HP Global Delivery India Center

Experience you trust. Services you can count on.

Get the most out of your IT investment by leveraging the expertise and professionalism of the HP Global Delivery India Center—while you manage risk with our experience in global delivery and comprehensive service offerings.

Benefits without borders

Successful companies adapt to change by embracing solutions that deliver new capabilities quickly and cost-effectively. Key to this is partnering with an organization you can trust in a long-term relationship.

The HP Global Delivery India Center helps you increase agility and manage risk by providing you with a comprehensive array of flexible, high-quality services, delivered by a worldwide team of highly experienced professionals to:

- Rapidly respond to market changes

- Closely align IT infrastructure with your business goals

- Make your investments work harder

- Do more with less

- Improve customer satisfaction and loyalty by providing higher levels of service quality

The India advantage

The HP Global Delivery India Center has been a vital component in HP's global delivery strategy for over 15 years. Our prominence and success are a direct result of thousands of knowledgeable professionals with an unsurpassed commitment to quality.

We use customer-proven processes and methodologies to streamline our ability to deliver consistently high quality services. Our high level of technical expertise is reflected in the substantial contribution the HP Global Delivery India Center has made to HP products and services. And our close connection to HP Labs gives the India operations a deep understanding of HP products—enabling us to use them more effectively to achieve superior results.

Our single-point-of-contact approach and strict accountability help reduce the risks associated with delivery of complex, multivendor, multiplatform global solutions. So you can trust the HP Global Delivery India Center to quickly deliver extraordinary value.

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Providing deep expertise in a broad range of services
The HP Global Delivery India Center has significant expertise in the technical development and delivery of a wide variety of services. In addition, we have the breadth of experience to provide domain-specific expertise in a number of industries.
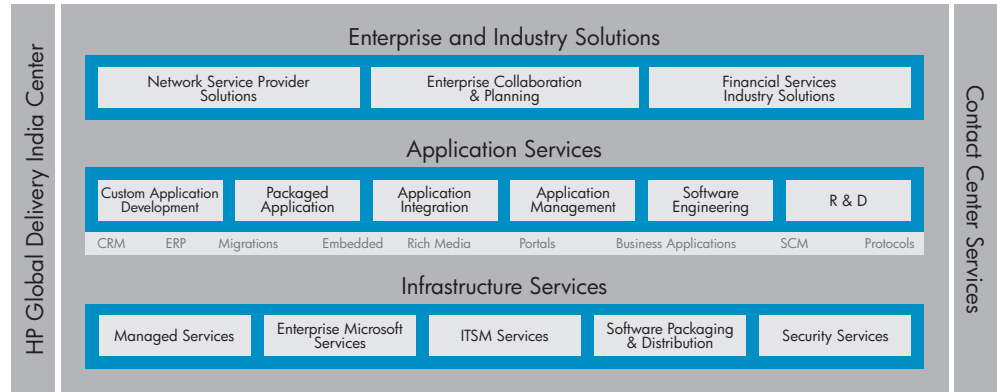
Experienced people, proven processes

A flagship of HP global delivery operations, the HP Global Delivery India Center has successfully delivered a comprehensive array of services for more than 15 years. With a staff of thousands of highly educated and skilled professionals, we can quickly scale up to meet almost any demand.

Our technical strength is demonstrated by a significant contribution to HP products and solutions. For example, the HP Global Delivery India Center has developed a large repository of proven and repeatable intellectual property, such as methodologies; best practices; business processes and workflows; tools; components, modules, and code; and development frameworks and models.

Through our R&D work, the HP Global Delivery India Center has formed a close connection to HP Labs—HP's world-renowned product research facility—giving us immediate access to the latest product and technology developments. This provides a deeper understanding of HP products, right down to the source code, enabling us to better select, integrate, and customize your solutions. Access to HP's worldwide partners further enhances our technical expertise and ability to deliver high-quality services for multivendor environments.

In addition to deep expertise, the HP Global Delivery India Center delivers breadth. We provide expert services in a broad range of IT environments with an open systems approach that support your platform of choice, including Microsoft® Windows®; UNIX® (AIX, Tru64, Linux®, Solaris®, HP-UX®); Legacy (IBM, VAX, VMS, MVS, MPE); and Embedded O/S (RTOS).

Enterprise and industry solutions

Contact center services	Based on service-level agreements, HP assists in setting up a dedicated help desk that responds quickly to the needs of your IT users to resolve any problems they may have.	• Enterprise help desk, including end-user/technical-user support • End-user education • Multichannel support, including voice/chat/web/e-mail support
Enterprise collaboration and planning	Helps you access, manage, and interpret cross-enterprise information to make fast, effective business decisions.	• Procurement and sourcing • Product lifecycle management • Business integration and collaboration • ERP • Supply chain management

Network service provider business solutions	Design, build, and operate systems that enhance revenue, leverage capital expenditures, and cut network costs.	• Enhanced network services
		  – Intelligent network/interactive voice response solutions
		  – OpenCall-based solutions
		• Operational support systems
		  – Integrated service management
		  – Utility computing
		• Business support systems
		  – Billing
		  – Fraud management
		  – Inventory management

Solutions for the financial services industry	Designed to help financial services companies offer innovative channels to service the demands of their customers.	• Payment solutions • Next-generation banking

