

The HP logo is rendered in a large, white, lowercase sans-serif font. It is positioned in the upper left quadrant of the page, partially overlapping a dark teal square and a large teal photograph of a modern building's interior with a curved glass ceiling.

HP Technical Services

Expertise on demand—
for a more agile business

The
challenge —
adapting to
change



Today's IT organization has evolved from being a tool of business to being an enabler of business agility.

To ensure that information technology fulfills this promise, IT management must provide an adaptable infrastructure and achieve measurable results with fewer resources—yet still keep up with the dizzying pace of business change.

Every day brings new requests for additional application features, enhancements, or connections. These requests demand exceptional agility and flexibility from IT staff—and exceptional performance from the IT infrastructure, which must provide reliable, highly available, secure services to end users. In an increasingly competitive economy, where business success depends heavily on information technology, the ability to respond to change by quickly adapting these services is more critical than ever.

Yet the complexity of today's IT environments can make it tough to respond to new business opportunities and challenges quickly without destabilizing the environment. It has become increasingly difficult for IT managers to develop and maintain in-house expertise to cover all technologies and applications—and simultaneously operate a cost-contained business function. Even the best-managed IT departments can find themselves in need of cost-effective outside assistance either for specialized projects or to smooth peak workloads.

HP Technical Services provide IT expertise whenever you need it

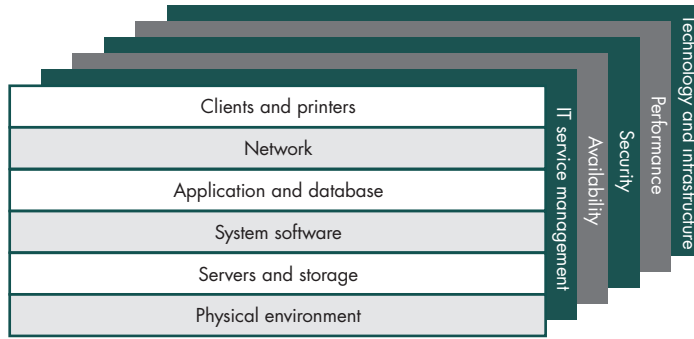
HP Services is well-known for fulfilling customer requirements through professional IT consulting, support, and managed services—but there's more to the story. The fact is, you can take advantage of the expertise of our services professionals in 160 countries across the globe for *discrete, short-term, per-incident engagements* that complement your own resources, whenever the need arises. HP Technical Services complement your own resources and HP Support and Consulting Services for a comprehensive approach to managing your IT environment.

Whether you need highly specialized skills to address an infrequent issue, additional expertise when your resources are fully allocated to other projects, or professional assistance to help implement or learn a new technology, HP Technical Services can assist you in meeting your requirements. Our HP delivery professionals provide you with the flexibility you need to get the job done right—the first time.

Because each HP Technical Services engagement is discrete, with a clearly defined scope of work and deliverables, you select only the services that fulfill your particular needs. As a result, you and your HP Services professional know exactly what's expected, when it will be delivered, and how much it will cost.

HP Technical Services

For expertise on demand, spanning your entire IT infrastructure



"HP played a major role in implementing the SAN. HP Services' consultants were flexible enough to work in our unique 24x7 environment, and the implementation went exactly as planned. HP provided detailed proposals, quickly and accurately answered all our questions and demonstrated expertise in the areas of most concern to us. They took the time to educate our staff and ensure excellent knowledge-transfer, so we could efficiently maintain our environment following the implementation."

John May, Enterprise Systems Architect, AFFINA

A comprehensive portfolio of services spanning the IT infrastructure

HP offers an extensive portfolio of services designed to provide you with expertise to keep your IT environment performing at the highest level. These specialized services address a broad spectrum of operational and technology refresh issues across multiple technology domains, including the physical environment; servers, storage, and SANs; system software, applications, and databases; networks; and clients and printers.

Based on IT industry standards

As an IT manager, you recognize that 80 percent of unplanned IT downtime stems from people and process issues—and conversely, that well-integrated people, processes, and technology are what enable an IT department to effectively meet business needs.


HP Technical Services are based on the HP IT Service Management framework, which embraces widely accepted IT Infrastructure Library (ITIL) standards for IT service and infrastructure management. Our services address your availability, security, capacity, change, configuration, and release management issues and provide best-in-class methodologies and expertise across the full IT lifecycle to meet your business objectives.

