

Beyond the ITRC: Discovering HP's eSupport Services

Jeff Siegle

Hewlett-Packard Company

contact: jeff_siegle@hp.com

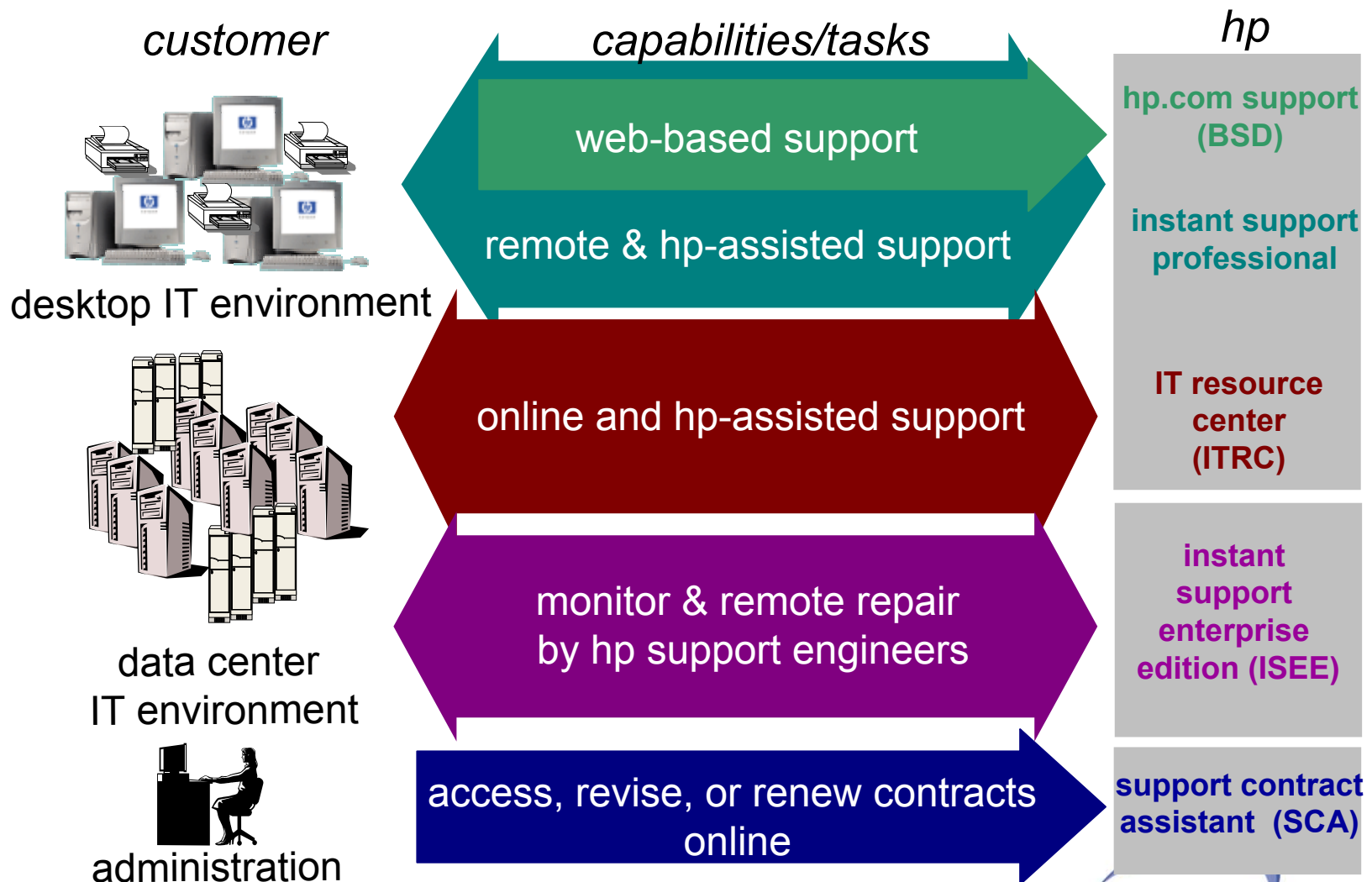
welcome!

