
Hewlett-Packard Support

Service mission/target market

Support has become an increasingly important factor for prospects investing in information technology. HP's strong leadership and innovation in the area of support provides a major advantage to the selling process and to our customers' ability to optimize their productivity. While HP offers the most comprehensive set of support programs, it continues to retain the flexibility and choices our customers require.

Service offerings

Maintenance services

HPSP01.HPG;4.565";3.356";HPGL

Multivendor services

Multivendor support is offered with several different options. Standard Support for Office Products services PCs, terminals, printers, disk drives, monitors, plug-in boards, communication devices, and information networks. Custom Support for Office Products is designed for large customers who have at least 300 PCs at one site and may require onsite repair of both PC/Peripherals and PC/LAN products. Custom Support for Workstations is focused on customers with an install base of 25 or more Sun workstations. With both standard and custom multivendor support, HP provides the capability to dial one, toll-free phone number to access service and support for multivendor hardware and network products.

Professional services

HP's Professional Services Organization (PSO) provides consulting services to assist customers in applying open systems technology for improved productivity and a competitive advantage.

Examples of consulting services include:

- | Information systems and technology planning
- | Migration planning and assistance
- | Application design for client/server environments
- | Engineering and business modeling
- | Solution designs and pilots
- | Software development methods and tools
- | Data, system, and network management
- | System, network, and application optimization
- | Project management

Through centers of expertise, HP's industry-focused consultants help customers align their business goals with competitive, industry standards, and IT strategies. HP consultants apply practical, technical experience, and advanced analytical design tools to assess information technology needs.

Network support services

Hewlett-Packard offers a full array of services covering the areas of planning, implementation, and operation. These offerings are supplemented by HP Education Services and are designed for multivendor or HP-only networks.

Network Planning includes:

- | In-depth needs assessment
- | Logical and physical network design
- | Future needs assessment
- | Control of network costs

Network Implementation includes:

- Implementation schedule
- Network staffing recommendations
- Network procedures identification
- Network training recommendations
- Project management

Also available, Site Design and Implementation Service for customized turnkey solutions. Cabling Service for design and building of LAN systems. Startup Service provides assistance for the installation and configuration of new or expanded multivendor networks and features scheduling, coordination, network configuration, verification, and documentation. Relocation Services provides surveys of new locations, handling and insuring of equipment during moves, verification, and setup for proper operations.

Network Operations includes:

- | 24 x 7 Real-time monitoring
- | Centralized network expertise
- | Status and performance reporting
- | Change management

HP's Help Desk provides customers with comprehensive, multivendor PC usage assistance for hardware and software, helping the end user to identify and resolve multivendor problem resolution.

HP's Staging and Distribution provides customers with installation-ready multivender PCs, laptops, portables, and peripherals. This assures that installation ready and fully operational system are "rolled out" to end-user locations.

HP's Disaster Recovery Services provides safeguards against loss of processing power from electrical failure, fire, flood, or any other cause that might disrupt computer operations. The first of two components, recovering planning, provides consulting, planning methodology, and training. HP Backup, the second component, provides access to a fully customized HP system for rehearsal of recovery tests and results provided by HP.

Customer educational services

HP has first-class training facilities located in over 40 countries. For large groups with specialized needs, HP offers both dedicated and customized course delivery alternatives. Both introductory and advanced courses are provided for system managers, programmers,

software developers, and software application users. Courses are available for UNIX, MPE, and open systems. HP consistently receives high scores from customers and independent research firms for our training courses.