OpenVMS Customer Programs and other things

Mandar Chitale, Global Head, Office of Customer Programs
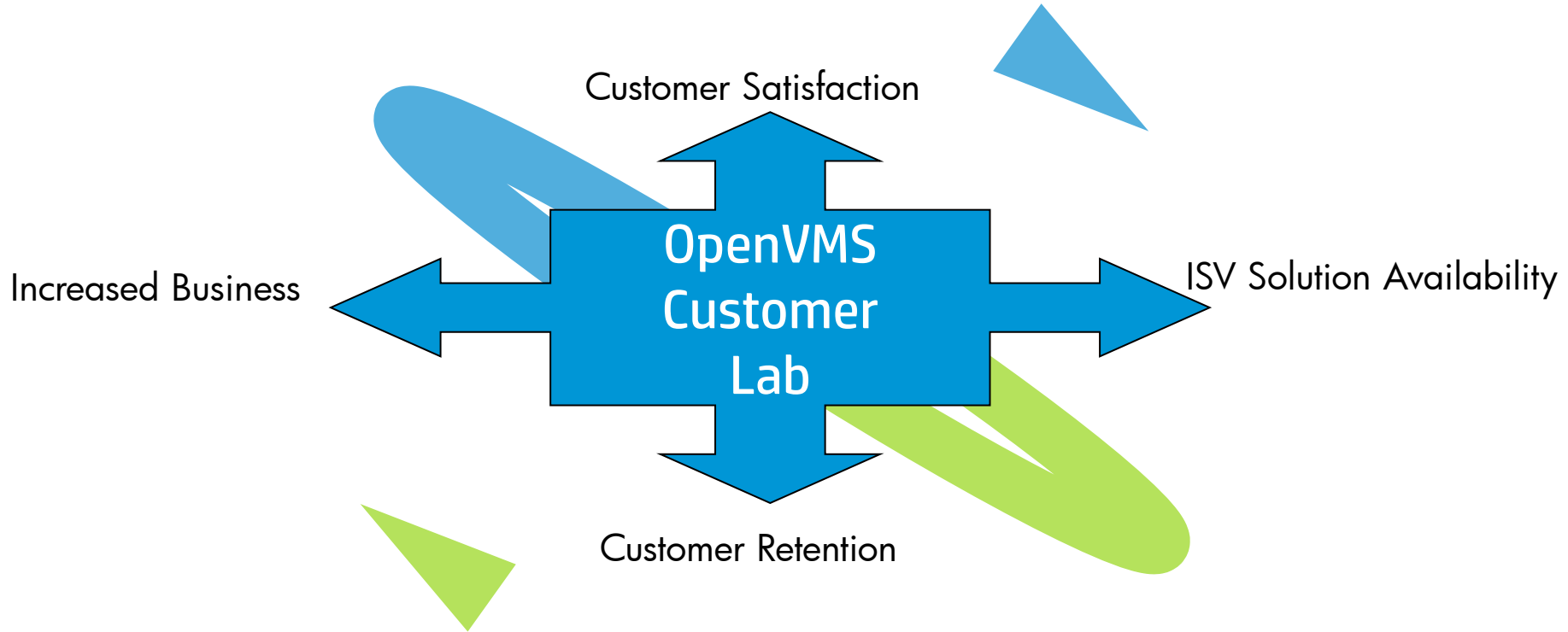
Agenda

Customer Programs

Activities in Details

OpenVMS Customer Program Goals

Customer Satisfaction

Increased Business

OpenVMS Customer Lab

ISV Solution Availability

Customer Retention

OpenVMS Customer Programs

Customer Lab for OpenVMS

- Proof of Concept
- Benchmarking

Porting and Migration Consultancy

- Migration Consultancy
- Porting Workshop

Performance Consultancy

- Performance queries/cases
- Performance Benchmarking

Ease of Porting and Unix Portability

ECO System Connect

OpenVMS Customer LAB

OpenVMS Secure Lab Access

Customers have

Local access
- Come to Bangalore to work in lab during normal business hours / days

Remote access
- Secure internet access, via firewall, 24x7
  - Telnet
  - Secure Telnet (SSH)
  - FTP
  - VPN
  - Remote Desktop
  - Web / HTTP

Lab is NOT connected to HP network

Typical engagements last 1-3 weeks, approx 65%-75% are all remote accessed

OpenVMS Lab Activities

Activities performed by the customer / ISV

Regression testing on "older" versions of OpenVMS

Unique hardware / config testing (large systems, newer storage, clustering, etc.)

