For your network:
HP Network Support Combined with Cisco Services
The primary goal of this service is to maintain reliable network performance and availability, and thereby protect your network investment.

This innovative service provides you with a single “one-stop” source you can rely on for network problem resolution and ready access to Cisco product knowledge and expertise. HP Network Support Combined with Cisco Services integrates the knowledge and expertise of industry leaders HP and Cisco Systems, enabling you to extend and enhance the operational lifetime of your Cisco networking devices and software. Developed to increase availability and reduce risks for networks running mission-critical tasks, these services help you drive greater return from your network investment.

Single source for ready access to network support and knowledge

The sheer complexity of today’s network environments demands the prompt availability of resources and technical knowledge. To adapt to fast-changing business needs, IT managers need to create a network infrastructure that is agile, flexible, and always reliable. The challenge is to isolate and respond to network needs quickly, find a solution, and keep the system up and running.

HP and Cisco understand that your business success depends on fast access to the technical information and resources you need. We’re also aware that your network is part of a broader IT infrastructure and that the effectiveness of your network support depends on your support provider’s knowledge of that environment. This is precisely the idea behind HP Network Support Combined with Cisco Services.

About HP Network Support Combined with Cisco Services

HP Network Support Combined with Cisco Services helps keep your Cisco networking products operating efficiently and enables you to benefit from the most up-to-date software releases. The primary goal of this service is to maintain reliable network performance and availability, and thereby protect your network investment. The service integrates Cisco services with HP infrastructure expertise to:

- Provide a wealth of HP and Cisco networking expertise—online and via phone
- Create a healthy network support environment with software updates as an ongoing and integral part of your network operations—not merely a remedy when something goes wrong
- Give you ready access to Cisco technical knowledge and resources
- Augment the resources of your operations technical staff to enable you to increase productivity
- Complement remote technical support with onsite hardware replacement
- Provide HP knowledge and experience in IT infrastructure design as an added value
- Give you a single point of contact for global Cisco network support

Knowledge that goes beyond the network

HP Services offers a wealth of IT knowledge and expertise—extending well beyond the network to encompass your entire IT infrastructure. Because we understand your broader IT enterprise needs and are aligned with key manufacturers such as Cisco, we can deliver targeted solutions that keep the “big picture” in mind. Our HP services specialists have a successful track record of proven experience in designing, building, and managing evolving IT infrastructures to increase business agility. HP’s leadership in services creates the best customer experience possible to help you capitalize on change.
Global reach, local language support

With our global reach, HP and Cisco can respond to your support needs as you expand the boundaries of your network. You can count on us for local language support in a growing number of countries throughout the world.

HP Network Support Combined with Cisco Services: features and benefits

Features
The HP Global Support Centers with local language support can provide you with a single, accountable point of contact for obtaining ready access to Cisco product knowledge and expertise, including:

- Registered access to Cisco.com for online information and updates
- Direct support from Cisco Technical Assistance Center (TAC)
- Access to Cisco IOS Software updates
- Advance exchange or onsite replacement of failed hardware

In addition, application support services can be purchased for an annual fee to provide:

- 24-hour technical assistance from HP and the Cisco Technical Assistance Center (TAC) as well as online tools, bug fixes, and maintenance releases for Cisco software applications
- Major releases for Cisco software applications are available as an option

Key benefits
HP Network Support Combined with Cisco Services enables you to preserve the investment in your network and can help you:

- Save time and money by consolidating support vendors and simplifying service contracts for your IT infrastructure under a single vendor
- Reduce risk—with a single “service manager” approach to support
- Resolve problems fast, through combined skills and knowledge of industry-leading support providers
- Improve the productivity of internal resources through access to the HP and Cisco knowledge base
- Obtain local language support and HP onsite service (when the onsite service option is included) on a global basis
Additional services for your network
In addition to HP Network Support Combined with Cisco Services, HP Services offers a complete lifecycle of services to meet your enterprise network needs—from architecture and design through implementation, support, and management. HP’s industry-leading, mission-critical network services provide enhanced proactive and reactive support features designed to help you get the most from your network investment. In addition, HP’s recently introduced Open Environment Support delivers advanced network fault identification and problem management for your multivendor data, voice, and video network.

HP Cisco Strategic Alliance
When you choose HP Network Support Combined with Cisco Services, you can rest assured that you are working with two of the most trusted names in IT. The HP Cisco Strategic Alliance leverages HP’s more than 40 years of experience delivering infrastructure support with the worldwide leadership in networking for the Internet offered by Cisco, a company recognized for 20 years of commitment to network technology innovation and industry leadership. Through their longstanding relationship and strong collaboration, HP and Cisco combine their complementary strengths to jointly develop technologies and provide seamless, proven, end-to-end IP-based solutions and support services. As one of Cisco’s Global Support Partners (partner since 1992), HP is Cisco-certified in 50 countries around the globe. More than 1,600 HP employees hold in excess of 6,500 Cisco career certifications. Cisco—through its Global Service Alliance—facilitates integrated services offerings that incorporate Cisco services such as SMARTnet into partners’ service portfolios.

For more information
If you’d like to learn more about HP network services, please visit the HP Services Web site at www.hp.com/hps/network/. For more information about Cisco, please visit www.cisco.com.