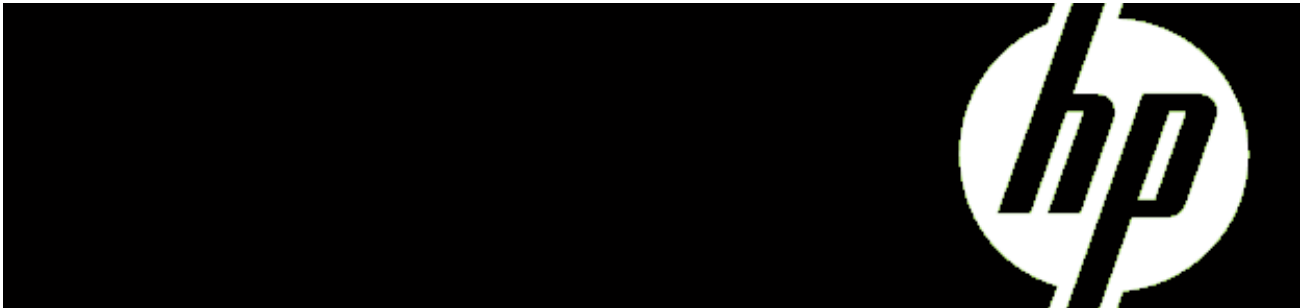


# HP Instant Support Enterprise Edition (ISEE) and HP Service Essentials Remote Support Pack (RSP)

## Feature Comparison



## Revision history

**Table 1** Revisions

Date	Edition	Revision
June, 2008	1.0	Initial Release

Reference number: 1.0

First edition: June 2008

## HP ISEE Standard Configuration – HP Service Essentials Remote Support Pack Comparison

Functionality	ISEE Standard Configuration	HP Service Essentials Remote Support Pack
Cost of solution	Free of charge for all customers with a warranty, HP Care Pack and HP contact support obligation	
Device Entitlement (Contract and Warranty)	Checked at installation only	Visible in HP SIM and can be refreshed at any time
Single view of incidents for all devices	Not possible	Single view through HP SIM User Interface including call ID and current status
Software updates	Manual only	Managed automatically through the Remote Support Software Manager
Remote monitoring software requirements for end-point devices	Diagnostic monitor ISEE client software by Operating system	Diagnostic monitor only, normally standard part of all systems builds Exception Tru64 and OpenVMS where ELMC is required
Analysis Software (OSEM, WEBES)	Often multiple instances are required, e.g. EVAs Manual update	Only one instance per environment Automatically updated
Ease of installation	Requires software installed and configured on all monitored devices	Entire environment is easily configured and managed centrally
Proactive services for EVA	Not integrated	Analysis and notification of non “best practice” customer configurations integrated in this solution
Integration with management platforms and processes	Not integrated	Solution is integrated into HP SIM through this plug-in which allows simplification of the customer’s IT support process

## HP ISEE Advanced Configuration – HP Service Essentials Remote Support Pack Comparison

Functionality	ISEE Advanced Configuration	HP Service Essentials Remote Support Pack
Cost of solution	Available to customers with Mission Critical Partnership and other proactive contracts	Free of charge for all customers with a warranty, HP Care Pack and HP contract support obligation
Device Entitlement (Contract and Warranty)	Checked at installation only	Visible in HP SIM and can be refreshed at any time
Single view of incidents for all devices	Standalone view possible through the Single Point of Presence (SPOP)	Single view through HP SIM User Interface including call ID and current status
Software updates	Managed automatically through the Remote Support Software Manager	Managed automatically through the Remote Support Software Manager

## HP ISEE Advanced Configuration – HP Service Essentials Remote Support Pack Comparison

Functionality	ISEE Advanced Configuration	HP Service Essentials Remote Support Pack
Remote monitoring software requirements for end-point devices	Diagnostic monitor ISEE client software by Operating system	Diagnostic monitor only, normally standard part of all systems builds Exception: Tru64 and OpenVMS where ELMC is required
Analysis software (OSEM, WEBES)	Often multiple instances are required, e.g. EVAs Manual update	Only one instance required per environment Automatically updated
Ease of installation	Requires software installed and configured on all monitored devices	Entire environment is easily configured and managed centrally
Integration with management platforms and processes	Not integrated	Solution is integrated into HP SIM through this plug-in which allows simplification of the customer's IT support process
Central Management Server Ownership	SPOP owned and controlled by HP, can cause issues with customer's security policies including patching, Antivirus, backup and HP administration control.	Customer owned and controlled allowing compliance to customer's security policies including patching, Antivirus, backup and customer only administration control
Proactive Tools configuration	Contact details not shared across all applications	Contact details shared across all applications including remote monitoring
Proactive configuration collection	Configuration data collections through multiple collectors (e.g. Systems Health Check HC, ISEE, HP Configuration Collector etc.)	Configuration data collections unified with the Remote Support Configuration Collector including centralized scheduling