These services provide installation, implementation, software support, and education for ProLiant Essentials Rapid Deployment Pack (RDP), a tool for deploying HP ProLiant servers via an easy-to-use graphical interface and central management console. Experienced HP technical specialists assist you with all aspects of server installation and support—enabling your in-house IT resources to save time, focus on their core tasks, and continue supporting the business. As a key part of the HP ProLiant Essentials portfolio, these services help you greatly simplify server deployment and management.
Why do it yourself?

Server deployment can be a tedious and time-consuming task, whether you’re installing two or two hundred. And as server environments become more and more complex, it can be challenging to do the job correctly, consistently, and cost-effectively. Add to that the fact that IT resources in most companies are juggling heavy workloads and can’t afford to be interrupted and redirected.

For many businesses, it makes the most sense to bring in an experienced team of technical experts to complete the deployment quickly and without risk. Because HP Services knows the ProLiant server environment better than almost anyone else, we can handle the installation and configuration with ease, transfer valuable skills and knowledge to your IT staff, and increase application availability and performance.

Maintaining business agility

How do you adapt to fast-changing business needs with an IT infrastructure that is agile, flexible, and always reliable? At HP we are focused on building what we call the Adaptive Enterprise, where business and IT are synchronized to capitalize on change. This concept is behind every aspect of our service to customers. We work with you to improve IT manageability and performance so that your business not only succeeds—but is always ready to take on new challenges.

About ProLiant Essentials Rapid Deployment Pack Support Services

HP Services provides the knowledge and expertise to quickly install and configure HP ProLiant servers. We then follow up with the comprehensive support, training, and guidance you need. The primary goal of these services is to get your servers up and running efficiently, 24x7, with minimal effect on in-house resources. By relying on HP technical experts, you take the worry and risk out of server deployment—while saving time and money.

Critical to supporting fast and efficient deployment in a blade server environment, Rapid Deployment Pack Support Services provide cost-effective, reliable installation, support, and technical training. And they give your IT staff the knowledge and hands-on experience they need to more effectively manage your server environment.

ProLiant Essentials Rapid Deployment Pack Support Services cover four phases:

- Installation and startup
- Implementation
- Software support
- Education services
Installation and startup
This service provides installation and startup of the ProLiant Essentials Rapid Deployment Pack software on a customer-supplied HP ProLiant server. HP will install the Rapid Deployment Pack software and provide a practical demonstration of the product by using it to deploy an image to a single server. The new server will be deployed using one of the preconfigured scripts provided by HP or by using an image from an existing ProLiant server at your location. This service also provides for the capture and storage of the newly deployed server’s configuration on a storage device.

Implementation
The implementation service assesses your current server environment, provides pre-installation planning, and manages the implementation of RDP software.

This service is available in two versions:
• Basic service: This service provides for the implementation of ProLiant Essentials Rapid Deployment Pack software and the deployment of images on up to five HP ProLiant target servers located at a single site.

• Custom service: This service provides for custom installation of ProLiant Essentials Rapid Deployment Pack software based on a statement of work developed by HP and your IT staff.

As part of the implementation process, an HP Services specialist verifies that the deployed images are fully operational. Once verification has been completed, your IT staff receives an orientation on product usage and deployment management.

Software support
With HP Software Support for RDP provided as part of the ProLiant Essentials Environmental service offer, you have fast and reliable access to HP Response Center engineers, who can provide immediate guidance on software features and usage, problem diagnosis and resolution, software patches, and defect identification and analysis.

Software support can be purchased in Incident Packs of three calls. The service allows any member of your IT staff to locate essential product support information. Features include:
• Telephone problem diagnosis and support
• Electronic software information
• Fast problem detection and resolution
• Remote access
• Installation advisory support
• 9x5 and 24x7 coverage windows
• 2-hour response
• Escalation management
• Access to high-level technical expertise; three levels of engineering support

Education services
Training is an essential part of server deployment. The ProLiant Essentials curriculum provides a broad range of instructor-led and online courses, designed to build both core and advanced skills in server implementation and management.

Education services can be purchased in two ways:
• HP Care Pack Total Education: This pack provides “credits” that can be used for any of more than 200 different instructor-led courses offered at HP education centers. Credits can also be used for any of more than 3,000 online courses offered through the HP IT Resource Center.

• Technology-specific HP Care Pack: These services are designed to meet particular training needs specific to a certain technology or level of training.
Features and benefits

**Features**

Complete “lifecycle” support services for enterprises installing and using HP Rapid Deployment Pack.

- Installation
- Implementation
- Software support
- Education

**Key benefits**

- Gain real-time business agility
- Achieve faster server deployments—what took days can now take 30 minutes or less
- Improve IT manageability, flexibility, and productivity
- Reduce risks associated with server deployment by relying on experienced technical experts
- Reduce the chance of application downtime by detecting and resolving problems quickly
- Gain direct access to equipment vendor knowledge and expertise
- Reduce total cost of ownership (TCO) and achieve faster return on investment (ROI)
- Build a robust, reliable server environment

Why HP Services?

When you choose HP Services, you gain access to technical experts with a wealth of first-hand knowledge of ProLiant Essentials Rapid Deployment Pack and the entire HP ProLiant Essentials portfolio. We provide a comprehensive range of industry-leading service and support solutions—backed by the unmatched expertise that is essential in today’s complex, multivendor IT departments. With HP Services, you and your IT staff receive the implementation, training, and support you need to greatly simplify server deployment and management. Our focus is on enhancing IT manageability and performance so that your business can be successful as well as agile.

For more information

To learn more about the full range of HP support services for ProLiant Essentials Rapid Deployment Pack, contact any of our worldwide sales offices, or visit the HP Services Web site at: