Deploy, operate, and evolve your data center

HP Datacenter Care

The data center is evolving—shouldn't your support keep pace?

Historically, business-critical IT has been delivered on dedicated, homogenous, and proprietary infrastructures. In this siloed IT model, performance, uptime, and security outweighed considerations of speed, agility, and cost. Now, however, the trends of mobility, big data, and cloud computing are fundamentally changing how you deliver information, and how technology is implemented, moving closer to unconstrained access to IT.

IT is delivered as services anywhere, across hybrid deployments of private, managed, and public cloud, as well as traditional IT. It's what HP is developing as the Converged Cloud, and it can finally allow enterprises to achieve business agility, with choice and improved ROI. Today, HP is a leader in the industry for support services, for customers worldwide who need to keep their systems running, reduce costs, and avoid issues. But with this transformation to IT as a service (IaaS), traditional support models won't be enough. Support is no longer just about providing a stable infrastructure; your infrastructure needs to be agile and flexible to quickly respond to business requirements and to realize improved ROI. However, agility, choice, and a better ROI come with increasing complexity.

The traditional component-based support approach of fast response to fix your infrastructure, using people-intensive expertise, cannot achieve the outcomes needed, nor scale out cost-effectively in this new hybrid IT environment. There may not even be single points of failure to identify and resolve.

Improve agility, scalability—react at the speed of business

HP Datacenter Care service is designed to support this results-oriented approach by providing an environment-wide support solution tailored to your needs. HP Datacenter Care is a flexible, comprehensive, relationship-based approach to personalized support and management of heterogeneous data centers. Datacenter Care is a structured framework of repeatable, tested, and globally available services "building blocks." You have an account support manager (ASM) who knows your business and your IT environment, and who can help you select the services you need from an extensive portfolio of support and consulting services. The ASM leverages our experience in supporting complex environments, global support partnerships, and technical expertise.

So you get exactly the services you need—when and where you need them—in a single contract. We help you reduce complexity and risk, save time and costs, improve availability and performance, and free up your staff to concentrate on innovation. With Datacenter Care, HP can deploy, operate, and evolve your data center wherever you are on your IT journey.

Flexibility delivers many advantages

With the ability to configure support tailored to your needs, we offer you flexibility that is cost effective. Datacenter Care is made from building blocks of services, each tested and delivered globally. These can be combined to deliver the services that you require, and are monitored and updated to change as your needs change.

Start with the core building blocks of an assigned account team, enhanced call handling, proactive and reactive support, and add on other services that are tailored to your specific needs. Proactive and reactive support are 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.

The Datacenter Care agreement is designed in a way to bring together the tools and technologies, multivendor partnerships, and multi-technology expertise you need to:

• Free up resources for innovation
• Reduce complexity, risk, and worry
• Improve agility and scalability
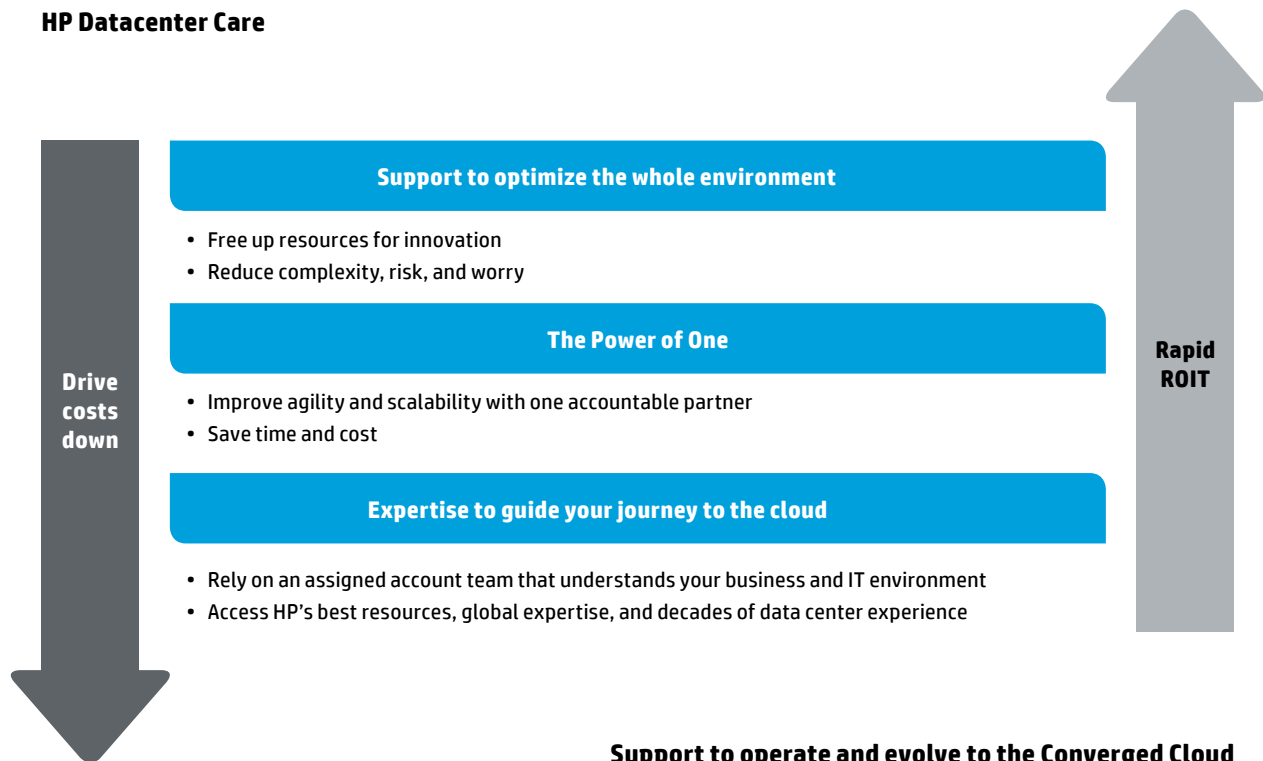• Save time and cost

