Solution brief

Flexible, cost-effective support for dynamic IT needs

HP Proactive Select

Highlights

- Gain access to technical expertise and best practices.
- Enjoy cost-effective, flexible services from a menu of around 100 items.
- Modify your choice of service activities anytime during the agreement term.
- Protect your budget and respond faster to dynamic business needs—purchase credits upfront and use technical services (updates and resources) whenever required.

As per the Gartner 2013 CIO Survey and Agenda report¹, enterprise growth is the #1 priority despite tough economic conditions and future uncertainties. Delivering operational results and reducing enterprise costs also feature in the top three priorities. While business expectations might imply a significant increase in IT resources, the survey also suggests that global CIO IT budgets could decrease by 0.5 percent for 2013. Technology (IT) is playing an increasing role in enterprise growth, innovation, and operational performance, while acting as an enabler to help enterprises respond to dynamic conditions. Is your IT equipped to meet the needs of the business?

Technologies such as virtualization can deliver efficiency and performance improvements, as well as cost benefits. But, they also introduce complexity to your environment. The challenge is that you have limited budgets and inadequate in-house expertise to address potential issues associated with this complexity. And all this when you need to support business growth with minimum unplanned downtime.

Many IT departments are understaffed. What you need is easy, swift access to expertise that can help you resolve the problems your IT systems face, as soon as they occur. And you need the flexibility to buy the expertise you need, when you need it, to adapt to dynamic business requirements. We have the solution for this.

With HP Proactive Select, we offer you a scalable, customizable proactive support offering. Proactive Select is a flexible method to purchase proactive technical services. You can buy Proactive Select credits today, and choose from around 100 services to consume the required level of expertise and resources later depending on your requirements. Delivering a wide range of expertise on leading technology and industry best practices, we help you get the most ROI out of technology investments.

Select the services that work for you

Proactive Select gives you a flexible way to purchase proactive services. You simply purchase a service package that includes credits, and then choose the services you need from a menu of options. Each service option requires a set number of credits for redemption. There are four core packages to select from:

- HP Proactive Select 10 service credits per year
- HP Proactive Select 30 service credits per year
- HP Proactive Select 60 service credits per year
- HP Proactive Select 180 service credits per year
- Additional 10 Proactive Select Credits (for adding services)

Each Proactive Select package provides:

- An assigned account support manager (ASM) focused on technical and operational improvements specific to your business environment; the ASM helps you with:
  - Service activity selection, planning, and initiation
  - Service delivery or resource engagement for delivery
  - Delivery review
- Proactive service credits that you can redeem for the service activities of your choice

You can combine Proactive Select with the appropriate HP hardware and software reactive support.

Choose from around 100 menu items

Some menu options include:

• Blade toolset assessment
• Virtualization performance audit
• Storage firmware and software analysis and management
• SAN firmware and software analysis and management
• ITSM assessment for virtualized environments
• Network firmware and software analysis

For example, if you order a 30-credit recommendation for HP BladeSystem solutions, we would suggest that you redeem one BladeSystem Firmware and Driver Gap Analysis for 20 credits. This includes a review of one server blade enclosure to document current firmware and driver levels. The analysis provides recommended levels and reports on gaps, risks, and interdependencies. You could also redeem 10 more credits for a BladeSystem Firmware and Driver Update Process Review.

A 40-credit recommendation for virtualized environments would include one HP blade technology bulletin for 10 credits. You get a semiannual, customized bulletin—prepared by the ASM—that provides version and usage advice for your HP BladeSystem firmware, drivers, and related management software suites. You could use the remaining 30 credits to acquire an HP Health Check Analysis for VMware Virtual Servers.

When you buy Proactive Select service packages along with your hardware, you have to go through the approval and procurement cycle only once. You can use the credits over the next 12 months, or 3 to 5 years, depending on the service agreement that you choose. Please note for obtaining the best value from your multiyear credit purchases, it is recommended that you use each year’s credit entitlement in that year. For example, use 30 credits per year when purchasing a three year 90 credit package. You can also buy Proactive Select service packages at any time, independently from your hardware purchase.

Gain business benefits

Here’s what you can achieve with HP Proactive Select:

• Overcome budget constraints, meet increased IT demands
• Resolve complex technical issues rapidly
• Adapt IT quickly when business requirements change
• Complement IT skills or resources
• Keep the environment up-to-date
• Gain cost-effective access to experienced HP technical service specialists
• Manage complex IT environments and make the most out of your server blades, virtualization technology, SANs, and more

Turn to HP for better results

HP offers comprehensive services to complement your IT needs. Our service domains include server blades, servers, virtualization, storage, SAP, Oracle, Microsoft®, power and cooling, IT service management (ITSM) and information technology infrastructure library (ITIL) security, and education.

HP BladeSystem solutions have the leading market share of all server blades, with more than 52 percent of the market.2

HP is the number one provider of software support.3

We provide you with the flexibility to buy what you need, when you need it, and to make any necessary adjustments to your choices when your business requirements change. And all of this is available at an affordable price.

Learn more at hp.com/services/proactiveselect

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