

# Mission Critical & Proactive Services

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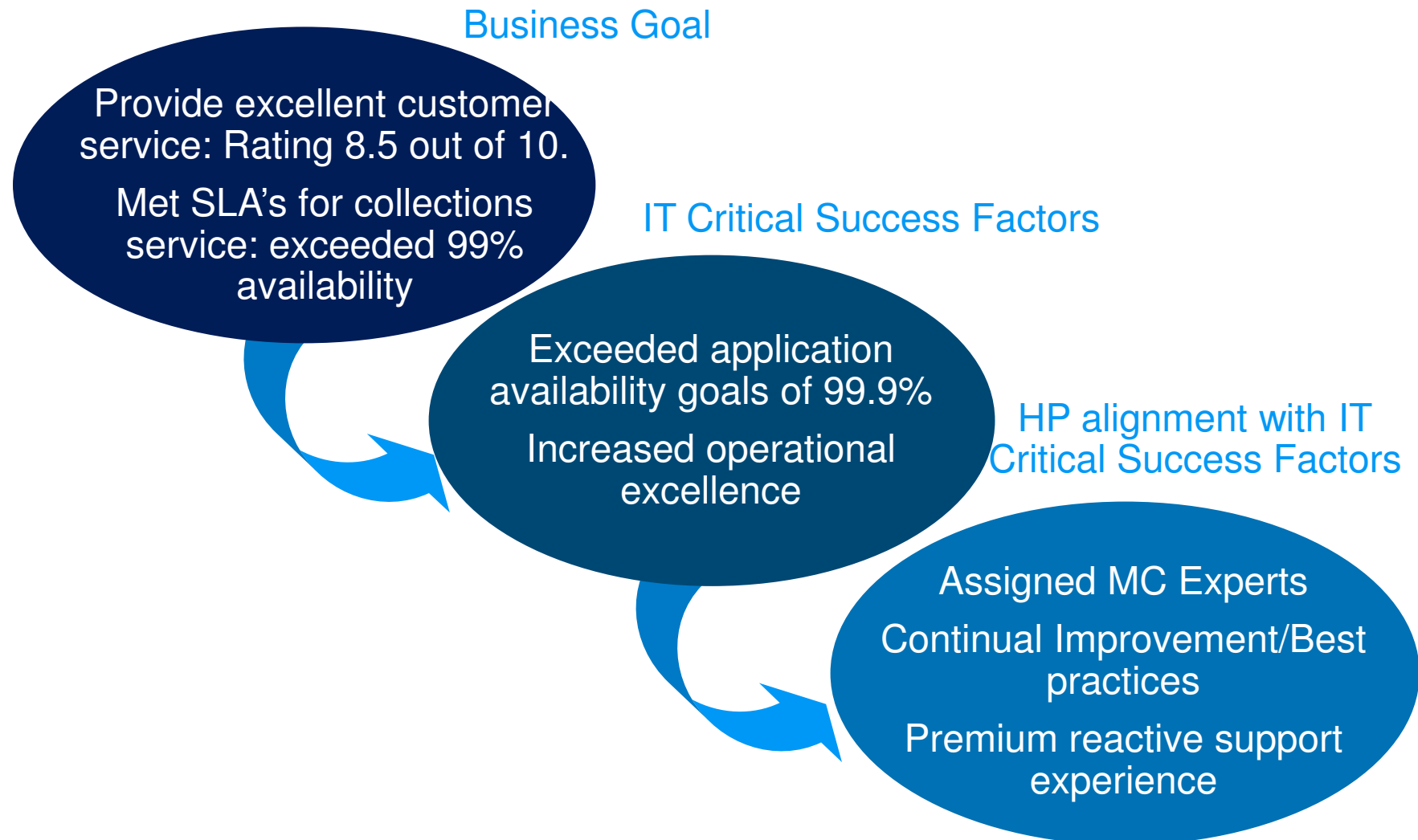
# What CIO's want from HP

## The driver for HP Mission Critical Services



- “... when HP acts **proactively** to give me good ideas and tell me how I can do things better”
- “... when HP serves as a **strategic partner**, knowing our business”
- “... having a primary vendor I can turn to who acts as **single-point-of-contact** for meeting multi-vendor support needs”
- “... having a full service support partner whose experts can help with performance, change management, and other priority technical needs – **not just break-fix**”

# HP team aligns with IT/business goals delivering continual value (example)



# Mission critical customer support team

“...when HP acts proactively to give me good ideas and tell me how I can do things better”

