How can you own the future—now?
It’s simple—with services for HP BladeSystem in Microsoft® environments
Is your business ready to take on the future? Are you trying to juggle multiple technologies, address growing server needs with limited personnel, and analyze complex choices about where to spend IT and training dollars? You’re not alone. HP Services has helped millions of businesses like yours migrate smoothly to new IT solutions.
Think about it…
How can your growing business do more with IT?

When considering the shape of your current IT environment, there are a few key questions to ask yourself. Especially if your business is facing rapid growth and considering the move to a new operating system, take a few moments to think:

• Do you have the time and resources to adequately assess and plan the capacity needs of your network, storage, and servers?

• Is it time to migrate from a legacy environment such as UNIX®, Windows NT®, or Microsoft Exchange 5.5 to a Windows®-based or open-standards-based solution?

• Can you save money and add efficiency by converting your servers to blade technology?

• Is your in-house staff getting the training they need to keep pace with changing technologies and shifting business needs?

• Do you have sufficient tools and systems for centralized IT management, remote monitoring, diagnostics, and ongoing upgrades?

Build it better with HP BladeSystem

You’ve heard it before—“do more with less.” These days, every small to mid-sized business feels the pressure to cut costs while increasing the value of IT investments. And as a business owner or IT manager, you know better than anyone else that hardware and software is just the starting point. You need to make sure your people have the knowledge, skills, and experience to not only keep things running, but to be responsive to rapid growth and changing business needs. It’s very tough to do this alone.

HP Services professionals—together with our industry-leading global network of partners—draw on extensive experience in designing, delivering, and managing solutions to help you embrace the future. We’re experts in implementing blade server technology for industry-standard servers, and specifically, complete HP BladeSystem infrastructures for Microsoft environments. We can help you keep your business and IT environment agile and growing so that you can spend time on what really matters: developing new products and services, building customer loyalty, boosting the bottom line, and controlling day-to-day expenditures.

Look no further than HP Services for proven expertise and end-to-end solutions that focus on achieving your business goals. HP and its network of certified partners offer a single point of ownership and accountability for design, development, and ongoing support of your Microsoft and HP BladeSystem infrastructure.

In assisting you with whatever solutions you need, HP’s vision is to create an integrated, agile, and responsive IT and business environment that is always ready to meet and manage change. This is what we call an Adaptive Enterprise, where business and IT are synchronized to capitalize on change. HP can help your enterprise build effective Microsoft-based server solutions that meet high-performance standards today while evolving to meet your changing business needs.
How is HP Services different? Accountability and proven experience that come from millions of Microsoft deployments by the best Microsoft-trained experts in the industry. We give you a single point of ownership and genuine accountability for design, development, and ongoing support of your HP BladeSystem and Microsoft environment.

HP BladeSystem and Microsoft Windows—solutions for the future, here today

If you’re ready to move to a more cost-effective, future-proof network environment, the solution of choice today is HP BladeSystem running Microsoft Windows. The proven performance of HP BladeSystem and Microsoft Windows could be what finally simplifies your IT infrastructure, delivering the total-cost-of-ownership formula you’ve been looking for.

Blade servers represent the technology of the future, and HP BladeSystem is one of the leading infrastructure platforms today. As you well know, Microsoft Windows is the leading operating system for small to mid-sized businesses across the globe. Together, HP and Microsoft solutions are redefining computing and delivering performance for business—driving down the cost of computing and ultimately delivering value.

With a complete end-to-end lifecycle approach to design, deployment, and support, HP Services helps you build an integrated and consolidated infrastructure that is centered on HP BladeSystem and Microsoft solutions. We understand that applications are the core of your business, driving critical activities. Every day, you share information and communicate with employees, customers, partners, and suppliers. HP Services focuses on getting the best possible value from your IT investments, and we have the experience, industry-leading partnerships, and global capabilities you need to develop, build, integrate, manage, and evolve your business applications with greater speed and ease. Whatever the application, our goal is the same: to help you solve business problems—not just deploy new technologies—and help you solve today’s challenges while preparing for tomorrow.

We know Microsoft solutions.

Microsoft endorses HP Services as the only Worldwide Prime Integrator for Windows Server 2003, Windows NT, Exchange Server 2003, and BizTalk Server 2004. Why? Because we can deliver the full range of proven services and support to implement Microsoft-based solutions. From the very beginning, we’ve shared technology and engineering resources to develop and advance the Microsoft Windows 95/98, Windows NT, Windows 2000, Windows Server 2003, and Windows XP operating systems, as well as Microsoft Exchange 2000, Datacenter Server, and most recently, the complete suite of .NET enterprise servers.

