNs, TDM, etc.) and the world of data networks. The result is a lower-cost, easier-to-manage converged network that is engineered for the future to take full advantage of next-generation applications.

IP telephony enables new applications, such as unified messaging and IP contact centers, that will bring differentiating capabilities to your enterprise. Cisco and third-party sources are beginning to offer hosts of other applications to increase your advantage.

HP supports your IP telephony network end-to-end, from an original assessment through designing, planning, and building a solution that’s tailored to your environment. A pilot program makes sure everything will work as planned. Expert implementation and support, including remote support, will help you reap the advantages of this breakthrough technology over the long term.
“We chose HP as a strategic partner because of HP’s ability to support our rapid deployment of our broadband content delivery network with high-quality solutions and worldwide service coverage.” Gordon Smith, VP of Marketing, Speedera Networks, Inc.

To excel in fast-changing times, you must demand more from your network—more agility, more efficiency, more value. And that means choosing an IT partner that can give you more.

With end-to-end services that take the hard work and the guess work out of growing, maintaining and managing your network, HP Services is that partner.

We bring you proven experience where it counts—in the enterprise and in the telecommunications industry. Our powerful alliance with Cisco gives you the best of two worlds—HP's consulting and support expertise and Cisco's intelligent network infrastructure leadership—all focused on your changing needs.

Cost and quality benefits
HP Network Services will help you manage costs for a positive impact on your bottom line, improve quality of service to build customer satisfaction, design your network to mitigate the risk of advancing technologies, and position your business to take full and fast advantage of new opportunities.

Our goal is to give you flexible services and support to help you create a network that is more reliable, extensible, and unstoppable.

More services, more expertise to help you get more from your network investment.

Our network infrastructure services

Network assessment services
- Network availability assessment
- Network performance assessment
- Network architecture assessment
- Availability assessment for systems and networks
- WAN/bandwidth management
- Security assessment

Network consulting services
- Technology/product consulting
- Network modeling and simulation

Network architecture and design services
- Requirements analysis
- Logical design
- Physical design

Network integration and deployment services
- Staging and configuration
- Install and integration
- Element management
- Multivendor project management
- Multivendor product procurement
- Moves, adds, changes
- Acceptance testing

Network maintenance and management services
- Remote technical assistance
- Onsite hardware support
- Mission-critical services
- Network health check
- Network optimization
- LAN, WLAN, and WAN management
- Network application management
- Network security management
- Internet connectivity management
- IP telephony management
- Traditional telephony management