



HP Mission Critical Services

Excellence in business requires excellence in IT

Achieving business excellence today requires proven, cost-effective technology operations that can meet ever-growing business demands and adapt quickly to new opportunities. Another imperative is to offer innovative IT services that enhance your competitive edge, which requires you to deliver against more demanding performance thresholds. As your organization continues to construct an IT service portfolio that produces better business outcomes, it can only do so with innovative, efficient technology operations that:

- Reduce business risks associated with unplanned downtime
- Meet service-level agreements (SLAs) across various business segments
- Deploy mission-critical applications successfully using new technology, such as blades and virtualization, to lower your operating costs

- Improve the alignment of your technology service levels with your Line of Business (LOB) requirements
- Implement continual improvement programs to see that SLAs and key performance indicators (KPIs) are met

Simply put, unless you manage your technology infrastructure properly, it may be difficult to govern your business effectively. This means mitigating your technology risks, increasing your IT service availability and quality, and improving the effectiveness of your service resources.

How can HP help?

HP Mission Critical Services (HP MCS) are designed to improve your technology operations so that you can achieve excellence in your business. Partnering with HP can help you run and fine-tune your critical IT services—and you can rest easy knowing that you are working with one of the leading mission-critical service providers.

“We’ve been pleased with HP Mission Critical and Proactive Services and the excellent responsiveness they afford. Consultants from HP Services help us rest assured of ongoing business continuity. Our ‘prime time’ availability is better than 99 percent, and HP helps us keep it that way.”

Larry Godec,
Vice President and CIO,
First American Title Insurance Company

Run your operations at peak efficiency

HP Mission Critical Services provide people, processes, and technology support so that you can achieve your availability objectives, reduce your risk and costs, add agility into your technology organization, improve its governance, and, ultimately, attain a higher return on your investments. We offer:

- Broad and deep experience in the field
- A large global footprint
- A wide range of off-the-shelf and customizable high-availability services
- Standard, proactive mission-critical processes to deliver service quality
- Strong high-availability management, with more than 5,000 expert account service managers worldwide
- Operational service management experts and tools available worldwide
- Renowned service management expertise, with more than 12,000 certified ITIL¹ professionals

As much as 80% of unplanned downtime can be the result of human error and glitches in technology processes. The goal of our ITIL-trained and certified high-availability experts is to identify such problems before they occur. We are committed to helping you to:

- Improve availability and avoid downtime costs by understanding and mitigating technology-related business risks—and giving you access to premium support

- Improve your operational and cost efficiency by adopting, using, and implementing service management best practices
- Increase your capability for implementing innovative ideas and dealing rapidly with change while mitigating risk

Your choice of solutions

One of the many advantages of HP MCS is that you can choose from a range of structured, proactive, collaborative, and flexible solutions that adjust to your unique requirements. Our coverage also extends across your heterogeneous and multi-vendor environment to support your servers, storage, networks, and storage area networks (SANs). HP onsite engineers are experts in the technologies your business relies on—including Brocade, Cisco, Microsoft®, Oracle®, and Veritas. Additionally, our engineers have considerable expertise in Microsoft Windows®, UNIX®, Linux, HP NonStop Kernel, HP OpenVMS, and MPE. We also have support and technical services expertise specifically to assist customers running SAP systems.

Keep your business healthy

HP Mission Critical Services proactively help you reach your availability, stability, and adaptability goals, and enable you to achieve a cost effective, reliable, and scalable infrastructure. Our portfolio consists of the following components:

HP Mission Critical Partnership: Deliver high-quality, cost-effective IT services for your business

Mission Critical Partnership (MCP) is a comprehensive proactive service from HP that enables you to deliver on the commitments you make to your business. MCP focuses on your critical end-to-end IT services and helps you meet their associated service-level agreements (SLAs). MCP is designed to systematically lower risks—not only those involving technology, but those related to people and processes as well. MCP is flexible in nature and includes the following key elements:

- A support partnership that includes a multi-discipline support team and a business-critical consultant, who work with your IT staff to achieve your business objectives.

¹ ITIL-A widely accepted source of industry best practice for IT Service Management: www.itil.co.uk

“In all respects, HP’s Mission Critical Partnership was extremely flexible. Their customized solutions addressed our business concerns accurately, and were made based on what COSCON needed, and not on what worked in the past. Support goes well beyond mere hardware maintenance—it is an integrated suite of services that covers our people, technology, and processes, which makes it significantly easier for us to adapt, grow, and progress.”

