Flexible support for heterogeneous IT environments

HP Datacenter Care Primary Service Provider
Empower your business with innovative new technologies

Today, enterprises are more dependent on having robust, agile IT solutions than ever before. The move to virtualization and cloud technologies have helped address the need for agility and speed, but they can also be complex to operate and are inherently multivendor by nature.

The reality is that you have multiple products from a variety of vendors in multiple places all around the world. You need them to all work together to meet your business goals, and to provide a solid foundation for your move to new technologies such as converged infrastructure, cloud, and hybrid computing.

If your heterogeneous mix of products and solutions don’t work well together, you cannot move forward into these compelling new technology areas—and your business cannot begin to reap the benefits they bring. What do you do?

Bring many together as one—through a business lens

HP Datacenter Care is our most flexible and comprehensive support offering. HP works in partnership with our customers to provide end-to-end tailored support for your existing IT environments while aiding you on your converged cloud journey. It leverages the integrated technology, people, processes, and partner ecosystem of HP to deploy, operate, and evolve your data centers on their journey from traditional data centers to converged cloud. Datacenter Care delivers outstanding business agility, choice, and return on investment (ROI) that our customers want from a converged cloud environment.

Datacenter Care is a modular service offer that consists of “building block” of services, each tested and delivered globally. This building block can be combined to deliver the services that you require, and are monitored and updated to change as your needs change. HP Datacenter Care Primary Service Provider is a core “building block” of the Datacenter Care offering, which is designed to meet the needs of customers operating heterogeneous data centers and converged clouds. You can start with the core building blocks of relationship management, enhanced call handling, proactive, and reactive support, and add other services according to your requirements. In fact, proactive and reactive support is configured to deliver the level of support needed by the different components in a data center, to meet both service-level agreement (SLA) and cost targets.

With the HP Datacenter Care Primary Service Provider solution, we bring you deep, proven experience in multivendor interoperability. Our services consolidate and simplify the multiple contracts with the dozens of vendors you deal with in your data center locations.

True interoperability is the goal. Our approach is to look at your current situation from a business point of view. HP then works with you to make sure you are getting the right service levels for the right business functions, regardless of what is in your data center environments. Most importantly, we make sure everything works together.

HP helps you reduce complexity in favor of simplicity as we engineer out redundancies and establish a solid, integrated infrastructure that enables you to focus on new technologies. Then you can move ahead—build a converged infrastructure, move to the cloud, deploy hybrid computing—and tap into the power of the latest technologies with greater speed and confidence.

Figure 1: The HP approach to acting as your primary service provider boosts efficiency while reducing the operating cost of your entire infrastructure.
Recalculate your technology spending formula

The average IT department spends much more of its total budget on application and infrastructure maintenance than on innovation. What’s more, CIOs tell us that reversing this ratio depends on their ability to reduce the cost and complexity of managing multivendor IT support radically.

According to IDC, “However, technologies like virtualization, mobility, and as-a-service solutions increase the complexity associated with IT systems, as well as managing and supporting those systems. Diagnosing problems is now far more complicated than simply identifying the IT asset that is having a problem. Highly integrated and interconnected systems lead to much more complex issues that can take significantly longer to resolve.” IDC believes that to ensure that the number and duration of these incidents do not increase over time, enterprises should change the policies and processes involved with supporting their IT ecosystem.¹

HP Datacenter Care Primary Service Provider can help. Our solution consolidates the responsibility for vendor management and service delivery across multivendor hardware, networks, and applications into a single service agreement.

One-stop support delivers many advantages

By facilitating one-stop, vendor-independent accountability for all of your support needs, HP’s approach to acting as your primary service provider will help you make the transition from an IT department that supports the business in its current state to one that empowers its future.

We bring together the tools and technologies, multivendor partnerships, and multi-technology expertise you need to:

- Simplify support management
- Improve the quality and consistency of IT services
- Enhance system performance
- Support upgrades and deployment of IT solutions
- Reduce your total support costs

¹Customer-Facing IT Problems: Old Support Models No Longer Apply, December 2011
Much more than just product support

Unlike smaller service providers or niche players, HP has the resources, infrastructure, and proven methodology necessary to provide the full lifecycle of support— independent of vendor technology.

Because HP understands your complete environment, we can offer you a strategic partnership to systematically reduce your operational overheads, align IT support directly with business results, improve service agility over time, and transform your IT environment to be more efficient.

Our overarching goal is to help you get the most from your existing footprint by better understanding its current state, keeping it stable, and leveraging existing investments through these four key management areas:

- **Incident and problem management**
  By monitoring, tracking, and analyzing your service incidents, we can help prevent future problems. Services include global call management and root-cause problem management.

- **Service-level management**
  We will work with you to understand your service-level expectations and tailor our delivery process to meet your expectations. We also provide SLA advice, reporting, trend analysis, and change management, as well as quality and vendor management.

- **Configuration management**
  Our emphasis here is on asset and inventory tracking and utilization. The result is better ROI for your assets that also enable better financial management and resource planning.

- **Proactive and program management**
  HP provides ongoing proactive advice, patch analysis, and management and operating system performance audits and analysis. The result is continuous improvement over time and continued return on your investments.
Big-picture view—all the way to the cloud

You know how challenging it is to stay ahead of performance issues that arise from complex interactions among multiple physical and virtual systems—especially as you start supporting multivendor and public clouds. Our holistic process for resolving these issues is simple, repeatable, and fast—and backed by:

• Automated tools and technology
  In today’s complex infrastructure environments, support automation has a key role to play. Support automation technologies such as HP Insight Remote Support, coupled with the award-winning knowledge management tools available at the HP Support Center, are an integral part of the support relationship we offer. Leveraging these resources, we support a wide range of automated tasks to speed up every support engagement and proactively identify possible problems before they occur. And we continue to invest in our diagnosis capabilities to get your IT up and running as fast as possible.