- class purpose:
 - help you discover the range of e-support tools HP offers and how they can help you manage your environment
- agenda:
 - eSupport overview (5 minutes)
 - eSupport Services demonstration (35 minutes)
 - customer feedback/ q&a (10 minutes)

overview

- why hp support?
- why hp eSupport?
- the future of eSupport

online support resources



desktop/printer support: instant support professional

[→ tape storage](#) [→ printer problems](#) [→ drivers/bios](#) [→ software problems](#) [→ protect settings](#) [→ get assistance](#)



welcome to hp instant support

With HP Instant Support you can:

hp instant support

- search
- contact hp
- hp instant support home
- computer problems
- preferences
- faqs
- open service requests
- computer information
- buy hp products

- active chat
- solve computer problems
- solve printer problems
- download driver & bios
- solve software problems
- protect software settings
- tape storage diagnostics
- buy hp products

Instant Support helps you identify your computing problems. Some of these resources require you to be connected to the internet.

click here to talk to a support specialist with active chat



→ advanced search

describe your problem

→ GO

use my system information [→ search tip](#)



Motive Powered Service

[privacy statement](#)

[use of this site means you agree to the terms of use](#)

© 1994-2002 Hewlett-Packard Company

v. 4.03.02

HP WORLD 2002
Conference & Expo

desktop/printer support: instant support professional

features:

- diagnostics
- knowledge base
- “active chat” with an HP Engineer
- remote troubleshooting

benefits:

- improved productivity (save time and money)
 - faster, more accurate diagnosis of HW & SW problems
- around the clock convenience (24x7 support)



did you know?

datacenter support: instant support enterprise edition



invent

HP Instant Support Enterprise Edition

- open incidents
- closed incidents
- configuration options
- detailed system information
- HP Instant Support Enterprise Edition home
- online help

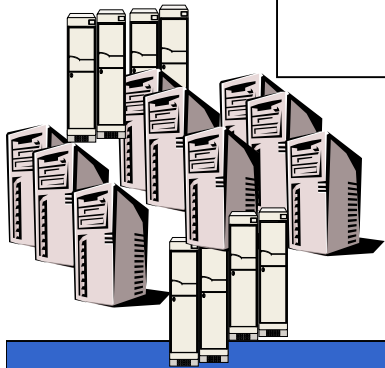
Welcome to HP Instant Support Enterprise Edition

1 your computer

Host Name: example.hp.com	Operating System: HPUX	Release: 11.00
Version: 11.00	Machine: example	Architecture: PA-RISC 2.0
Instruction Set: PCX-W	Platform: 9000/800/D390	Hardware Provider: Hewlett Packard
Serial Number: 2138790313	Total Memory (MB): 256	Ian0: 10.6.82.246 Subnet Mask:255.255.255.0
Io0: 127.1.0.0 Subnet Mask:255.0.0.0	Running Processes: 71	Root Processes: 71

2 open incidents

Incident Description	Create Date	WFM ID	Attention Needed
disk_em event 103 detected from example.hp.com	Mon Jul 22 14:10:26 2002		No



1. Displays your monitored system's information.
2. Displays open incidents generated by your monitored system or closed incidents resolved by HP

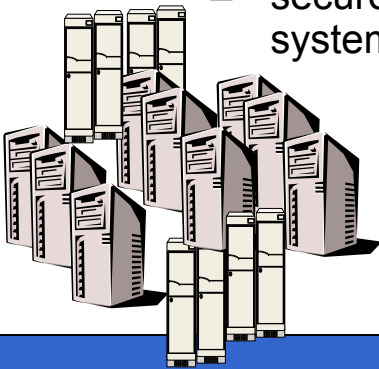
datacenter support: instant support enterprise edition

features:

- remote event management
 - real-time event detection for HP-UX, MS Windows, and Linux servers, connected peripherals and mid-range storage devices
 - real-time event notification to HP
(incidents can be logged and tracked at HP response centers)
 - view of open incidents and history
- remote connectivity
 - remote troubleshooting/ diagnostic and repair (scripts)
 - secure remote access to monitored systems/devices**

benefits:

- real-time monitoring to reduce system downtime
 - minimizes disruptions to your revenue generating activities and business processes
- faster time to problem resolution
 - improves your system availability and business productivity
- robust remote support security
 - enhances data integrity and transaction security
- reduced complexity and costs
 - eliminates the need to manage multiple support tools and connectivity methods



did you know?

data center support: IT resource center

IT resource center

- search
- online help
- contact hp

IT resource center home

- my profile
- logout

maintenance and support

- technical knowledge base
- support info by product
- knowledge trees
- individual patches
- more...

