HP Foundation Service Solution
A complete lifecycle of services for your NonStop server
As a leading worldwide information technology and services provider, HP delivers an end-to-end service solution that offers consistent quality and service levels for the NonStop server. The integrated solution is tailored to meet customers’ unique business needs and helps transition each new server to operational readiness more efficiently and in a more timely manner. The service solution provides quick installation, customized configuration, rapid startup, and IT educational services, as well as the recommended level of support, all under one contract. Each NonStop server is implemented using HP’s Solution Lifecycle process, which consists of five different phases: planning, design, integration, installation, and management. Customers using the Solution Lifecycle process have consistently achieved higher levels of satisfaction. As part of HP’s Adaptive Enterprise strategy—business and IT synchronized to capitalize on change—the NonStop server and service solution together provide the availability and performance that are critical requirements for today’s enterprise.

A challenging environment
To succeed in today’s ultra-competitive marketplace, your company needs to continually change its IT infrastructure. The challenge of the change process, however, is to implement new products smoothly and quickly so that you can benefit from their performance without compromising the stability and availability of your IT environment.

At HP we understand this challenge, and we appreciate that your company’s long-term success may, in large part, depend on the ability of your IT vendor to provide the rapid, seamless implementation you need, when you need it. Our service professionals provide consistent implementation by using IT Service Management (ITSM) best practices for change management procedures that are industry compliant. With that in mind, we are pleased to present the HP Foundation Service Solution for NonStop servers.

Clean installation, precise configuration
The HP Foundation Service Solution—built around the five phases of the Solution Lifecycle and tailored to meet your business needs—provides your new NonStop server with quick installation and proper configuration so it’s up and running as rapidly as possible. Key elements of this solution include:

- **Solution Lifecycle management**—Provides coordination to address a successful implementation of the NonStop solution into the IT environment, using closed-loop solution management plus a disciplined, repeatable, process-based methodology
- **Design services**—Translate your business and technical needs into a complete solution that melds the necessary hardware and software; the details of this design determine how components are built and integrated plus additional services are identified to address your unique business needs
- **Availability checkup**—Explores your overall objectives in relation to your IT environment and compares them with best practices, resulting in a gap analysis, prioritized recommendations, and next steps that greatly improve the system solution to satisfy your objectives
- **Site environmental services**—Verifies that the environment is properly set up to successfully handle the physical requirements of the NonStop system
- **Hardware installation**—Provides hardware installation, including moving, unpacking, assembling, and powering up your system to get it up and running quickly and in accordance with your hardware installation expectations

The HP Foundation Service Solution provides your new NonStop server with quick installation and proper configuration so it’s up and running as rapidly as possible.
• **Software initialization and custom integration services**—Configures, initializes, and tests the NonStop software to provide a system ready for application loading and system operational management

• **Education services**—Provides “currency credits” and recommended training curricula relevant to existing expertise based upon a needs analysis questionnaire specifically designed for NonStop customers

• **HP Support Plus 24**—Combines hardware and software reactive support that is available 24x7 with 4-hour* onsite hardware response. HP Basic Support is also available 9x5 with next-business-day onsite hardware support and 24x7 phone support.

**Key benefits**

The HP Foundation Service Solution can dramatically speed time to production by combining pre-installation preparation, integration services, and onsite installation with knowledge transfer to your IT staff. Specifically, the Foundation Service Solution is proven to:

• **Provide a complete set of startup and deployment services:** HP Services takes the guesswork out of complex solution implementations by combining all of the essential service tasks into one easy-to-purchase package. This is a significant risk management feature that provides a successful solution deployment into your business environment.

• **Improve IT staff skillset and productivity:** HP provides customizable “education credits” and a tailored training curricula relevant to existing expertise based upon an education assessment specifically designed for NonStop environments.

• **Provide you with access to skilled experts you can rely on:** HP experts, from education specialists to installation and support experts, are fluent across all HP NonStop product sets, operating systems, databases, middleware, and communication and storage products. That means they can help you with the technology set you’re using today as well as those you wish to integrate in the future.

• **Integrated hardware and software reactive support:** HP engineers provide you with 24x7 technical support with 4-hour* onsite hardware response to isolate hardware and software problems and work to resolve them as quickly as possible.

* Geographical limitations may apply.
Why HP?

Why should you choose HP? Because we employ the Solution Lifecycle to provide a NonStop solution that is complete, including the details of planning, design, integration, installation, and management. We at HP work with you to understand your business needs and address them as they relate to the key phases of the Solution Lifecycle. The result is a tailored technology solution that performs well from day one—and will continue to perform well for years to come.

And of course when you work with HP, you are working with one of the most trusted names in the IT business, with more than 40 years’ experience delivering infrastructure support and a staff of 65,000 service professionals around the world. We’re a leader in mission-critical infrastructure services, enterprise-ready Microsoft® integration and support services, and services for open HP-UX, Windows®, and Linux® IT environments. We’ve created the largest channel partner network in the world, we have more than 80 education centers worldwide, and our global reach extends to over 160 countries.

For more information

If you’d like to learn more about the specific services provided as part of the HP Foundation Service Solution, please contact your local HP sales representative or visit: www.hp.com/hps/