



OpenVMS Services

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Agenda

- Break/fix services
- Porting/modernisation
- System management
- Projects
- Other



Break/Fix Services



Break/Fix Services

Fix your system when it breaks.

- Report issues via telephone or Support Centre web site

www.hp.com/go/hpsc

- Fixed remotely or via a visit
- Hardware monitoring via ELMC/WBEM
 - Insight Remote Support (WEBES) on CMS
 - HP call logged if needed

www.hp.com/go/insightremotesupport

www.hp.com/go/insightremotesupport-docs



Premium Software Support Services

- Support Plus
- Support Plus 24
- Proactive 24 Service
- Critical Service
- Mission Critical Partnership



System Health Check

Install Data collector software – sends data as encrypted email to HP

Report

- detailing high priority issues
- overall system health risk
- problems found
- summary recommendations

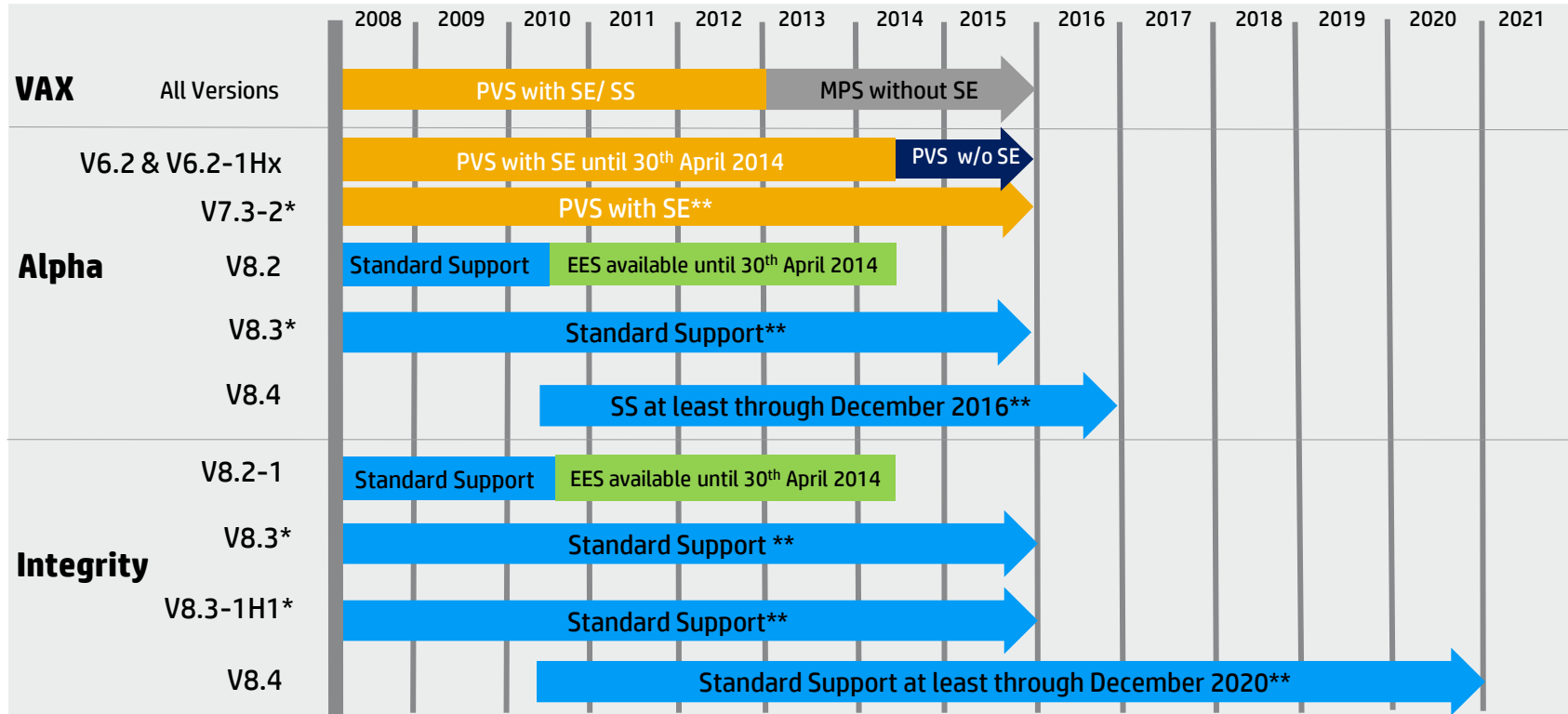
Delivered by

- Email (Direct)
- Telephone (Remote)
- In person (Onsite)

Included in contract from Proactive Essentials and upwards.



HP OpenVMS Service Support Roadmap



- * Prior Version Support (PVS) or Standard Support will be provided on these versions at least through December 2015.
- ** w/24 months prior expiration notice: A 24-month notification will be provided before support is ended.
- Standard Support ends when the 2nd subsequent release ships. HP supports the current version and one back.
- Extended Engineering Support (EES) will be available at additional cost.

| | |
|-----|------------------------------|
| EES | Extended Engineering Support |
| MPS | Mature Product Support |
| PVS | Prior Version Support |
| SE | Sustaining Engineering |
| SS | Standard Support |



Porting/Modernisation



Porting

HP can help with

- Evaluation
- Advice
- Complete port



OpenVMS Customer Labs

- HP Integrity servers for your porting project
- Validating solutions on new hardware/software
- Characterizing performance
- Proof of concept



HP Cloud Operating Environment (CLOE)

- Private one, two or four virtual CPU servers
- HP Integrity virtual machines on HP Integrity Blade Servers
- Save and Restore
- Technology demonstration of OpenVMS on virtual servers
- AllianceONE company members only

www.hp.com/go/cloe



Software Porting Sandbox (SPS)

