

HP Proactive 24 Service

HP Customer Support Contractual Services



HP Proactive 24 Service combines industry leading technical assistance with proactive account services to improve the stability, availability, and operational effectiveness of the IT environment.

HP Proactive 24 Service (P24) is an integrated hardware and software support solution designed to help you get more from your IT investment. HP Proactive 24 Service combines industry leading technical assistance with proactive account services to cover the entire IT infrastructure and to improve the stability, availability, and operational effectiveness of the IT environment.

HP Proactive 24 Service enables you to leverage HP best practices by providing access to the global technical expertise of HP. An assigned account support manager will serve as your primary proactive services contact within the HP support organisation and can coordinate additional specialised resources if necessary. Your account support manager begins by forming a close working relationship with you and developing an understanding of your IT infrastructure and goals in order to assist you in identifying gaps in supportability. Subsequently, your assigned account support manager will meet with you a minimum of twice a year to help ensure ongoing goal alignment and fulfillment of your needs.



Although problem avoidance through proactive measures is the goal, the HP Proactive 24 Service also includes comprehensive assistance in case a hardware or software problem does occur. HP Proactive 24 Service provides two-hour response for software issues and a four-hour onsite response commitment for hardware issues to resolve your problems quickly, up to 24 hours a day, seven days a week. You may optionally upgrade this service to either a faster onsite response time or a hardware call-to-repair commitment as well as 30 minute remote response time for critical software issues. In addition, HP is equipped with leading edge remote technologies and tools to proactively monitor operations, reduce downtime, and resolve problems faster.

In order to meet your individual needs, this service is both modular and scalable. Several technology modules – servers, storage, storage area networks (SANs), networks and SAP – are available for purchase. Each of which is delivered by a team of specialists in that particular technology area.

HP offers additional technical and educational services to complement your HP Proactive 24 Service package. These services allow you to customise your HP Proactive 24 Service to best fit your IT infrastructure requirements.

When you make HP Proactive 24 Service a part of your mission critical computing environment, you partner with HP to improve the overall effectiveness of your IT operations. HP supports your organisation's IT endeavours – so you can stay focused on your business and your profitability.

Service feature highlights

Customer support team

Core features

- Account support manager

Proactive features

Core features

- Operational and technical advice
- Account support plan
- Quarterly support activity review and review
- Semi-annual support planning
- Semi-annual Operating System Environment patch analysis and management*
- Semi-annual storage/SAN firmware and software analysis and management*

- Technical services*
- Annual system health check*
- Annual storage high availability technical evaluation*
- Storage array preventative maintenance*
- SAN supportability assessment*
- Network software and firmware updates and critical problem notification*
- Network asset report*

- HP electronic information support
- Software product and documentation updates
- Licence to use and copy software product updates
- Education planning assistance

Optional features

- Additional Operating System Environment patch analysis and management
- Additional advice and assistance
- Additional hardware advice and assistance
- Additional technical services
- Availability health check
- Availability checkup
- Education credits
- Comprehensive environmental analysis
- Extensions for large environments
- Site environmental survey

Reactive features

Core features

- 4-hour onsite hardware response commitment
- 2-hour software response commitment

- Escalation management
- Flexible call submittal
- Assistance on non-HP products

Optional features

- 6-hour hardware call-to-repair commitment
- 4-hour hardware call-to-repair commitment
- 8-hour hardware call-to-repair commitment

- 2-hour onsite response time
- 30 minute software response commitment
- Additional named callers
- Defective material retention

Optional enhancements

- Proactive Services for SAP*
- Proactive Services for HP OpenView*
- Open SAN environment support*
- Open network environment support*

*Delivery of these features within specific technology areas (servers, storage, SANs, networks and SAP) of your IT environment is dependent on prior purchase of the appropriate technology service module(s) and upon purchase of the relevant service offering.

For more information

For more information on HP Proactive 24 Service or other HP Systems Support Services, contact any of our worldwide sales offices or visit our website at www.hp.com/hps/support

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