HP services and support for virtualization software

Achieve greater business value through virtualization, IT consolidation, and business continuity.
Virtualization is an approach to IT that pools and shares resources so utilization is optimized and supply automatically meets demand.

Many businesses assign applications to specific servers. Unfortunately, when those applications are not being used, those servers sit idle and resources are wasted.

HP server virtualization solutions help you concentrate your server resources where they are needed most so that your organization can keep pace with changing business demands. Virtualization is an approach to IT that pools and shares resources so utilization is optimized and supply automatically meets demand.

These solutions help your organization:

• Deliver the computing power required by every part of the business
• Reduce IT costs
• Streamline management of your server environment
• Improve IT agility to meet your changing business needs
• Improve reliability and supportability through integrated technical and support solutions

HP believes that virtualization can change the economics of IT—from the desktop to the data center—much like just-in-time capabilities drove dramatic changes in the manufacturing industry. It is the convergence of business need and technological innovation that can create real, new business value.

To help guide you on your IT virtualization journey, our services are designed with a single point of problem ownership and accountability to drive improved resource utilization, reduce costs, and increase business agility. HP Services provides a consultative, practical approach to deploying virtualization solutions that drive success for your IT and related business objectives. You can choose the level of service you want depending on the strategic nature of the IT applications. With integrated virtualization services, you are provided with assistance for capacity planning, design, deployment, and operational service management expertise, including industry-leading mission-critical support.

Server consolidation
As enterprises grow, IT organizations must rapidly add computing capacity—often in the form of new servers with a variety of operating environments. The resulting server sprawl is costly in terms of capital and people needed to operate, manage, and upgrade new servers.

Server consolidation with virtualization software provides a solution for these problems. A virtual infrastructure enables workload isolation and granular resource control for all of the system’s computing and I/O resources. By consolidating physical systems in the data center onto servers with a virtual infrastructure, enterprises experience:

• Lower total cost of ownership for servers
• Higher server utilization
• Increased operational efficiency
• Improved manageability
HP server virtualization solutions help you concentrate your server resources where they are needed most so that your organization can keep pace with changing business demands.

**Business continuity**
Each year, hundreds of data centers worldwide will experience significant service interruptions. These businesses will be threatened by a range of problems including software failures, hardware failures, viruses, and more. In a world where business operates every hour of the day, business continuity is critical to business survival.

Using a virtual infrastructure, IT managers can improve all aspects of business continuity by achieving:

- Faster, more flexible, and more reliable disaster recovery at a lower cost
- Significant reductions in planned and unplanned downtime
- Simplified and repeatable processes for implementing business-continuity solutions

**What products do HP Virtualization Services support?**
HP offers a number of virtualization software products from strategic industry partners. In addition, we have extensive experience in multivendor environments and can supplement your in-house resources—whether you are implementing a new virtual infrastructure or expanding an existing environment.

**VMware virtualization software**
HP supports, certifies, and sells VMware virtualization software on HP ProLiant servers. VMware virtualization software provides a comprehensive suite of virtualization solutions designed expressly for mission-critical enterprise computing.

Virtualization technology enables you to reduce costs and improve resource efficiency. VMware virtualization software includes VMware ESX Server and VMware Virtual Infrastructure Node (VIN). The 2P and 4P versions of VMware ESX Server and VIN are now available bundled with the HP ProLiant Essentials Virtualization Management Software (PEVMS). PEVMS combines the power of HP’s Virtual Machine Manager (VMM), which provides central management and control of your virtual machines, and the HP ProLiant Essentials Server Migration Pack (SMP) for automated physical to virtual (P2V) migrations.

The combination of VMware virtualization software, HP ProLiant servers, HP ProLiant Essentials software, HP StorageWorks systems, and HP services and support delivers a proven foundation for virtualized environments. HP offers both a wide range of certified ProLiant servers, including BL, DL, and ML models, and a wide range of certified StorageWorks products.

HP has a strong partnership with the developers of the operating systems that run on VMware virtualization software. We work closely with Microsoft®, Red Hat, and other distributors of major operating systems, and we have alliances with leading ISVs who develop applications for virtual environments.
Microsoft Virtual Server
The combination of Virtual Server 2005 and Windows® Server 2003 provides a virtualization platform that improves hardware efficiency across a wide range of ProLiant hardware systems, can run many different x86 operating systems in the guest environment, and provides an improved guest experience for Windows Server operating systems. Policy-based management features offer both weighting and constraint methods for fine-grained control of individual virtual machines.

Virtual Server’s comprehensive COM API, in combination with the virtual hard disk (VHD) format and support for virtual networking, helps make administrators more productive by offering scripted control of portable, connected virtual machines. These features enable easy automation of deployment and ongoing change configuration. The Virtual Server administration Web site enables authenticated, remote administration of and access to individual virtual machines. In addition, administrators can seamlessly manage a Virtual Server environment with their existing physical server management tools, because Virtual Server integrates with a wide variety of HP tools such as ProLiant Essentials; Microsoft tools such as Active Directory; Microsoft Operations Manager; and Windows Server Architecture, Automated Deployment Services.