- HP Integrity Server running OpenVMS 8.4
- Accessed via VPN
- Technical support and porting assistance available
- For trying out porting
- <http://h20341.www2.hp.com/integrity/us/en/systems/integrity-hpux-sandbox.html>



Modernisation

- Application Modernisation Services
- Application Maintenance and Support
- Enterprise Application Integration
- Application Development

hp.com/enterprise/applications/modernization



System Management



ES ITO Server Management Service

- ITO - IT Infrastructure Outsourcing Services
 - DCS – Data Centre Services
 - Server Management Service
 - Remote OpenVMS System Management Service
 - Multiple teams



WW Team

- Large team in India
- Provides service to customers world wide
- 24 x 7



European Team

- Small highly experienced team based in Europe delivering a bespoke service
- Office hours plus 24x7 callout
- Experience of OpenVMS on all three architectures
- Extensive experience with OpenVMS in a variety of industries



Typical System Management Activities

- System & Alarm monitoring
- Incident response & Analysis
- User access management
- Batch & print queue mgmt
- Storage & backup mgmt
- System performance monitoring
- License management
- **Liaising with hardware support**
- **Problem analysis (RCA)**
- Proactive problem management
- Tuning of system parameters
- System upgrades
- Performance analysis
- Security management
- Custom reports
- **Liaising with other groups**



Projects



Projects

- System Upgrade
- Configuration changes
- Software installation
- Performance analysis/tuning
- Move to emulated hardware



Other Services



Business Continuity and Availability Services

- Business Continuity and Recovery
- Disaster Tolerant / High Availability clusters



PerfDat

HP PERFDAT performance solution for OpenVMS

Software distributed as a service that includes

- Software usage
- Software maintenance service
- Software upgrade service (Right to use new versions)
- Installation support and initial configuration service

See VTJ 8

www.perfdat.com

perfdat@perfdat.com



Cockpit Manager for OpenVMS

A fully integrated, VMS-based management system.

Developed by HP, Sold via Stromasys

Startup service – installation, configuration, training



HP
does
OpenVMS
Services



Thank you

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