



HP Customer Support

Remote Server Management

an Outtasking Solution Outline

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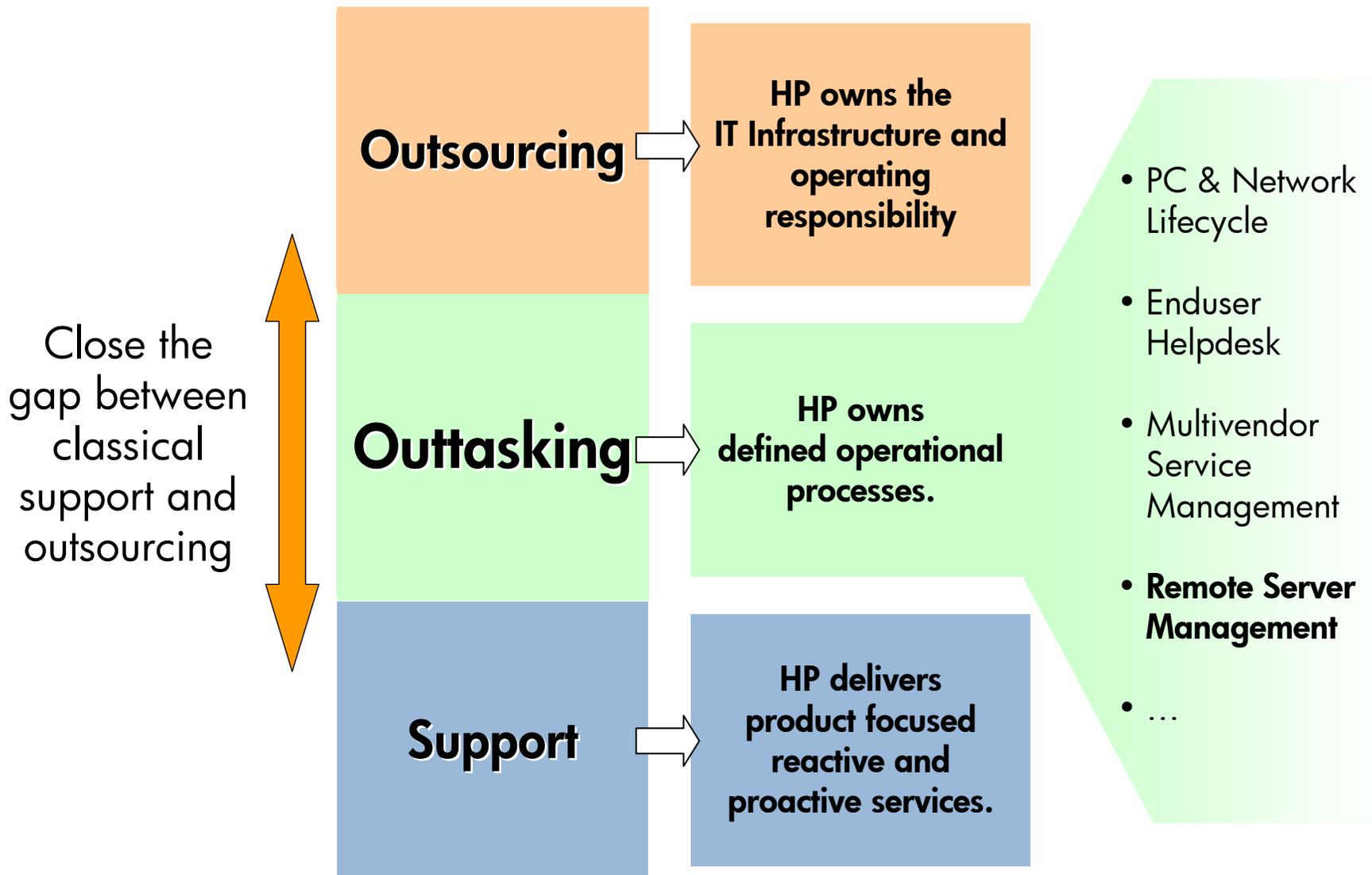
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Today's IT business challenges

- **24x7** operation
- **Highly available** environments
- Ongoing provision of resources with **deep skills** for a **wide range of technology**
- Increasing IT services with **less resources**
- Focus on **core responsibilities** needed
- **Flexibility** in IT services and used technologies to meet business expectations
- Challenging markets ask for **cost control**

HP Outtasking Services Positioning



Remote Server Management Objectives



- 24x7 system monitoring
- Day to day administration
- Configuration advise / Sharing best practices
- Detailed reports to assist your business IT alignment
- Seamless integration of HP roles and responsibilities into your IT
- Management of agreed servicelevels