## Experience and expertise

- 5,000 trained high availability experts
- ITIL/ITSM expertise through ITIL masters certification program
- 73,000 services professionals in 170 countries
- Open environment technology expertise
- Experience with thousands of



## What we do

- Understand your issues and environment
- Develop support and service improvement plans
- Provide process and technical advice and support
- IT Service Management consulting
- Manage and escalate problem resolution

# HP Mission Critical Services

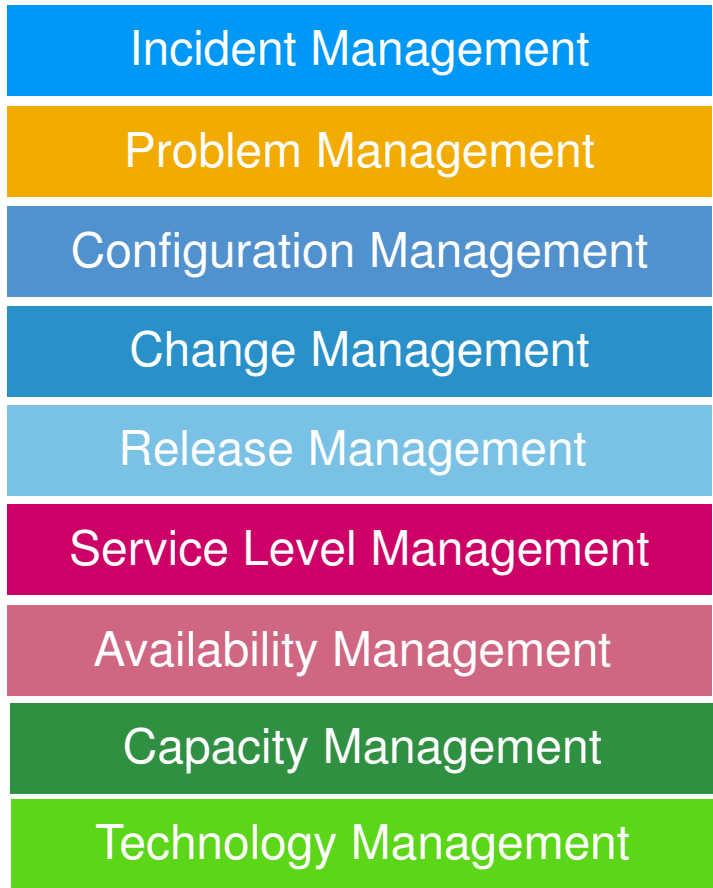
A comprehensive approach including people, process and technology