Achieving a smooth transition—from legacy to open source infrastructure

In today’s demanding business environment, migrating to a new platform can be challenging—in cost, potential risk, and required expertise. Rather than do it all in-house, the best choice is to work with a partner who can fully support your existing IT environments while designing and delivering complex migration solutions.

Migration is an urgent priority for many businesses today. Why? Consider the ever-increasing cost of maintaining legacy environments, the high cost of maintaining skills in-house for legacy software and platforms, changes in standard operating support offers by Microsoft, and potential security threats.

Whatever your migration needs, experts at HP Services have the experience to help you build an agile, reliable, and cost-effective HP BladeSystem environment that is based on Microsoft Windows or an open-standards platform. After all, we’ve handled millions of Windows deployments for customers throughout the world—and we have more than 28,000 of our own Microsoft-trained Windows specialists. With a global presence in more than 170 countries, HP Services employs 65,000 service professionals who are backed by technical expertise from over 70,000 service partners.
Remote monitoring and centralized management are essential.

Real-time monitoring and automated detection and notification are key to keeping your Microsoft Windows and HP BladeSystem environment running smoothly. HP Services extends support to measure, assess, and enhance your IT infrastructure with capabilities that include remote troubleshooting, remote diagnostics and monitoring, centralized system administration, and more. We can provide you with a comprehensive enterprise-wide view of open incidents, history, and the status of monitored clients. More than any other vendor in the industry, HP Services can provide the remote services and training your business needs to succeed and grow.

Solution design

When it comes to solution design, HP offers several key services, with a particular emphasis on the areas of assessment services and migration services. These offerings include Assessment, Audit, IT Capacity Planning, Application Survey, and Porting and Migration.

From any environment to any environment

Of course we can move your business from a legacy environment such as Windows NT 4.0 to a Windows Server 2003 environment. What you might not expect is that HP Services has software professionals who work every day with platforms that include Sun, IBM, and Dell in migration efforts—and that we handle almost every flavor of database, be it DB2 on a mainframe, Oracle® on HP-UX, SQL Server, Sybase on Sun, or Allbase. You name the platform or application; we understand it and can work with it.

Deployment services

HP provides a wide range of services to deploy and configure HP BladeSystem and Microsoft solutions. These include Installation and Startup Services, HP Factory Express, HP ProLiant Essentials Rapid Deployment Pack (RDP), and HP Systems Insight Manager (HP SIM), as well as deployment and configuration of server, network, and selected applications on a variety of major hardware platforms, including HP BladeSystem and ProLiant servers.

HP Factory Express

HP’s factory-direct capabilities speed product implementation, delivering plug-and-play blade solutions that are completely integrated, tested, and shipped in a fully configured rack. HP Factory Express provides HP BladeSystem customers with exactly what they need to get a new blade infrastructure up and running quickly. This service includes pre-delivery site review, factory installation and configuration, onsite installation, and an onsite orientation session.

HP Education Services

HP Education Services has the training to meet the full range of your Microsoft education needs—embracing the requirements of end users, system administrators, and support personnel. Our online and instructor-led courses build both core and advanced skill sets and can help you improve system performance and availability. HP Education Services courses are taught in most local languages.

HP offers a full range of training courses that integrate HP knowledge with Microsoft authorized training. Choose from a comprehensive set of Microsoft training resources to complement your Microsoft technology solutions and maximize the return on your IT investment.

Is it time to migrate from a legacy environment such as UNIX, Windows NT 4.0, or Microsoft Exchange 5.5 to a Windows-based or open-standards-based solution?
In today’s cost-conscious businesses, IT professionals, developers, consultants, and end users are facing an interesting challenge: How to keep up with the latest technologies and expand crucially important skills while delivering profitable results on current projects. To help address this challenge, HP offers innovative training solutions that enable students to stay up to date on Microsoft topics while minimizing the time they spend away from business-critical activities. HP is your best source for comprehensive Microsoft training services.