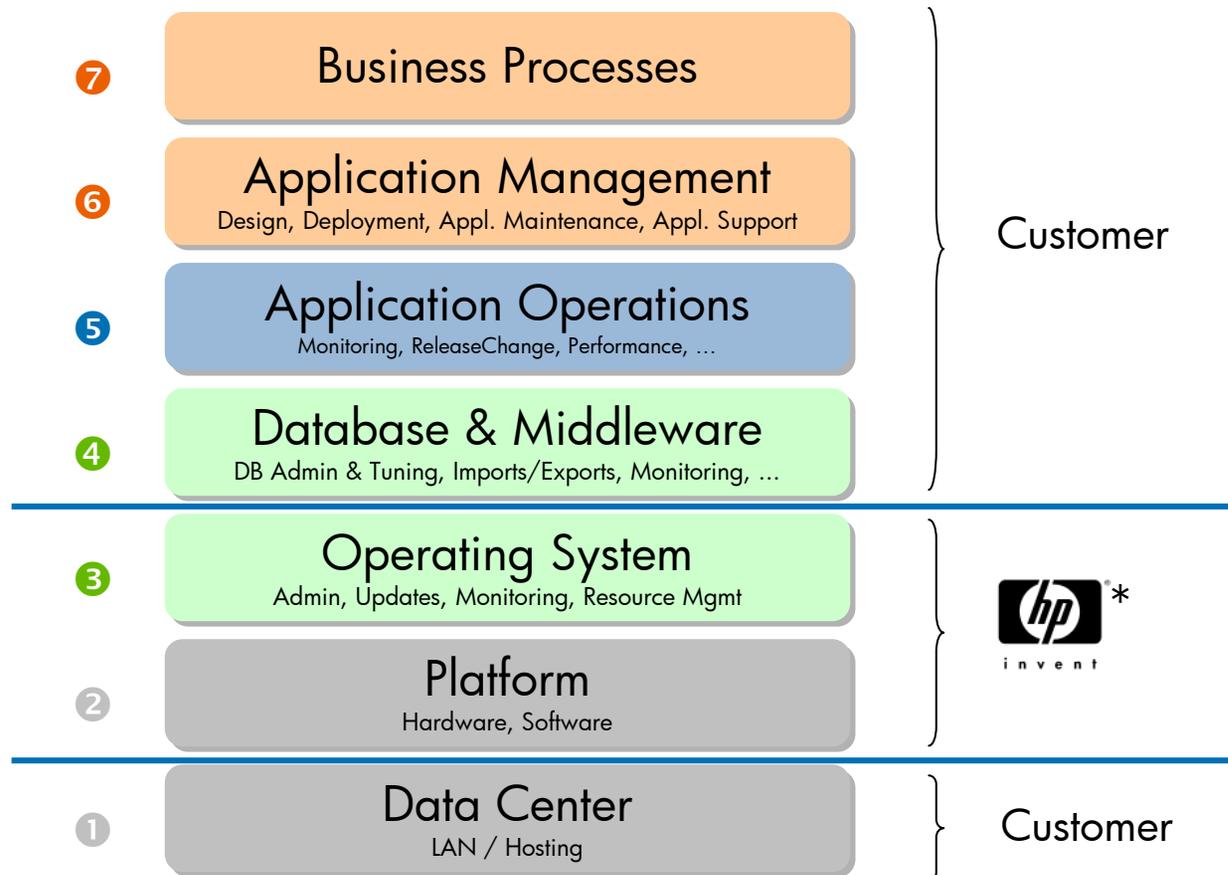


HP owns the OS operation

Remote Server Management Service Focus



HP 7-Layer Operations Model

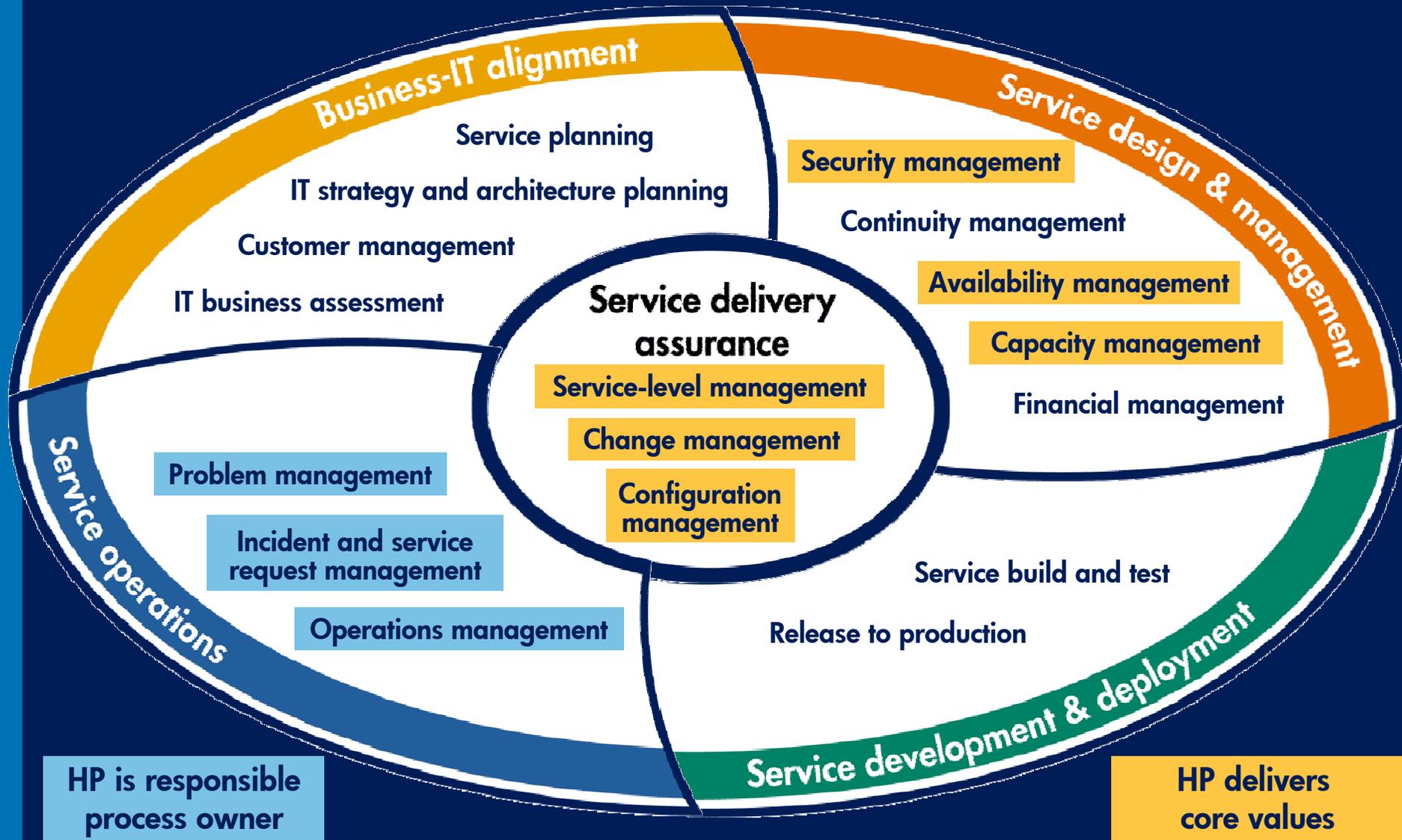


Remote Server Management Key Characteristics



- Business oriented services based on IT-Service Management (ITSM, ITIL) methodologies
- Based on HP experiences and best practices
 - Product support & operations up to lab level
 - Market leader in high availability services
 - Strategic alliances to key vendors
- Focused on remote delivery
 - 24x7 availability of expert skills
 - Leverage from synergies by using shared resources
- Named delivery manager & delivery team
- Service model proved in numerous accounts

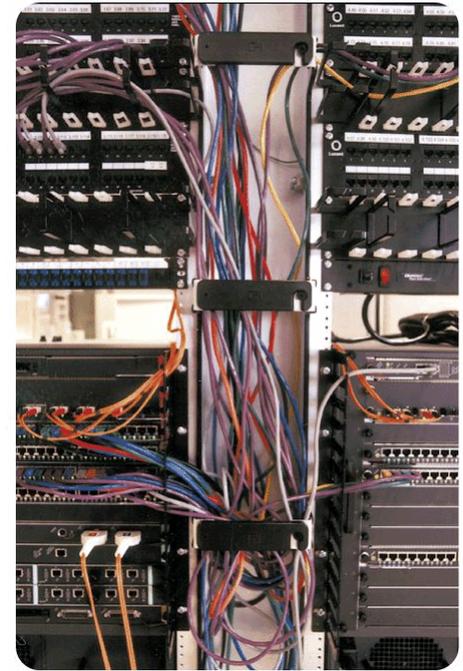
Remote Server Management Utilizing the ITSM Reference Model



Remote Server Management Remote Support Tools & Technologies



- Virtual onsite presence with support node
- Secure remote connectivity
- Console access
- Event transfer into HP workflow management
- Patch management
- Configuration repository
- Remote management of onsite resources in case HW defects



Remote Server Management Outtasking-Packages *



	Package 1	Package 2	Package 3
Servicelevel Mgmt	24x7 Incident & Problemgmt	24x7 Monitoring + Incident & Problemgmt	
Incident Mgmt			
Problem Mgmt			
Configuration Mgmt			
System-Monitoring			24x7 Systemmanagement
Operations Mgmt			
Backup und Recovery			
Change Mgmt			
Release Mgmt			

* Standard plattformen: OpenVMS, HP-UX, Tru64 Unix, Windows Server

Remote Server Management Summary



- Solution built on HP Customer Support framework
 - 24x7 operation and monitoring
 - deep skills for a wide range of technology
- HP ensures stable system operation
 - You can concentrate on core responsibilities
- Individual solution design based on standard packages
 - Win flexibility to align to your IT to business demands
- Agreed services for a fixed price
 - Gain cost control



Thank you !

Further Details:

Contact your
HP Support Sales
representative



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