Gu Quanbin,
IT Director,
COSCON

- Flexible reactive support levels that can be configured to cover all the different technology involved in your key end-to-end IT services.
- An ITIL-based Continual Improvement Program designed to help you deliver high quality IT services to your business. Risks in your technology, people, or processes can be identified, and HP can work with you to create and manage a Service Improvement Plan (SIP) to address them.
- Specific help with the management of your critical IT services, including advice, guidance, trend analysis, KPI tracking and performance review, and implementation of improvements.
- Enhancements that include additional proactive services designed to help you implement or fine-tune key elements of your IT infrastructure, including virtualization, thermal efficiency, and security.

HP Critical Service: Bridging the business and IT gap

Your dedicated HP team evaluates how well your existing infrastructure meets your availability requirements, recommends how you can improve service levels, and helps you implement changes to improve management and control of technology processes and applications. These proactive measures are backed by immediate 24x7 access to your account advocate, a 6-hour call-to-repair commitment*, and a 100% data availability guarantee*. HP Critical Service provides you with access to:

- Proactive onsite expertise from HP-certified high-availability experts
- Priority reactive assistance from the HP worldwide network of mission-critical response centers

- Remote support technology to monitor your environment for potential problems
- Enhancements to help you implement or fine-tune key elements of your IT infrastructure, including virtualization, thermal efficiency, security, and ITSM process improvements

HP Proactive 24 Service: Enhance the effectiveness of your IT infrastructure

Using value-based delivery methodology, HP-certified experts help you understand your existing environment, identify improvements, and provide technical and operational assistance to augment your existing capabilities. We also employ advanced remote support technologies that monitor your systems electronically and identify potential problems so they can be corrected before outages occur. These key diagnostic measures are accompanied by 24x7 technical support with a 4-hour onsite hardware response to help reduce the effects of unplanned downtime. HP Proactive 24 Service can be enhanced with additional proactive services designed to help you implement or optimize key elements of your IT infrastructure, including virtualization, thermal efficiency, security, and ITSM process improvements.

HP Proactive Select: Accelerate the ROI of your technology investment

HP Proactive Select is a flexible way to purchase services to fit your particular environment or situation. Working with an HP Account Support Manager, you select a “package” of services, from a wide range of proactive services offered by HP spanning many technologies and processes. You tailor the service delivery to improve time-to-production, optimize performance, or build in continuous improvements.

Enhancement for SAP environments: Avoid issues before they happen; recover quickly when they do

Our optional enhancement for SAP environments helps you implement business-driven and technology-driven change rapidly—without putting your SAP-related operations at risk. With HP Proactive 24 Service for SAP or Critical Service for SAP, onsite and offsite HP experts with in-depth knowledge of SAP environments complement SAP’s support. The SAP enhancement also provides access to unique HP/SAP processes for aligned problem resolution and coordinated execution plans.

* subject to specified terms and conditions

“We wanted HP for more than standard support. We wanted them as a strategic partner, to give us advice and input into our environment. The HP Proactive Select agreement is the perfect answer, because we can pick and choose the right blades services from an HP menu to create a program that meets both needs.”

Baard Hansen,
IT Development Manager, Statskog

**HP Service Management Improvement Services:
Fine-tune the systems that matter most**

HP Service Management Improvement Services complement the HP Proactive 24 Service and HP Critical Service, helping you fine-tune your service management practices to improve service quality and achieve operational excellence. Our professionals work with you to assess your capabilities and risks, define a focused approach to service improvement, provide implementation assistance, and help you track your progress. Delivered by ITIL-certified business-critical consultants, these services include a structured assessment and a customized service improvement plan based on industry standards. They are focused on the service management areas that matter most for the services you are delivering.

HP Mission Critical Security Service: Achieve even greater peace of mind

HP can help you prevent security issues before they occur by integrating continual improvements into your infrastructure security. The HP Mission Critical Security Service module offers proactive security and risk management services that complement our MCP, Critical Service, and Proactive 24 services. This service can help you evaluate your information security strategy, assess the risks to your infrastructure and critical data, and show you how to address potentially damaging security vulnerabilities. The result is a well-managed adaptive infrastructure with enhanced security features.

The sooner you start, the better your business outcomes

HP Mission Critical Services help you to proactively and significantly reduce your downtime risks, recover rapidly from outages, and deliver strategic business value through a reliable, stable, cost-effective infrastructure that adapts to your changing business environment. You also benefit from:

- HP global leadership and proven expertise
- Shared knowledge from industry-leading experts and onsite presence
- Powerful remote support technology
- Leadership in service management skills and capability
- Our commitment to help you meet your SLAs

For more information

For more information on HP Mission Critical Services, please visit www.hp.com/services/missioncritical

Technology for better business outcomes

To learn more, visit www.hp.com/services/missioncritical

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