Implementation and Technical Support Services

HP Capacity Planning Services
HP Capacity Planning Services for virtualization solutions provide access to advice on system configuration and software provisioning to help drive best cost/performance configuration to support the planned OS and application workload. These service options allow for review of a number of factors such as capacity measurements for differing software and hardware solutions utilizing specific tools, and HP design criteria for both quantitative and qualitative parameters for the service levels your business needs.

HP Installation and Startup Services for Virtualization Software
Implementing virtualization software can be a complex, time-consuming undertaking that draws your already overtaxed staff away from other critical tasks. HP Installation and Startup Services for Virtualization Software and related applications takes the pressure off your employees and provides for a smooth implementation that reduces your time to benefits. These services encompass all deployment activities necessary to get your virtualization software up and running fast.
A highly trained HP Services delivery specialist will:

- Verify that pre-installation service prerequisites are met
- Schedule delivery of your service at a mutually agreed-upon time
- Install your product or technology
- Run appropriate tests and diagnostics to make sure that the product has been installed and configured according to HP, industry, or your company’s standards
- Provide your staff with orientation on the product and/or technology
- Answer your usage and maintenance questions

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<thead>
<tr>
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<tbody>
<tr>
<td>VMware ESX</td>
<td>Installation and startup</td>
<td>U8140E</td>
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<tr>
<td>Microsoft Virtual Server</td>
<td>Implementation support</td>
<td>Statement of work</td>
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Note: For a statement of work quotation, please contact your HP sales representative.

**HP Software Technical Support Services (STS)**

HP Software Technical Support Services help you improve the performance and availability of virtualization and management software. Convenient HP Care Pack Services packages give your IT team direct access to experienced HP Response Center engineers, who provide advice on issues such as software features and use, problem diagnosis and resolution, and software-defect identification.

Features include:

- Telephone problem diagnosis and support
- Speedy access to technical resources
- Software operational support
- Installation advisory support
- Remote access for problem investigation using Instant Support Enterprise Edition (ISEE)
- Problem isolation
- Problem analysis and resolution
- Escalation management
- Three levels of engineering support
- Third-level engineering support from key ISV partners such as VMware or Microsoft, if required
- 9x5 or 24x7 coverage window
- Maximum two-hour response
- Electronic software information

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Note: Further options are available for contract support coverage. Contact your HP sales representative for more information.
HP Software Product Updates

HP Services provides a single point of accountability for software updates to HP and selected third-party products. As part of the subscription service, you’ll be able to download maintenance updates and patches via the Web. Key features of these subscription services include:

- Priority notifications as soon as errata and new products are released
- 24x7 Web access
- Operating system media and user documentation

VMware virtualization software updates are provided as part of the HP software support contract offer. Downloads are available via the VMware Web site. Microsoft updates are delivered via Microsoft.

HP Education Services

HP recommends that education be an integral part of your software strategy. Professionals from HP Education Services have the expertise to meet the full range of your 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. HP Education Services courses are taught in most local languages.

HP Care Pack Total Education

HP Care Pack Total Education offers the ultimate in flexibility. It’s a simple, economical way to purchase training. This package provides credits that can be used for any of over 200 different scheduled instructor-led courses offered at HP education centers, or more than 3,000 online courses offered via the HP IT Resource Center.

Technology-specific HP Care Pack Services

HP Education provides courses for virtualization software that build both core and advanced skills. A commitment to education means that your investment in a new or upgraded operating environment gains greater return—faster—through knowledge transfer from HP training experts.

Recommended training courses:

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<td>VMware—virtual infrastructure with ESX server and VirtualCenter</td>
<td>U86995</td>
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<tr>
<td>Microsoft Virtual Server</td>
<td>Custom onsite training solution</td>
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For a comprehensive list of courses, part numbers, and ordering information, please visit: [www.hp.com/education/sections/microsoft.html](http://www.hp.com/education/sections/microsoft.html)
Why HP Services?
The HP Services approach addresses three factors—people, processes, and technology—that help organizations virtualize their entire environment. Expert professionals partner with your organization to implement a virtualized infrastructure in a way that works best for you. Innovative solutions feature leading virtualization technologies, services, and end-to-end management infrastructure resources.

Across the globe, companies rely on HP Services to help them implement virtualization solutions, whether using VMware virtualization software or Microsoft Virtual Server software. HP and its network of channel partners—the largest network of its kind in the industry—provide a full set of services designed to unleash more power from your hardware and software investment. HP Services and its partners offer the best of both worlds: the strong global presence and proven experience of HP, and a familiar local presence in our HP partners. When taking on a major system migration, there’s no need to go it alone. HP offers extensive service capabilities—from consulting and integration to business continuity and availability support. Our goal is to help you reap cost and productivity benefits with greater speed and confidence—and get the highest levels of performance from your IT environment.

For more information
For more information about HP Services and support for virtualization, please contact your local HP sales representative or visit: www.hp.com/services/VirtualizationSupport