training and education

- forums

site map

technical knowledge base - search results

Documents found: 15
Documents retrieved: 15

Home Servers **rp7400 or N-Class**

Search by Keyword [help](#)

search criteria All words Any word Exact phrase Boolean

document types Hardware

results for "install"

score	type	date	description
65	HW	2002 Apr 07	Installation / Upgrade for [HP HP Servers HP 9000 Servers rp7400 (N-Class)] (PDF)
56	HW	2001 Dec 06	Software for an rp7400 upgrade. (2960)
54	HW	2001 Apr 23	PCI Tachyon drivers, patches & media (4324)
54	HW	2001 Jun 26	dm_core_hw sending restart event messages every 15 minutes (4319)
53	HW	2001 Feb 26	AS149A cards and terminators (5154)
53	HW	2001 Feb 03	New N4000 or L2000 with Attention light is flashing

→ site map

Welcome, Jeff Siegle!
(CA483082)

The Year's Ten Best Web Support Sites

products & services support solutions how

AMERICAS /

training & education menu

- search
- contact hp
- online help

shop the training catalog by interest

- software development
- Microsoft
- hp OpenView & IT service management
- certification
- Lotus Notes
- network and telecoms
- SAP R/3
- MPE /iX
- Novell
- e-services
- business skills
- databases
- printing and imaging
- UNIX
- special programs

IT resource center links

- maintenance and support
- training and education
- forums

today's feature

→ Novell NetWare 5 Administration: Introduction

This self-paced training is provided to give the student an understanding of NetWare 5 and the role of Novell Directory Services in accessing and managing network services

next scheduled: available anytime

\$125.00

useful links

- introducing the customer success stories
- review, renew, support contract
- hp openview certification
- free IT e-newsletter
- software update releases online
- floppy disk controller patch

IT resource center

training and support

software, hardware, and network information and tools to help you manage your computing environment. Americas/Asia-customers should use our Americas/Asia-

technical knowledge base and response center FAQs. Get information by product or category. Use the site manager (SUM) or the manager.

IT professionals on a wide variety of topics. Ask a question or earn points helping your peers solve their technical problems in this unique discussion area.

→ training and education

Our extensive library of high-quality online courses makes it easy to continuously learn new skills and stay up to date on ever-evolving technology. Select from more than 2000 self-paced web-based trainings and live instructor-led online seminars to efficiently train employees and reduce overall training costs.

→ planning, design, and implementation

Information, services, and training courses to help you manage your systems competitively and plan for future changes.

select language:
English

tools

→ translation tools

highlights

- you can still contribute to the forums
- hp world special for ITRC members
- new functionality software update manager
- ITRC forums updated
- brand-rex: always running with hp
- supply chain software from hp
- openview operation 7.0 course updated
- web collaboration off

useful links

- introducing the customer success stories
- review, renew, support contract
- hp openview certification
- free IT e-newsletter
- software update releases online
- floppy disk controller patch

training and education

WELCOME | hp training & education

The hp training & education site purpose is to provide you with quick access to IT training courses through both a personal shopping experience within our catalog and the ability to attend online training right from the site. New users can [register today!](#)

→ new users, click here to register!

username:
password:

[forgot your password?](#)

cart items: 0 total: \$0.00

[home](#) [profile](#) [training](#) [coupons](#) [shopping cart](#)

display:

what should I do next?

- look left, choose an interest, shop
- personalize the site in edit profile
- go to [your training](#), attend a course...

helpful hints:

- click on course names for details
- click on column headers to sort
- [online help](#) contains a glossary

featured products | for today, 23 Jul 02

course type icon legend: online self-paced instructor web-based classroom

viewing 1-5 of 5 [next](#) | [previous](#) [back to top](#)

type	title/ID	date	time	price	language	next steps
→	Java 2: Language Basics HB458AAE	available anytime		\$125.00	English	→ add to cart
→	LAN Cable and Wireless Media U1514AAE	available anytime		\$125.00	English	→ add to cart
→	Lotus Domino 8.5 - Implementing a Domino Infrastructure: Setting up Clients U1419AAE	available anytime		\$125.00	English	→ add to cart
→	Microsoft Windows 2000 - Installation and Administration: Users HB607AAE	available anytime		\$125.00	English	→ add to cart
→	Network Node Manager I Practice Test	available anytime	TBD		English	