• Multivendor interoperability intelligence
  Unique in the industry, our Multivendor Interoperability Lab specializes in solving complex multivendor interoperability challenges and provides expert technical training. Backed by millions of dollars of investment each year, it supports advanced proactive and reactive problem solving of multivendor systems and has the ability to stage real-time environments and applications.

• Collaborative support relationships
  HP manages and supports thousands of products from different partners and vendors across a wide scope of industries and applications. Our long, successful track record working with partners such as Microsoft®, Citrix, VMware, and SAP produce a seamless support environment for businesses across the globe. With consistent global delivery across all technology families, we deploy highly qualified experts to help you resolve issues when and where they occur.

• HP Award Winning Global HP Supply Chain
  Provides timely and efficient availability to parts as well as access to prequalified delivery partners who extend HP’s own geographic and technical coverage to support our customers.

• Reliable security measures
  Everything we do is consistent with HP Security Standards, so you can work with us without worrying if your critical systems and customer data are safe. We also have extensive experience in supporting highly sensitive environments and enhancing security without sacrificing performance.

These are some of the key elements that we utilize to help keep your infrastructure running smoothly and to deliver an outstanding support experience consistently. Together, they help consolidate and simplify day-to-day IT maintenance and support, leaving you free to focus time, talent, and budget on your core business.

Figure 2: Count on one point of contact for all your support needs.

Your IT organization

• One number to call
• One point of accountability
• One team that knows your environment
• One source for expertise

One dedicated HP team
How an integrated approach can cut your total support costs

Using our professional project management approach, we help drive performance levels up and costs down through a plan for a primary service provider approach that is tailored to your unique infrastructure.

We first assess your infrastructure requirements, then implement and manage changes, and finally enable continual improvement. Our approach comprises four fundamental strategies that enable you to:

• **Aggregate**
  We can combine individual vendor agreements and add them to our existing, much larger contracts with the same vendors. Aggregation allows us to leverage our purchasing power to bargain for more competitive pricing passed on to you. The cost advantages quickly add up in your favor—because consolidating your spending creates increased buying power.

• **Consolidate**
  We consolidate multiple similar processes and measurements within service functions, and we group service levels by business needs rather than just by manufacturer. This approach helps standardize and simplify support for the environment, limits costly overlaps and redundancies, and saves the time and resources usually spent in managing multiple vendor relationships.

• **Integrate**
  After consolidating to reduce the number of processes, procedures, and systems, we are ready to integrate them. We integrate many IT service management processes such as—performance, change, asset, and configuration management—to help improve your overall IT efficiency.

• **Optimize**
  Once your team and ours have built a strong operational partnership, we can work together to analyze your operations’ quality and efficiency identifying opportunities to improve service quality. We repeat this approach to drive continual operational performance improvements based on your specific business drivers.
### Why HP as your primary service provider?

| **Global expertise** | - One of the largest infrastructure support and hardware services organization in the world  
- Operations in 170 countries  
- Worldwide network of 70,000 channel partners  
- Thousands of IT migration and consolidation projects  
- Delivered 1,000+ data centers and cloud transformation experience workshops |
| **Data center services** | - Designed over 50 million square feet and 60+ greenfield data centers  
- Designed first LEED-certified data center and first greenfield LEED Gold data center |
| **IT service management** | - 12,000 ITIL-certified professionals  
- 13,500 best practices for service improvement  
- Trained 100,000+ IT professionals in ITIL/ITSM |
| **Virtualization** | - Largest number of VMware-certified professionals of all VMware partners  
- 1,200 VMware-certified professionals  
- Largest global VMware Authorized Training Center (VATC)  
- First VATC to train 25,000+ students²  
- VMware Global System Integrator |
| **Microsoft expertise** | - Microsoft Worldwide Enterprise Alliance Partner of the Year for five years |
| **Networking** | - 40 years of experience delivering networking solutions  
- 5,500 certified network infrastructure and voice professionals |
| **SAP track record** | - HP infrastructure runs 45 percent of all SAP based installations  
- More than 67,000 SAP installations and 25,000 customers  
- Supports 1.7 million SAP users in 54 countries and nine languages  
- Won SAP Enterprise Support Integration award at SAP Pinnacle 2010 event |
| **Mission-critical support** | - 5,000+ mission-critical support clients with more than 37,000 systems  
- 6,000+ high-availability experts  
- 3,000+ mission-critical support specialists in 30+ locations, supporting 25+ languages |

²Customer-Facing IT Problems: Old Support Models No Longer Apply, December 2011
Global citizenship at HP

At HP, global citizenship is our commitment to hold ourselves to high standards of integrity, contribution, and accountability in balancing our business goals with our impact on society and the planet. To learn more, visit hp.com/hpinfo/globalcitizenship, and for information about HP environmental programs, go to hp.com/environment.

Learn more
Take the next step to empower your business with innovative new technologies by leveraging HP Integrated Multivendor Services. For more information, visit hp.com/services/multivendor.

Technology with a human touch

You rely on technology to run your business efficiently. To stay competitive and capitalize on new revenue opportunities, you have to learn how to access technology in new ways. Team with the HP technology consulting and support experts to help you take full advantage of technology to drive your business. Combining technology expertise with business intelligence, our service professionals help organizations across the globe meet their evolving needs. They can do the same for you. Connect with our service experts to explore ways to do more with your technology investments and move your business forward. Visit hp.com/go/tsconnect/.

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