Application services

Service	Description	Details

Custom application development services	Custom software development to address specific business issues. Development environments include J2EE and Microsoft .NET.	• Strategy and roadmap consulting
		• Architecture, design, and implementation
		• Portal and e-commerce development for:
		  – E-business portals: self-service portals for customers, employees, suppliers, and partners; and enterprise information portals
		  – E-commerce solutions: B2B e-procurement, e-distribution, e-marketplace solutions; B2C solutions; and collaborative commerce B2B2C solutions
		  – Enabling/add-on solutions: single sign-on integration and personalization

Packaged application services	Implementation, assessment, analysis, and operation startup of industry-standard packaged solutions from our Global Alliance partners to meet your various business needs.	• CRM: Siebel, Clarify, and Oracle®
		  – Extensions/integration with others' systems
		  – Computer-telephony integration, portal, fax, e-mail, and wireless
		  – Analytical CRM/data warehouse
		  – Customer and business intelligence
		  – Marketing and sales and service automation
		• ERP: SAP® and Oracle
		• HR systems: SAP HRMS

Application integration	Help organizations extend IT investment, improve operational efficiency and cost-containment, provide real-time integration for geographically dispersed organizations, and integrate B2B relationships among business partners.	• Integrate numerous applications across heterogeneous software and hardware environments including:
		  – Packaged, custom-developed, distributed, and legacy applications and databases
		  – Architecture, development, and implementation of solutions in:
		    • Enterprise application integration
		    • Business process integration
		    • Business-to-business integration
		  – Enterprise application implementation services leveraging diverse technologies in:
		    • Integration middleware:Tibco®, Webmethods®, SeeBeyond™, BEA® WLI
		    • Messaging middleware: BEA MessageQ, JMS, MQSeries, MSMQ, Oracle/AQ
		    • J2EE application servers and web technology: BEA Weblogic, HPAS, Apache™
		    • Process and workflow management: Tibco/Inconcert, Webmethods/workflow
		    • Web Services: XML, SOAP, UDDI
		    • Microsoft .NET, Biztalk, and Host Integration Server
		  – Implement adapters for legacy systems, packaged and business applications

Application management services	Bring simplified management and high availability to your application environment.	• Application call management • End-user support/help desk • Production processing • Database processing • Database and application monitoring, and performance enhancement • Corrective maintenance • Bug fixes and code-level support • Application development/enhancements to existing applications • Testing services • Legacy retirement

Software engineering services	Support replacement, porting, and reengineering of packaged and custom-developed applications so they work correctly in a new environment.	• Architecture, development, and implementation of enterprise application integration solutions
		• Adaptation of legacy systems/packaged/business applications
		• Business process analysis/management/reengineering/integration
		• Business-to-business integration
		• Migration planning and assessment; analysis and design; and implementation services, including:
		  – Application migration
		  – Database migration
		  – System migration
		  – Product porting

R&D services	Include firmware development and testing; ASIC verification, bootstrapping, and manufacturing tests; product development for appliance-based solutions; e-services development on embedded web server technologies; and telecom engineering.	• Device level—embedded capabilities • Operating system—development • Drivers, compilers • Telecom: protocol development and communication stacks

Infrastructure services

Service	Description	Details
Infrastructure services	Stabilize and reduce complexity in your IT environment, make more of your assets, and help you respond quickly to change. We specialize in identifying redundancies, recognizing bottlenecks, and keeping you technologically current.	• Managed services • Enterprise Microsoft services • IT Services Management (ITSM) services • Software packaging and distribution services • Security services

An infrastructure as reliable as our services

Services from the HP Global Delivery India Center are delivered from a world-class infrastructure that includes seven state-of-the-art data centers with over 700,000 square feet of secure space—allowing us to respond quickly to your changing needs.

Redundant, high-bandwidth networks help provide around-the-clock availability. An in-city fiber backbone with radio backup, and hot standby service delivery desks in alternate locations, provide business continuity and fail-safe disaster recovery.

A focus on quality, communication, and visibility
The HP Global Delivery India Center maintains the highest quality of service delivery with ongoing investments in processes, tools, methodologies, and standards. As part of the global delivery network, we follow HP best practices and knowledge management processes and have access to reusable software components that help us deliver solutions on time, for a faster return on your investment.

As part of our emphasis on quality, we have established the Office of the Customer. This office provides high visibility and prompt resolution for any service delivery issues.

To facilitate clear communications with our operations, HP provides experienced project management teams who follow proven techniques to help reduce the risks inherent in global delivery.

With over 15 years of successful engagements, the HP Global Delivery India Center uses customer-proven processes and methodologies to streamline our ability to deliver consistently high quality services.

The HP Global Delivery India Center delivers agility
The HP Global Delivery India Center helps enable your adaptive enterprise by providing rapid implementation, scalability, and versatility for a faster return on IT investments while mitigating risk. We have the vision, expertise, capabilities, stability, and commitment to help you be more agile with globally delivered solutions designed to:

- Speed time to solution

- Manage cost

- Increase quality

- Mitigate risk

The HP Global Delivery India Center provides the right combination of services and skills to make your IT infrastructure more efficient, cost-effective, timely, and reliable. We support your success by increasing product quality, boosting customer loyalty, and helping you get more from your limited IT budget—everywhere your business competes.

Go global

To find out more about all the advantages of the HP Global Delivery India Center, call your local HP Services sales representative.

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