# Proactive onsite support

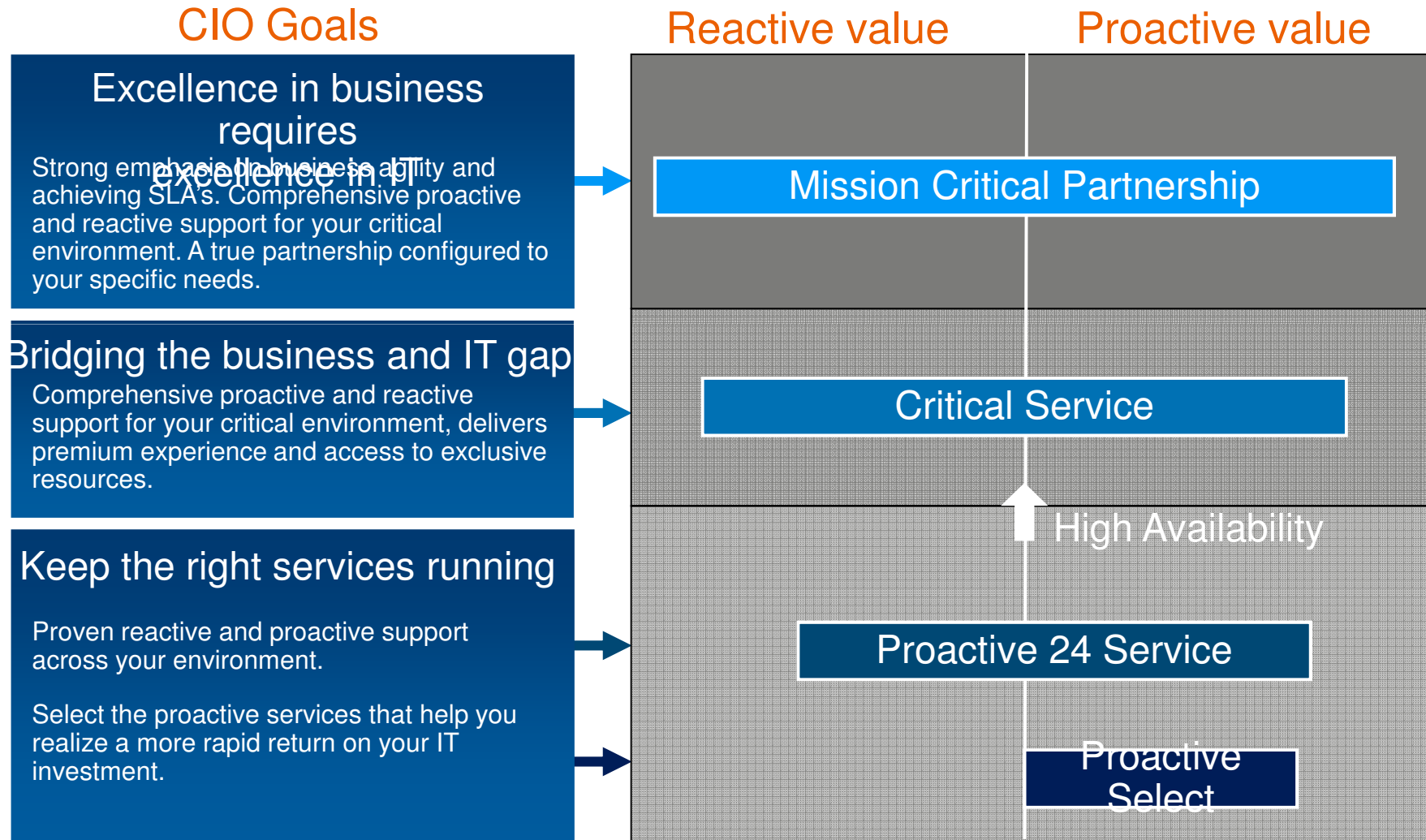
“... a full service support partner whose experts can help with performance, change management, and other priority technical needs – not just break-fix”

Using Service Management best practices for service quality



- Improved **quality of IT services** delivered
- **Decreased IT operating costs**; based on using best practices
- **Optimize** operational IT Procedures
- Enhanced **customer satisfaction**
- Greater flexibility and **agility**
- Clearer **alignment** of IT capabilities with business strategy

# Mission Critical Services



# Critical Service

Assigned Account Support Manager, Assigned Mission Critical Hardware Specialist, Assigned Remote Support Account Advocate

Environmental	Server	Storage & SAN
<ul style="list-style-type: none"> <li>Account Support Plan</li> <li>Quarterly Support Plan &amp; Activity Reviews</li> <li>Business collaboration &amp; operational &amp; technical advice</li> <li>Remote Support Technology</li> <li>Annual ITSM Quick Assessment</li> <li>Site Environmental Survey</li> <li>Access to ITRC knowledge base website</li> <li>Education Planning Assistance</li> <li>60 credits</li> <li>Optional enhancements: SAP, ITSM, Security, Virtualization, etc</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly Operating System patch analysis &amp; management</li> <li>Periodic server updates</li> <li>Annual System Health Check Assessment</li> <li>24x7 HW &amp; SW coverage</li> </ul>	<ul style="list-style-type: none"> <li>Storage/SAN certified ASM</li> <li>Quarterly Storage/SAN firmware &amp; software analysis and management</li> <li>Storage Array Preventative Maintenance (XP)</li> <li>Storage Array High Availability Technical Assessment</li> <li>XP Data Availability Guarantee (eligibility requirements apply)</li> <li>HA SAN Supportability Assessment</li> <li>SAN interconnect guarantee (eligibility requirements apply)</li> </ul>
<p>Reactive components for each product in the supported environment includes:</p>		
<ul style="list-style-type: none"> <li>24x7 HW &amp; SW coverage</li> <li>6 hour HW Call to Repair Commitment</li> <li>Dedicated HA team Phone Number</li> <li>Enhanced Parts Inventory Management</li> <li>Immediate Connect/Priority Recovery for Critical Incidents</li> <li>Immediate Mission Critical Hardware specialist Dispatch</li> <li>Accelerated Escalation Management</li> </ul>		

Deliverables in **Bold** are those provided over and above Proactive 24





Outcomes that matter.