Take a personalized approach

Accountability is at the core of Datacenter Care. Most IT environments include legacy systems, virtualized and cloud systems, as well as off-premise cloud services; the number of contracts, accountable vendors, and different hardware, software, and network components become significant. This can mean that everybody, and nobody, is accountable to you for delivering an overall service level.

To gain more structure and accountability, and to get the kind of ongoing support that your business needs for your unique environment, Datacenter Care starts with a personalized approach. It includes an assigned account team led by an HP ASM. The team's goal is to form a close working relationship with your IT staff and gain a clear understanding of your business objectives, key SLAs, and the key performance indicators (KPIs) you need to meet. Delivery of the various support options you have chosen are overseen by the ASM and directed at meeting your goals. An additional feature of Datacenter Care, enhanced call handling, means that a special call in number is assigned and your calls are managed to resolution by technical solution specialists who understand your IT environment and business requirements.

The relationship that develops through HP Datacenter Care can become that of a trusted partner. With Datacenter Care, HP offers expertise gained from decades in the data center business to help optimize technology, augment technical staff, and strengthen business processes. You can call on our consulting expertise as a catalyst for continual improvement or for true transformation. HP provides leadership and deep, global experience to help you—whether you are managing a traditional IT environment, evolving to the cloud, transforming to embrace change quickly, or dealing with the issues that large-scale computing brings.

Count on one point of contact for all your support needs

HP Datacenter Care

Drive costs down

Support to optimize the whole environment
- Free up resources for innovation
- Reduce complexity, risk, and worry

The Power of One
- Improve agility and scalability with one accountable partner
- Save time and cost

Expertise to guide your journey to the cloud
- Rely on an assigned account team that understands your business and IT environment
- Access HP's best resources, global expertise, and decades of data center experience

Rapid ROIT

Support to operate and evolve to the Converged Cloud

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, delivered globally as you need it.

HP Datacenter Care provides reactive and proactive support and preemptive management for the entire IT environment—not just by serial number—including hardware, software, people, processes, and technology. It's a structured framework of repeatable, scalable, tested, and globally available building blocks—for solutions tailored to your needs. One of the most flexible support services from HP, Datacenter Care can help you consistently meet your service-level targets and other business objectives. We can cover multiple technologies and vendors enabling you to scale up, scale back, or only use the services and the capacity you need—no more, no less. Our 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 key management areas:

- **Incident and problem management**: The overriding goal is to improve your current monitoring and tracking activities with a focus on preventing future problems. Services include global call management and root-cause problem management.

- **Service-level management**: Here the focus is on your service level, availability, performance, capacity, and security assessments across your entire multivendor environment. We also offer SLA advice, reporting, trend analysis, and change management, as well as quality and vendor management.

Big-picture view—all the way to the cloud

We don't have to tell you 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.

By 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.

- **Configuration management**: The emphasis here is on asset and inventory lifecycle management. The result is better asset control that also enables better financial management and continuity planning.
- **Proactive advice and program management**: We provide ongoing proactive advice, patch analysis, and management and operating-system performance audits and analysis. The result? Ongoing improvement over time and continued return on your investments.
- **Added value guidance and consulting**: To move proactively beyond management, we can provide additional help with the data center, from IT service management (ITSM) process to technical assessments, to health checks, to technology consulting to ease your journey to the cloud.
- **Collaborative support relationships**: We manage and support 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 IBM, Microsoft®, Citrix, VMware, and SAP has helped provide a seamless support environment for businesses across the globe. With consistent global delivery across all technology families, we deploy outstanding experts to help you resolve issues when and where they occur.

