



Announcement

On July 9, 2007, Hewlett-Packard (HP) will introduce changes to the product portfolio of HP Insight Control management software suites and HP ProLiant Essentials packaged products. This new portfolio will be sold under the new Support and Update model, which has new terms and conditions that allow for the efficient and effective delivery of Software Technical Support and Update services to HP customers who purchase Insight Control and ProLiant Essentials products.

New Insight Control and ProLiant Essentials Product Portfolio

HP continues to drive momentum around Unified Infrastructure Management through Insight Control and ProLiant Essentials. HP's Insight Control and ProLiant Essentials products form an important pillar of the HP ProLiant and BladeSystem value proposition and are what allow our customers to transform server hardware into best-run server infrastructure. With Insight Control customers can exert greater control over server assets and improve flexibility in the way that servers are deployed and optimized over time.

HP's revised portfolio strategy for Insight Control emphasizes the delivery of management value through Insight Control management suites – simple, integrated packages for deploying, monitoring, and controlling server infrastructure from anywhere. On July 9, 2007, HP will make two important steps toward realizing the Insight Control vision. First, to simplify access to technical support and updates, HP will introduce a portfolio of Software Technical Support and Update services that will be packaged with Insight Control and leading ProLiant Essentials products. Second, we will begin a process of rationalizing the management portfolio to allow HP to place greater focus on the Insight Control suites while still enabling customers to purchase the most highly demanded individual offerings in the ProLiant Essentials portfolio. Certain ProLiant Essentials products will be discontinued as stand-alone offerings, and new product part numbers will be introduced for all products carrying forward into the revised product portfolio. Product end of life announcements will be made in April 2007, and product discontinuance will be effective in July 2007. A complete product listing with part numbers, pricing, and other important information will be delivered via standard ISS communication channels in April.

Focus on Better Support for Customers

The new Insight Control and ProLiant Essentials products will include one year of Software Technical Support and Update service, which includes software technical support with 24x7 coverage as well as proactive notifications, access, and entitlement to updates and upgrades.¹ Customers will need to register their license and support contract information with HP and, prior to the expiration of the initial year of Software Technical Support and Update service, may elect to extend their contract term by one or two years. Registered customers will be notified and given the option to renew their Software Technical Support and Update contract(s). Customers are highly encouraged to renew their contracts, as contracts will be required for entitlement to updates and upgrades of Insight Control and ProLiant Essentials products.

¹ Consumption-based ProLiant Essentials, such as Server Migration Pack and Server Migration Pack–Physical to ProLiant Edition, will not include Software Technical Support and Update services.

Benefits of New Support and Updates Model

The new Support and Update model delivers the following benefits:

- Delivers improved proactive software technical support and updates
- Enables customers to access management software updates without manually searching multiple HP websites
- Provides customers easy access to HP support expertise without having to purchase Care Packs or specialized support services
- Pricing and contents for Software Technical Support and Update services are tailored to the customer's software purchase
- Brings Insight Control and ProLiant Essentials licensing in line with standard industry practices for software licensing and HP's own software licensing practices
- Presents another selling opportunity and customer touch point for HP Sales and our channel partners

Implications of Change from Old Model to New Support and Update Model

For Insight Control/ProLiant Essentials software purchased before July 9, 2007 (12:01 a.m. PDT):

- Customers are entitled to software updates for the life of the server on which the software is licensed
- Customers will be granted access to updates in a way that is consistent with the current update process
- Customers who want to purchase support will have the opportunity to purchase a Software Technical Support and Update service contract upon availability or per-incident software technical support

For Insight Control/ProLiant Essentials software purchased on or after July 9, 2007 (12:01 a.m. PDT):

- The first year of Software Technical Support and Update service will be included with the software license
- Customers can also purchase 1 or 2 year extensions prior to first year Software Technical Support and Update service contract expiration