Why HP for your Microsoft training?
HP offers training services on a broad range of Microsoft technologies, including Windows, Exchange, .NET, Visual Basic, SQL Server, and more. Here are just a few of the reasons HP excels in Microsoft training:

• Global reach through worldwide, regional, and local training resources to suit your needs
• Custom course design and development
• State-of-the-art training methods, including instructor-led classroom, onsite delivery, HP Virtual Classroom (HPVC), remote labs, mentoring, and blended-learning formats. (Please visit http://education.hp.com/msbl.htm to learn more about blended learning from HP.)
• Easy to plan, budget, and administer through HP Care Pack Services for education

Managed support and remote management
HP support facilitates improved service management by applying industry best practices and effective, efficient change management services. HP Instant Support Enterprise Edition (ISEE) simplifies management of highly diverse IT environments by providing a single remote monitoring and support solution for multiple operating systems and technologies—reducing cost and complexity. HP ISEE provides several features to manage diverse IT environments, ranging from simple to complex and including mission-critical and multivendor environments. Real-time monitoring and automated detection and notification are essential to keeping your Microsoft environment running smoothly.

System HealthCheck
HP helps identify the status of your IT environment’s physical, technical, and business health. System HealthCheck services will quickly help you understand where there are potential issues as well as opportunities for performance improvement.

Software Technical Support
HP’s broad portfolio of services for Microsoft environments provides high-quality support with a wide range of purchase options—giving you flexible response times and the precise level of coverage you need. Software Technical Support for Microsoft products is delivered via 16 customer support centers worldwide, which provide fast, reliable access to Microsoft support specialists. HP’s internal virtual network links these support centers and routes calls to specialists with the right skills to address your problem.
Mission Critical Support services

HP Technology Services delivers a comprehensive set of Mission Critical Support services to help sustain the highest levels of system availability and performance.

One of these offerings is **Proactive Essentials for Microsoft environments**, which provides proactive and reactive software support designed to improve the availability and stability of a business-critical Microsoft environment. For customers who have traditionally purchased only reactive software technical support, Proactive Essentials offers entry-level assistance that focuses on improving management, security, and performance of Microsoft operating systems software. Purchase options are available as a monthly contract; as unlimited-incident HP Care Pack support; or as incident-based Care Pack support in quantities of 10, 25, and 50 incidents. Hardware support for selected servers and storage devices can be added as part of the Proactive Essentials package.

**Prior Version Support**

To help reduce the impact of the discontinuance of Microsoft’s mainstream (non-custom) Windows NT 4.0 and Exchange 5.5 services, HP Services is providing problem identification and resolution support. This support is available on a “best-endeavor” basis for a minimum of 12 months, beginning January 1, 2005.

HP service professionals have worked with Microsoft Windows NT 4.0, Exchange Server 5.5, and workstation solutions since their initial release. Prior Version Support gives your IT team direct access to our in-depth technical expertise. It provides software usage assistance, as well as expert advisory and remedial support via toll-free access to an HP Global Support Center.

**Hardware Support Services**

HP offers customers two sets of HP Care Pack Services. One set is linked to the HP BladeSystem server itself, and the other set is linked to the support of the blade enclosure. This modular approach allows customers to purchase the right coverage at the right time—whether purchasing an initial server plus enclosure or purchasing additional HP BladeSystem servers over time. The enclosure service offers an integrated support package that includes patch panels, Ethernet interconnects, power enclosure with power supplies, and power distribution. This service targets complex problems, providing speedy problem resolution.

Why HP Services?

Across the globe, more companies rely on HP servers than on any others. To complement the performance and reliability of HP ProLiant and BladeSystem servers, HP and its network of channel partners—the largest in the industry—provide a full set of services designed to unleash the power of your hardware and software investment. We offer the best of both worlds: the strong global presence and proven experience of HP, and a familiar local presence in our HP channel partners. With more than 65,000 trained HP service professionals and 70,000 channel partner service experts worldwide, we can provide local resources when and where you need them.

When taking on a major operating-system migration, there’s no need to go it alone. HP offers extensive migration service capabilities—from consulting and integration to business continuity and availability support.

**Experience**

For over two decades now, HP and Microsoft executives, engineers, and sales and service teams have worked side by side to research, develop, test, implement, and support solutions that meet your most demanding business objectives and help you drive new business-development efforts.

Our expertise comes from millions of Microsoft Windows and Exchange deployments and a services team that includes the best Microsoft-trained personnel in the industry. No one is better qualified to design, build, implement, integrate, manage, and support your Microsoft environment. Our goal is to help you reap cost and productivity benefits with greater speed and confidence—while getting the highest levels of performance and value from your IT environment.

For more information

For more information about how the HP Services team can assist your organization in assessing its readiness for HP BladeSystem and Microsoft solutions, contact your local HP representative or visit: http://h20219.www2.hp.com/services/cache/81725-0-0-225-121.html