These elements play a part in enabling the various components of your infrastructure to run smoothly and deliver an outstanding support experience consistently. Together, they help consolidate and simplify day-to-day IT maintenance, leaving you free to focus on time, talent, and budget to bring new technologies on board.

Take advantage of the "power of one"

HP Datacenter Care Primary Service Provider is a "building block" of the Datacenter Care offering, which is designed to meet the needs of customers operating heterogeneous data centers and converged clouds.

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 determine right service levels for the right business functions, regardless of what is in your data center environments. Most importantly, we help make sure everything works together.

With HP Datacenter Care, you can simplify the complexity of today's support environment with:

- one point of contact, accountability, and responsibility for HP and other vendors' products
- one number to call for support
- one contract to negotiate, and
- one source of expertise to support and evolve your data center

We call this the "power of one." With HP Datacenter Care, you get access to global expertise, extensive ITSM experience, services consultants and support engineers, deep delivery capabilities, and much more.

Global expertise

Largest
One of the largest infrastructure support and hardware services organization in the world.

170
Operations in 170 countries

70,000
Worldwide network of 70,000 channel partners

1,000s
Thousands of IT migration and consolidation projects

1,000+
Delivered 1000+ data center and cloud transformation experience workshops

Data center services

30–40 percent[1]
Record of reducing data center power consumption by 30–40 percent

50 million[1]
Designed over 50 million square feet and 60+ greenfield data centers

LEED-certified[1]
Designed first LEED-certified data center and first greenfield LEED Gold data center

[1] Source: HP Internal Metrics, Technology Services, Q2 2012

ITSM

12,000
12,000 ITIL-certified professionals

13,500
13,500 best practices for service improvement

100,000+
Trained 100,000+ IT professionals in Information Technology Infrastructure Library (ITIL)/ITSM

Microsoft expertise

5
Microsoft Worldwide Enterprise Alliance Partner of the Year for five years

48,000
48,000 Microsoft-certified professionals

12,000
12,000 professionals certified for specific Microsoft solutions

Why HP Datacenter Care?

Networking

40
40 years of experience delivering networking solutions

5,500
5,500 certified network infrastructure and voice professionals

SAP track record

45 percent
HP infrastructure runs 45 percent[1] of all SAP-based installations

67,000
More than 67,000 SAP installations and 25,000 customers

1.7 million
Supports 1.7 million SAP users in 54 countries and nine languages

Won
Won SAP Enterprise Support Integration award at SAP Pinnacle 2010 event

Virtualization

Largest
Largest number of VMware-certified professionals of all VMware partners

12,000
VMware-certified professionals

Largest
Largest global VMware Authorized Training Center (VATC)

First
First VATC to train 25,000+ students 1

VMware
Global System Integrator

Mission-critical support

5,000+
5,000+ mission-critical support clients with more than 37,000 systems

6,000+
6,000+ high-availability experts

3,000+
3,000+ mission-critical support specialists in 30+ locations, supporting 25+ languages

The flexibility to scale up (or down) to meet your needs

HP Datacenter Care is a framework that delivers support services made up of building blocks that are repeatable, tested, and globally available. The core building blocks of your ASM, enhanced call handling, selected reactive and proactive services are only the start. With these, you can count on HP for service excellence.

But HP Datacenter Care is capable of much more. Add Flexible Capacity Services, a flexible, efficient solution with utility characteristics, into your data center. The service offers users immediate access to the required server, storage, or network capacity. With Flexible Capacity Service you pay only for the amount of capacity actually used,[2] taking into account user demand, changing market conditions such as decreasing hardware prices and improved performance. With Flexible Capacity Service, your internal users always know exactly what they pay for leading them to rational usage behavior.

Or take advantage of the HP expertise with our Global Parts Supply Chain. Include our Self-Services Supplies Kiosk in your Datacenter Care contract, which gives you the right part at the right time and is onsite, trackable, and available. Or leverage other parts of HP's award winning supply chain. Datacenter Care can include many added value services to build excellence into your data center. You can rely on us in many ways, to reduce complexity, risk, and worry.

The flexibility of Datacenter Care becomes important if you are a service provider or if you run high-performance computing (HPC), or if you are an HP Performance Optimized Datacenter (POD) customer. Your support must be cost-effective. You don't need much support, but when you do, you need access to the top expertise available. For these hyperscale computing environments, HP Datacenter Care is flexible enough to scale down to meet your needs, and is backed by the HP Hyperscale Center of Excellence, so that you reach experts who understand your style of data center and help you quickly get to root causes and get back running.

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/**.

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**.

Take the next step

Empower your business with innovative new technologies by leveraging HP Datacenter Care. Contact your HP sales representative or visit **hp.com/services/datacentercare**.

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[2] Over and above the charges for minimum commitment

Get connected
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Get the insider view on tech trends,
support alerts, and HP solutions

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