

HP Care Pack Services for education

HP Services brief



Reduce the risk of downtime caused by human error, optimize systems utilization, increase the return on your IT investments, and keep pace with constant change.

According to industry analysts, the #1 concern of enterprises considering a technology transition is training.

Education and enterprise growth

Today's business environment is fast-paced and challenging, so the ability of your employees to quickly assimilate technology and make sense of the new business models and processes it supports is key. Knowledgeable, well-trained IT staff can significantly contribute to your goal of becoming an Adaptive Enterprise, where business and IT are synchronized to capitalize on change.



HP Care Pack Services for education keep you moving ahead

HP can help your employees achieve peak performance and realize the full potential of HP solutions through a comprehensive curriculum of classroom and remote instruction and self-paced online courses.

Groundbreaking technologies such as the HP Virtual Classroom and the HP Virtual Lab as well as "delta" and fast-track classes build on your team's existing knowledge and teach vital new skill sets. Available in convenient, easy-to-acquire HP Care Pack Services, these innovative education solutions are designed to speed the adoption of new technologies and processes and maximize your return on IT.

Your enterprise will benefit from HP's expertly structured programs through:

- Improved staff productivity, motivation, and morale
- Increased staff retention
- Decreased downtime due to human error
- Minimal disruption to normal IT and business operations

Solutions for the adaptive enterprise.



Unique breadth, expertise, and flexibility

HP offers two types of packages for HP Care Pack Services for education: HP Care Pack Total Education Service or HP Care Pack Technology-Specific Service.

- **HP Care Pack Total Education Service** is a flexible, economical way to purchase training. The service provides credits you can use for any scheduled courses offered at HP education centers and online at the HP IT Resource Center.
- **HP Care Pack Technology-Specific Service** is designed to meet training needs generated by a technology refresh or migration. Groups of courses address needs in the following areas:
 - Microsoft®
 - Linux®
 - HP ProLiant technologies
 - HP storage technologies
 - HP-UX and HP Tru64 UNIX®
 - HP OpenView
 - And more

HP education experts have been teaching people for more than 30 years, training over 200,000 students a year. Our 1,500 worldwide instructors offer over 650 classroom courses and 3,000 online courses and labs, delivered in more than 160 countries.

HP leadership in education

HP delivers the broadest and deepest product and technical training available, providing your team with real-world experience in virtually every industry and vertical market. In all our classes, you'll find quality that has won awards for our programs worldwide, accredited instructors, and proven course materials. Our training also wins accolades from our students, 90% of whom say that they are satisfied with what they learned.

HP Care Pack Services for education are a key component of the HP Services portfolio of offerings. Our mission-critical and multi-technology expertise, proactive processes, and collaborative approach are designed to help you increase the availability of your IT environment and give your employees the skills they need to keep pace with change.

The knowledge advantage

It is common knowledge throughout the industry that 40% of unplanned downtime is caused by human errors. And while your support contract provides a proactive and reactive means of addressing issues that impact the availability of your IT environment, it does not address the root causes of unplanned downtime.

Education does.

For more information

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

© 2003, 2004 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Linux is a U.S. registered trademark of Linus Torvalds. Microsoft is a U.S. registered trademark of Microsoft Corporation. UNIX is a registered trademark of The Open Group.

To learn more, visit www.hp.com/services/carepack

5981-6233EN Rev. 1, 12/28/2004

