

HP Care Pack Services for HP ProLiant servers

HP Services brief



Boost the availability of your IT infrastructure, increase the satisfaction of your customers and users, and keep your business abreast of never-ending change.

The challenge

Today, more than ever, your business relies on information technology. Virtually every critical business process depends on the operation of your IT infrastructure.

Users insist on greater performance and availability of IT services—even as your IT infrastructure expands and grows more complex. Competitive pressures demand that you respond quickly to business changes, often with no increase in IT staffing or budget.

When you really need server availability

You can't afford downtime that could cause you to lose revenue, jeopardize customer satisfaction, or negatively impact the productivity of your users.



For true server availability, you need more than basic warranty services. You need consistent, reliable, high-quality assistance that provides you with a single point of contact for all your multivendor service needs.

HP Care Pack Services deliver

To help you keep your servers up and running, HP has brought together our most requested services in packages tailored specifically for HP ProLiant servers. Delivered by experienced, certified engineers, these packages allow you to increase server utilization and performance without needing to add to your in-house IT resources. They deliver the simplicity, agility, and value that are part of all HP solutions for the Adaptive Enterprise.

HP Care Pack Services for HP ProLiant servers let you integrate hardware and software support into a single package that boosts the availability of your IT infrastructure. And HP offers competitive pricing with up-front payment and predictable, preset price levels that make it easy to meet your budget needs. Administration is also simplified, thanks to a single point of contact.

Solutions for the adaptive enterprise.



In addition, HP Care Pack Services provide consistent, predictable coverage from a service network of more than 38,000 technicians and professionals in more than 160 countries, supplemented by support specialists from 70,000+ channel partners globally.

HP Care Pack Services for ProLiant servers offer choice

With HP Care Pack Services for HP ProLiant servers, you can select:

- Installation and startup services for both hardware and software
- Extended support for your ProLiant server
- Multiple coverage levels, including four-hour response, six-hour call-to-repair*, and 24x7 coverage
- Software support for Microsoft®; major distributors of Linux®; open software such as MySQL and JBoss; VMware; and ProLiant Essentials
- Support Plus and Support Plus 24—an integrated set of hardware and software support services offered in a single package
- Consistent levels of support on hardware storage components, network components, and system software, starting at time of purchase

The power of end-to-end expertise

HP offers state-of-the-art remote diagnostic tools that can predict outages—often before they impact your business. And no other vendor currently matches our six-hour call-to-repair time commitment* for assured high levels of IT availability.

*Subject to specified terms and conditions

Adding to our effectiveness, HP has developed a comprehensive body of knowledge through extensive alliances with leading companies in hardware, software, and networking. HP can support 20,000 products from 1,300 vendors and has more than 28,000 Microsoft-certified and expert-level consultants worldwide, and 6,500 Linux technical specialists. This allows our service professionals to provide expert support in a variety of environments in order to cost-effectively increase the stability of your IT infrastructure.

Our people, partnerships, and technology earned us a #1 rating for service and support in the June 24, 2004 survey by Technology Business Research Inc., *Corporate IT Service and Support Survey*.

HP leadership

We are uniquely qualified to support your business-critical HP ProLiant servers because we understand how to design, build, and support secure flexible IT infrastructures that grow with your needs. Our experts are dedicated to reducing interruptions to your operations as well as reacting quickly to any problem. As the designer and builder of your HP ProLiant server system, HP knows how to keep it running.

HP Care Pack Services for HP ProLiant servers are a key component of the HP Services customer support offering. Our mission-critical and multi-technology expertise, proactive support processes, and collaborative approach help you enhance the availability of your evolving IT environment.

For more information

For more information about HP Care Pack Services, please visit: www.hp.com/services/carepack

Availability summary

	4-Hour 13x5	4-Hour 24x7	6-Hour Call-to- Repair	Next- Business- Day	Software Support	Software Support 24x7	Factory Service + Onsite Installation	Installation and Startup	Support Plus	Support Plus 24	Proactive Essentials	Proactive 24	Critical Service
100 series	•	•	•	•	•	•	•	•	•	•		•	•
BL e-Class/p-Class	•	•	•	•	•	•	•	•	•	•			
300 series	•	•	•	•	•	•	•	•	•	•		•	•
500/700 series	•	•	•	•	•	•	•	•	•	•		•	•
Cluster	•	•	•		•	•		•	•	•		•	•
MSA	•	•	•	•	•	•		•					
UPS								•					
Microsoft/Linux					•	•		•			•	•	•
VMware					•	•		•					
HP ProLiant Essentials					•	•		•					

Regional variation may occur.

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To learn more, visit www.hp.com/services/carepack

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