

HP Care Pack Services for business-critical servers

HP Services brief



In today's high-stakes business environment, the costs of downtime are high. Fortunately, you can protect your servers and applications more easily than you might have imagined.

Increase the business value of your IT infrastructure with HP Care Pack Services for business-critical servers.

The need for availability

To help your business remain competitive, IT must provide a technology environment that can respond quickly to fast-changing market conditions. Reliable, comprehensive HP Care Pack Services for business-critical servers offer simplicity, agility, and value—business benefits that are part of every HP Services solution for the Adaptive Enterprise.

HP Care Pack Services deliver

HP Care Pack Services allow you to implement IT solutions that increase the availability of your total infrastructure and improve the productivity of business users and IT staff alike.



Whether you need basic hardware and software support, 24x7 support, or mission-critical support, your enterprise can benefit from HP's defined escalation processes and rapid problem resolution. HP Services is backed by 40 years of experience and leadership in delivering infrastructure support solutions and a global network of 65,000 support professionals in 160 countries.

More complete support

HP leverages our expertise and global presence to deliver dependable, end-to-end service and support. Our additional support solutions, including storage and networks, give you the right support coverage to meet your needs across your entire IT infrastructure.

We also offer broad expertise through relationships with partners such as BEA, Brocade, major Linux[®] distributors, Microsoft[®], Oracle[®], SAP, and VERITAS. Experienced HP personnel are certified in HP-UX, Tru64 UNIX[®], Microsoft Windows[®], Linux, MPE, and OpenVMS and can offer a consistent level of support for all these environments.

Solutions for the adaptive enterprise.



Flexible service packages

HP Care Pack Services offer a choice of support levels, allowing you to choose assistance that will help you maintain control of your IT environment and get a better return on your IT investment.

Critical Service uses proven processes, best practices, and leading support technologies as well as proactive and reactive services to meet the needs of mission-critical environments. Designed to reduce downtime exposure and improve IT availability and performance, Critical Service includes an unmatched standard 6-hour call-to-repair time commitment worldwide.*

Proactive 24 Service complements your internal resources with proactive and reactive support to help you improve IT effectiveness.

Proactive Essentials Service improves the stability and availability of specific devices with proactive software and firmware support and two-hour reactive response. Optional hardware support and additional services can be tailored to your needs.

Support Plus Service and Support Plus 24 Service offer integrated hardware and software services and software updates for selected HP and third-party products.

Hardware Support Service provides high-quality remote and onsite support with a full range of hardware support options to meet your response and repair time objectives.

Software Support Service offers fast, reliable access to HP response centers and software updates for selected HP and third-party products.

Mission Critical Partnership provides custom-tailored services that target strategic business goals and service-level agreements to reduce the risk of downtime and improve performance and service quality.

Each of these support levels includes eSupport, HP's portal to convenient online self-help, training, and peer collaboration.

Supplement your HP Care Pack Services

HP offers other services that are designed to increase return on your server investment, including these:

Deployment Services get your IT solution working for you as soon as possible. If needed, HP project managers will work to align implementation to HP's quality standards.

Business Continuity and Recovery Services provide priority repair or replacement of HP equipment damaged in a disaster, helping to maintain business continuity and protect corporate assets.

Education Services provide a broad range of curricula for mastering new technologies, with online, self-paced, and traditional classroom offerings.

For more information

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

* Subject to specified terms and conditions.

Availability summary

	6-Hour Call-to- Repair	4-Hour 24x7	Same-Day 4-Hour	Next- Business- Day	Software Updates ¹	Software Support	Installation	Support Plus	Support Plus 24	Proactive 24	Critical Service
HP 9000 servers	●	●	●	●	●	●	●	●	●	●	●
Itanium®-based servers	●	●	●	●	●	●	●	●	●	●	●
Itanium 2-based servers	●	●	●	●	●	●	●	●	●	●	●
AlphaServers	○	●		●	●	●	●	●	●	○	○
HP 3000 servers	●	●	●	●	●	●	●	●	●	●	●
Microsoft/Linux						●	●	●	●	●	●
HP-UX, MPE					●	●	●	●	●	●	●

● = Available ○ = Available in the future Regional variation may occur.

¹ Software updates are required for all software goods items for which they are available. They may be excluded for third-party products such as Linux or products from Microsoft, or for other software products where HP is not legally allowed to distribute updates.

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