Addressing the needs of your heterogeneous infrastructure

Our expertise covers installation, implementation, complex deployment, migration, assessment, performance monitoring and tuning, system administration, and security audits. These services span multiple platforms and operating systems such as HP-UX, Tru64 UNIX®, Linux, Microsoft® Windows®, OpenVMS, MPE, and NonStop Kernel as well as servers, Itanium®-based systems, storage, SANs, networks, and leading databases and applications, including Oracle® and SAP.

As an example, we also offer specialized, proactive services that span the entire SAP lifecycle, helping you reduce implementation time, speed troubleshooting, plan for hardware and software enhancements, and maintain high levels of availability and stability. Our services include SAP installations, change management for SAP upgrades, performance analysis and optimization, transaction volume measurement for optimization of hardware resources, and the HP-SAP joint solution assessment to identify opportunities for improving availability.

With these services, you receive the guidance you need to identify the best practices for transforming IT into a strategic business partner and enabling IT to operate efficiently and effectively.



“The Joint Solution Assessment enabled us to rapidly identify areas of improvement from both a business and technical perspective. Having HP and SAP work seamlessly together to improve our operational excellence was extremely valuable to us.”

Myron Hrycyk, General Manager, Unipart Group of Companies, Europe

| Control costs and gain knowledge: | Free your staff to focus on critical business issues: | Get IT projects done right, on budget, on time: | Rely on HP's depth and breadth of expertise: |
|--|--|---|--|
| Avoid developing costly in-house technical expertise for infrequently performed, complex technical tasks. Let HP provide the expertise you need, when you need it, while we transfer valuable knowledge to your staff. | Let HP focus on those discrete operational and maintenance tasks on your department's to-do list, simplifying your resource planning and freeing your staff to address critical business issues. | Rely on HP professionals to take the time to understand your environment and needs and to help you get your IT projects done right, on budget, and on time. | HP Services professionals understand your IT challenges and have the expertise to deliver a wide range of technical services, addressing all your planning, implementation, operational, and technology-refresh needs. |

HP/SAP: Value-added integration

HP's support relationship with SAP is based on a history of value-added integration. HP is the acknowledged leader in SAP implementations, having received:

- The SAP Pinnacle Award for highest customer satisfaction as a support partner in 2002
- The SAP Award of Excellence every year since its inception in 1995
- Designation as an SAP Global Support Alliance Partner, SAP's highest level of partnership

Achieving your availability objectives

Availability assessments help ensure that you meet your availability objectives over time. We apply the expertise we have accumulated in working with thousands of enterprise IT environments to enable you to achieve the availability levels you require, ensure operational readiness, meet service-level objectives, and pinpoint opportunities to reduce risk.

Our availability assessments start with gaining an understanding of your business requirements and how they are reflected in your IT service-level objectives. The assessments then identify critical readiness gaps and offer specific recommendations to balance key elements of your operation that impact availability—including processes and people, technology infrastructure, and support partnerships.

Availability assessments are particularly important for mission critical environments, where some IT managers elect to have an annual, detailed assessment performed as part of their HP mission critical support contract. But the benefits apply even when your environment is *not* mission critical. HP availability assessment services are modular, providing you with choices ranging from strategic business/IT alignment to operational process adequacy. As part of these services, our assessment professionals provide detailed technical recommendations ranging from systems and software configuration to environmental robustness.

Optimizing IT infrastructure performance

Delivering the capacity needed to support peak workloads is paramount to achieving your service-level objectives and productivity goals. With the "always-on" requirements of e-business and e-commerce, it is even more essential to catch performance problems early and resolve them quickly. Yet many IT organizations do not have the specialized skills and access to information needed to address performance issues cost-effectively.

HP performance services are designed to quickly analyze and resolve bottlenecks that can prevent optimal IT infrastructure performance. Our performance specialists deliver services ranging from implementing performance management software and measuring baseline performance levels to analyzing performance problems. They tune system configurations for optimal throughput, implement workload prioritization solutions, and recommend capacity or configuration changes. By implementing a regular performance monitoring program, you become aware of how and when your workloads most heavily tax your systems—and identify opportunities for making underutilized resources more productive.



Keeping your environment secure

Your customers, employees, shareholders, and business partners expect your business to fully protect valuable data, systems, networks, and applications. Failure to control security risks can create many negative consequences, including loss of customers and business partners, decline in revenues and stock value, poor public image, governmental action, and civil liability.

HP recognizes the challenges you face in managing the security of your IT environment. Our security experts conduct proactive security assessments to determine how effectively your architecture could prevent unauthorized access to your network and systems. These experts help you:

- Evaluate actual IT activities against your company's security policies, resources, and architecture
- Review platform and subsystem vulnerabilities and deployed security technologies to determine current levels of baseline protection
- Evaluate potential internal and external threats
- Identify the optimal combination of technical, human, and process controls to reduce security risks and protect your information assets

For expertise on demand, turn to HP Technical Services

Do you need specialized skills to address a hot issue? Are your resources fully allocated to other projects? Could you use help in implementing or learning a new technology?

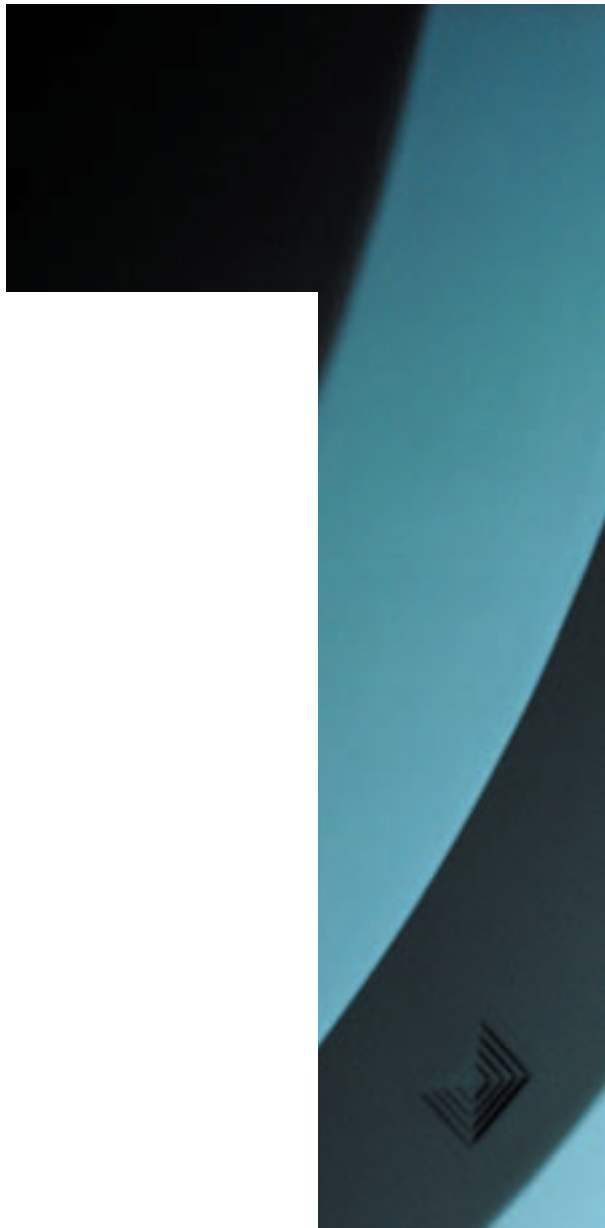
Worldwide reach and capabilities

- #1 in open systems support
- 65,000 professionals in 160 countries
- 105 worldwide response and operations centers for 24 x 7 support
- 80 customer education centers
- 28,000 Microsoft experts
- 18,000 UNIX experts
- 5,000 high-availability experts
- 5,000 storage experts
- 7,500 system management experts
- 3,000 Linux experts
- 2,000 security experts
- 4,500 Cisco experts
- 2,500 NonStop mission-critical experts

When your IT organization experiences these and other discrete or short-term needs, remember HP Technical Services. Through HP Services' extensive portfolio of Technical Services, our professionals can deliver the skills you need, when you need them—freeing you to focus on meeting the strategic IT objectives that will make you a true partner in your business success.

For more information on HP Technical Services

Contact your HP sales representative or visit us on the Web at www.hp.com/hps.



To learn more, visit www.hp.com/hps/

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