

focus on **business**,
not business infrastructure

hp remote management services

HP's remote management services offer an alternative to the spiraling time and labor costs of enterprise IT administration. These comprehensive monitoring, response, and reporting services can be available 24x7x365 to provide:

- a solution to the ongoing investment in monitoring and management tools and the associated training and operation costs
- an alternative to building and staffing an internal network-monitoring and call center
- a proven means of reducing IT administration costs by as much as eight to ten percent

Remote management services enable enterprises to focus their efforts on core business functions, instead of IT administration.

benefits

HP remote management services provide several financial and strategic benefits, including:

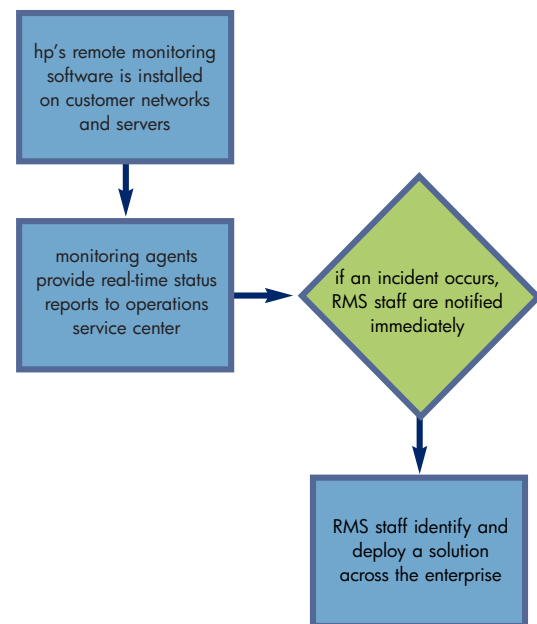
- **faster ROI.** HP's rapid implementation of remote management services lets customers quickly recoup IT investment costs by speeding time-to-solution.
- **lower TCO.** HP remote management services reduce overall IT costs through risk reduction and predictable pricing.
- **decreased system downtime.** HP's standards-based problem-resolution methodology ensures that issues are handled within the bounds of our industry-leading service-level agreements.
- **improved performance.** Detailed reporting enables early identification of potential problems, ensuring the best possible use of resources.
- **effective personnel deployment.** Remote IT management frees technical personnel to focus on key strategic projects instead of routine network administration.

service highlights

how remote management works

HP's remote management services are supervised through global operations service centers, such as our secure 33,000-square-foot facility in Dearborn, Michigan, boasting more than 200 employees for round-the-clock technical support.

HP's comprehensive, standards-based IT management procedures ensure that both routine tasks and unexpected incidents are handled rapidly and efficiently, providing a seamless, streamlined IT infrastructure to support growing customer demands.



hp's disciplined methodology ensures rapid problem identification and resolution



faster ROI,
lower TCO

sample capabilities

- call management
- OS support and security administration
- IP and DNS administration
- installation, migration, and configuration
- upgrade and patch management
- user administration (including installation, moves, and changes)
- backup and recovery
- network device and server software administration
- performance and capacity reporting
- performance tuning and availability testing
- performance problem resolution

supported operating systems

Supported operating systems include:

- UNIX®
- Linux
- Solaris
- Windows® 2000/NT®
- AIX

supported applications

Supported applications include:

- Oracle®
- SQL
- Microsoft® Exchange
- SAP
- OLTP applications
- data warehouse applications
- engineering applications

why hp?

HP delivers industry-leading remote monitoring and management services at a competitive cost while maintaining an unparalleled reputation for service and customer satisfaction. HP's company-wide expertise and resources for providing quality services include the following:

- 14 years of experience in managing enterprise-level mission-critical solutions
- 34 operations service centers and data centers globally
- 20,000 servers under management

In addition, HP is a leading developer of network monitoring solutions and has partnerships with first-tier providers of enterprise resource planning, e-commerce, Internet, security, supply chain management, and network solutions.

for more information

To get more information on HP remote management services, contact any of our worldwide sales offices or visit our Web site at:

www.hp.com/go/services.

finance: HP finance plans provide all the benefits of new technology without the risk or cost of ownership. For details, call toll-free 888-999-HPTF (4783).

accessibility: HP is committed to providing products and services that are accessible to people with disabilities. For more information, please visit **www.hp.com/accessibility** or call 888-259-5707.