keep uptime online with HP Care Pack for network devices

today's productivity is networked

Today’s businesses run on globally shared data and client/server applications, using remote workers on around-the-clock work schedules. As a result, network traffic is up, with higher demands than ever for performance and uptime in networked computing environments. Because of its increased importance to your organization, network availability now ranks as a critical productivity factor.

HP Care Pack for network support increases availability

HP Care Pack Support Service for network devices uses proprietary, systematic methods to help you minimize downtime, maximize efficiencies, and achieve the availability you need. So you can build bottom-line benefits for your business.

HP support professionals can service your entire computing environment from start to finish—including hardware, software, networks, and enterprise applications—so all your infrastructure elements are covered.

For more support flexibility, you choose which elements of your networked computing environment need outside support. Then take advantage of coverage options with a variety of response times and coverage hours to fit your business needs.
the expertise to make everything on your network work

Our highly skilled network and systems professionals cover the broadest range of technology in the industry, to provide end-to-end coverage and consistent high-quality service. Our technology expertise includes partner recognition such as:

- Cisco® gold-certified support partner
- Cisco-certified internetwork experts
- Cisco-certified design professionals
- Nortel® premier service partner
- Nortel global solutions partner

HP uses award-winning, web-based, and remote support technologies to provide 24-hour access to HP knowledge and accelerate problem resolution. A cooperative approach to problem solving that integrates call center processes and expertise further speeds the resolution of your IT problem.

industry-leading support

HP offered the first 99.9% uptime network guarantees* in the industry, and is currently the only vendor to offer standard call-to-repair commitments.*

Our industry-leading system and networking tools, technologies, and experience consistently earn HP top scores from customers. A 2002 AMI-Partners U.S. Small Business Survey gives HP a number one rating for service and support.

with leadership from hp

HP is uniquely qualified to support your entire networked computing environment because we understand how to design, build, and run an adaptive infrastructure. So HP has the IT expertise and proven industry experience for end-to-end solutions across the network—from systems to storage, servers to printers, through all layers of the IT stack.

HP Care Pack for network products is a key component of the HP Services Customer Support offering. Our mission-critical and multitechnology expertise, proactive processes, and collaborative approach help you maximize the availability of your evolving IT environment.

* Subject to specified terms and conditions

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Regional variations may occur.

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