Proof of concept

Qualification / Debugging

Performance benchmarking

Porting

Primary activities are OpenVMS and Alpha / Integrity based

Can include VAX, Tru64, HP-UX, Linux, and Windows as skills and hardware exist

OpenVMS Lab Responsibilities

Lab Team

- Understand customer's hardware / software needs
- Configure hardware to agreed to setup
- Load customer image or base operating system and HP software
- Be available during engagement for re-configuration / consulting

OpenVMS Lab Responsibilities

Customer / Partner

- Have a test plan / clear goals of engagement
- Load / configure customer specific software, 3rd party software products (if applicable)
- Run tests
- Analyze results
- Communicate results

OpenVMS Lab Responsibilities

Summary

HP Provides the overall hardware / (HP) software environment

Customer has full access to system

- Full control, privileges, etc.
- Controls system shutdown / re-boot, etc.

Customer handles all 3rd party product acquisition, installation, configuration, and usage

HP provides the sandbox and sand, the customer provides the kids and the play routine ☺

Equipment

High end systems

rx8640 16P/32C
Alpha GS1280 servers (8P, 16P, 32P, 64P)

Mid-range systems

Integrity rx6600 4P/8C, rx4640 4P, and rx3600 2P/4C
Alpha ES40, ES45, ES47

Low end systems

Integrity rx2800 i2, rx2660, rx2620, rx1600 Servers
Alpha DS Class servers
Variety of PCs for Client Testing

Blades

Both Integrity and Proliant

Storage (Fibre & SCSI)

P6300
EVA8000
MSA1000
XP24000
Tape Storage

If we don't have it, we'll try and find it

Migration consultancy and Porting Workshops

Migration Consultancy

- Support deals and help Presales

- Offer customers a process to migrate applications onto IA64

- Help with Migration blockers (E.g. ISV application non-availability etc)

- Do complete planning in consultation with customer around migration and Porting

Porting workshop Methodology

- **Do a stack analysis of the Customer Application**
  - OS environment
  - Layered products
  - 3rd Party Software
- **Finalize on a plan and share with Customers/Partners**
- **Arrange for logistics (per dates and plans agreed)**
- **Conduct Porting workshop (2-4 days)**
  - Port the application
  - Give presentations around porting and Latest on OpenVMS
- **Post Porting consultancy**

Porting Workshops

The "HP – Intel" Porting workshops are no longer offered ☹

They were available for 4 year to accelerate ISV adoption of Integrity – it worked!!!

Results:

- 258 OpenVMS attendees
- 164 Solutions ported during the 2.5 days

"Private" porting workshops now offered ☺

- Available at Customer site and Bangalore

- Successes with many customers

- Charge at Actuals in case Engineers travel to Customer site (Hotel+Travel + Conveyance to be funded)

Ease of Porting and Unix Portability

Unix Portability and Ease of Porting

Work group of Open Source enthusiasts and OpenVMS Engineering formed

- Bill Pedersen
- John Malmberg
- Craig Berry
- Mark Berryman

Fortnightly Meetings (Thursday 2300 Hrs Eastern)

University projects – Autoconf and Automake

Outcomes

- PostgreSQL DB
- BASH 4.2
- SSIO
- PIPE

Performance Consultancy

Performance Consultancy

- Provide consultancy on Performance issues to Customers and Partners around OpenVMS (including Storage)
- Worked with 40+ Customers in last one year on various performance issues
- Offer both Remote and Onsite consultancy
- Send mail to T4@hp.com

Eco System Connect

Eco System Connect (1 of 2)

Connect with Customers and Partners

1on1 – Engineering and Customer

Helps with Strategic directions and provide inputs around Engineering and Product Direction

Work with ISVs – To alleviate Migration blockers for ISV applications

Currently engaging with Top 10 Customers

Answer queries through OpenVMS.programs@hp.com (2-3 per day)

Eco System Connect (2 of 2)

- Webinars – 10 Webinars in year
- VMS Technical Journal – 2 per year
- VMS Updates – 1 every 2 months
- Connects with Eco System (Connect, OpenVMS.org etc)
- Events – TUD, Discover, Local Country events

Q & A

Thank you