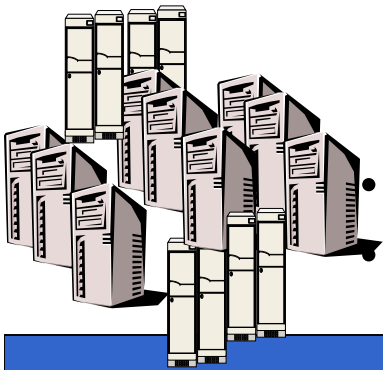
datacenter support: IT resource center

features:

- problem-solving tools:
 - HP technical knowledge
 - patch download & software updates/licenses
 - online case submittal & tracking
- proactive notifications:
 - technical bulletins
 - e-newsletters
 - community digests
- technical training forums

benefits:

- quick access to solutions at your own convenience (24x7)
- real-time assistance from HP technical experts solves problems faster
- proactive advice from HP and your peers keeps you one-step ahead of potential pitfalls
- enhanced job skills for your current job and your next



did you know?

contract administration: support contract assistant

hp home

products & services

support

solutions

how to buy



support contract assistant - Demo Company

personal home page for Demo
Company Admin User

support contract assistant

- [search](#)
- [assistance](#)

support contract
assistant home

- [view contracts](#)
- [view quotes](#)
- [view equipment](#)
- [purchase quotes](#)
- [create quick quotes](#)
- [view transactions](#)
- [administration](#)
- [view my profile](#)

- [website feedback](#)
- [logoff](#)
- [help](#)

alerts

- 1 Transaction(s) are currently open.

what's new

never miss your contract renewal dates again

You can now [set preferences in your SCA profile](#) to receive e-mail alerts on upcoming contract renewals.

find what you are looking for

With the additional sorting and filtering capabilities finding specific agreements, quotes or transactions will now be a breeze.

explore the world of hp
products and services

Other Important Websites

[IT Resource Center](#) -- expert resources for fast, smart IT decisions



useful links

HP Links

- [HP Downloads & Drivers](#)
- [HP Products](#)
- [HP Business Store](#)
- [HP Software Depot](#)
- [Enterprise Business Center](#)

HP Services

- [HP Services Home](#)
- [HP Services Success Stories](#)
- [HP Services Events](#)

SCA Learning Tools

- [Quick Reference Guide](#)



HP WORLD 2002
Conference & Expo

contract administration: support contract assistant



SCA is a breakthrough in personalized tools that allows HP support customers to **review**, **revise** and **renew** their HP support contracts online.

With SCA, customers will experience their contract management tasks to be more

- proactive & efficient
- simple & convenient
- personalized to their individual and company needs



contract administration: support contract assistant

features:

- review contracts, quotes and proposals
- submit change requests online
- receive proactive alerts
- request and receive proposals
- authorize payments electronically
- sort contracts and export data
- receive personalized information

benefits:

- convenience
- increased productivity
- time savings
- staying on top of details
- multiple beneficiaries
- a personalized experience



check status, coverage and
warranty information

did you know?

summary

- hp's comprehensive suite of support tools:
 - desktop to datacenter
 - remote support to online support
 - compaq integration
- hp is always just 1 click away!
- to learn more, visit the HP booth (#1120) on the expo floor for live demos & additional feedback

questions??

thank you!

jeff_siegle@hp.com

contract administration: customer quotes on SCA

- “It is a very useful system that lets me see the current state of our contracts at any given time.”
Sharon Bartlett, Oxoid Limited
- “The benefit is that there is a lot less paper flying around. It used to be that every time there was a change we had to wait for the contract to be printed at HP's offices and then sent to us. Now it is available online and if we want a hard copy we can print it. Normally though we rely on the electronic one.”
Jim Crawford, Royal & SunAlliance
- “Another major benefit of SCA is that HP monitors our contracts and lets us we are running a 24x7 service and cannot afford know if renewals are imminent so we no longer need to worry that our contract hasn't been updated or that a critical piece of equipment is not adequately covered.”
Ho Choo Kian, Comfort Transportation Pte Ltd



remote datacenter support: customer quotes on instant support enterprise edition

- “HP ISEE has been very successful at Brand-Rex, and we have been able to achieve everything we hoped for in terms of making support more proactive. It goes without saying that HP’s support people have been consistently efficient and helpful throughout.”

Fergus Hayne, System Administrator, Brand-Rex Ltd., UK

- “The product is excellent and we plan to install it on all of our HP-UX servers.”

Leif Johans, System Manager, Orebro Lans Landsting

