

Integrated Support

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Agenda

The economic **impact on IT**

“**Best Practices**” for IT service management

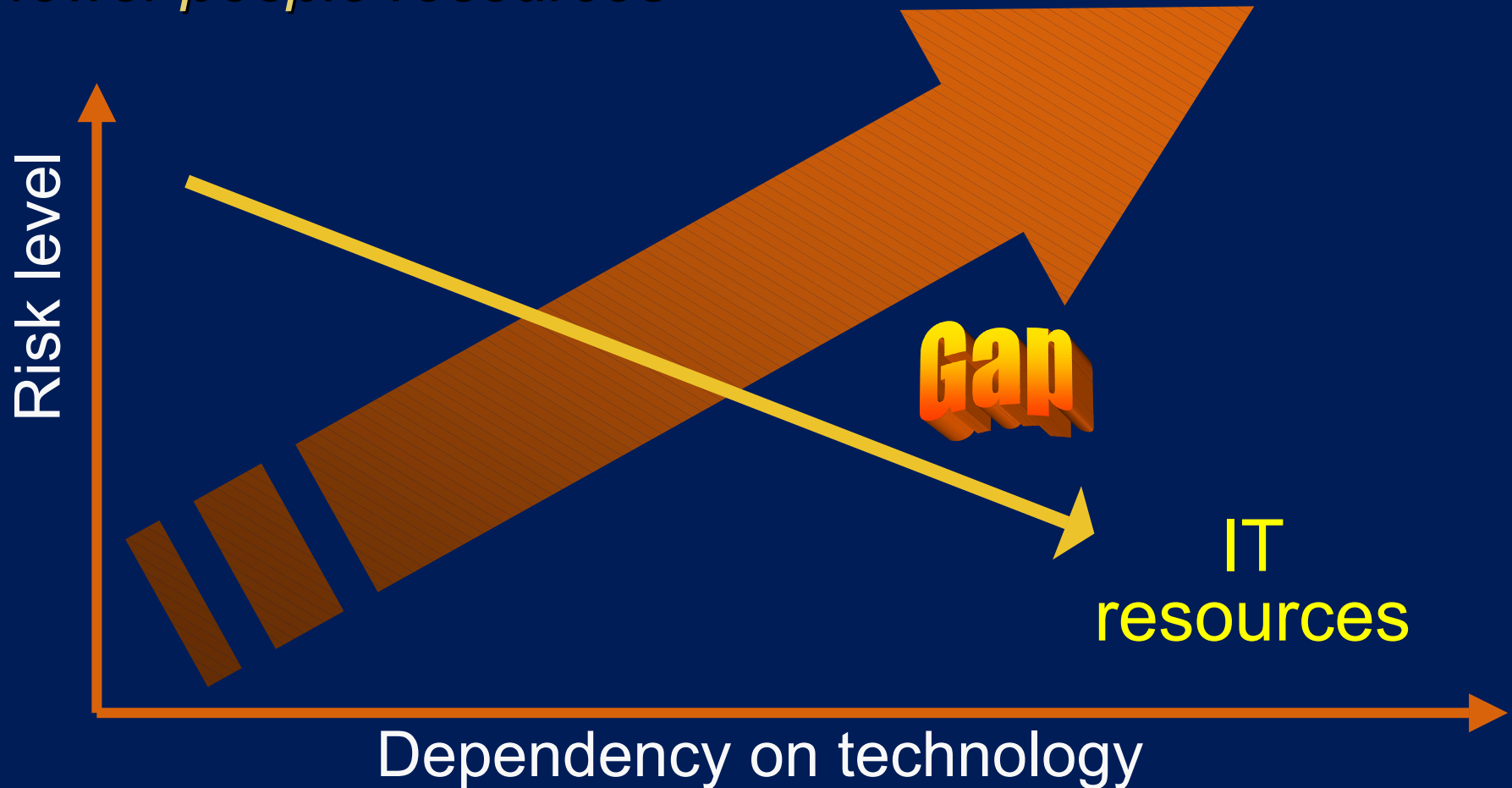
HP's **Integrated Support**

**What is driving
the pressure that
IT is under?**

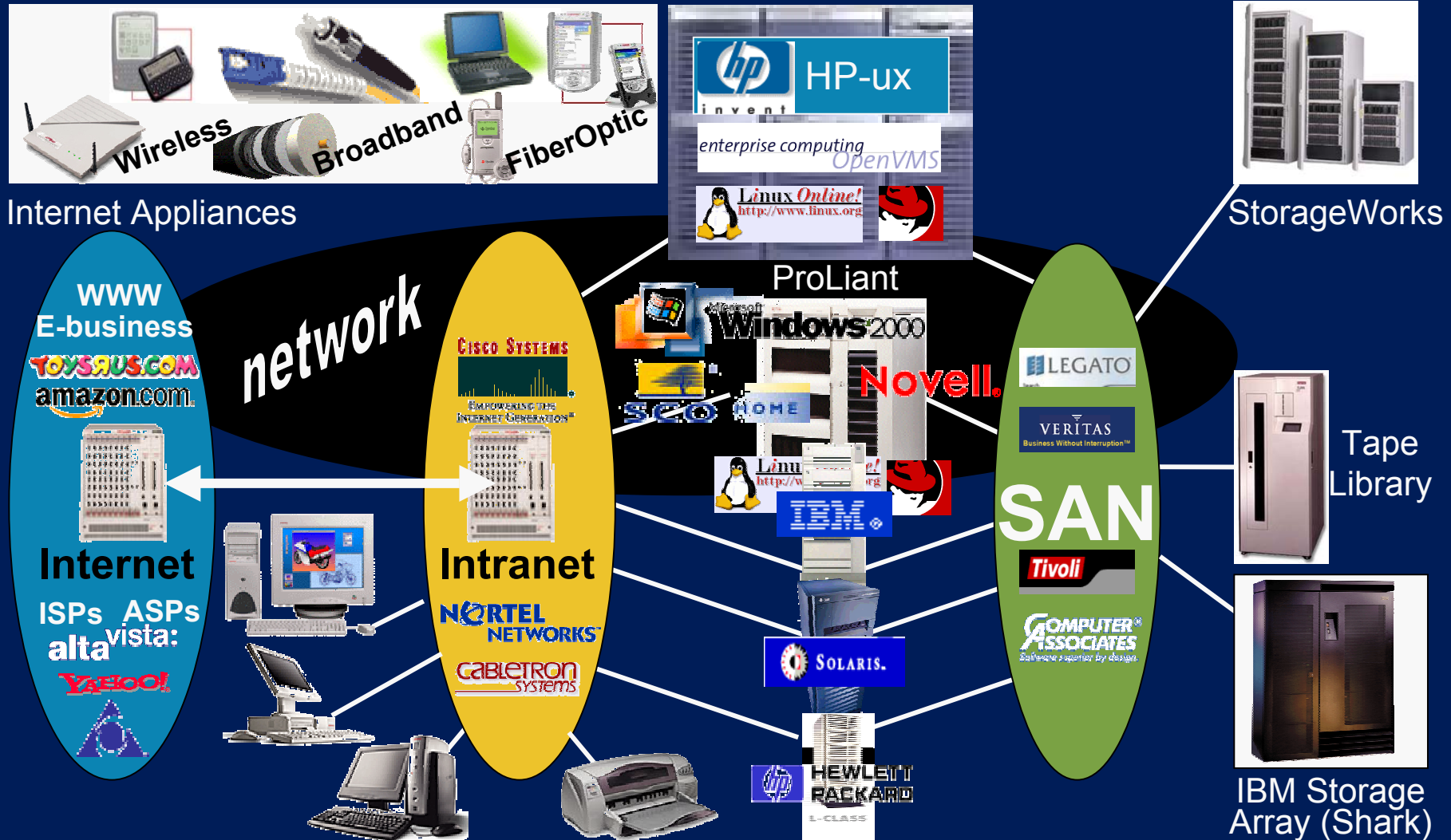


Economic conditions affect reliance on IT

Companies rely more and more on IT because of fewer people resources



Does this look like your IT environment?



CIO concerns...

“... ever **increasing IT support costs**”

“... struggling to **keep ahead of change** in our complex, multi-technology environment”

“... having **inconsistent service levels** and incompatible – or no – service level reporting”

“... having multiple support interfaces and frustration with **finger pointing**”

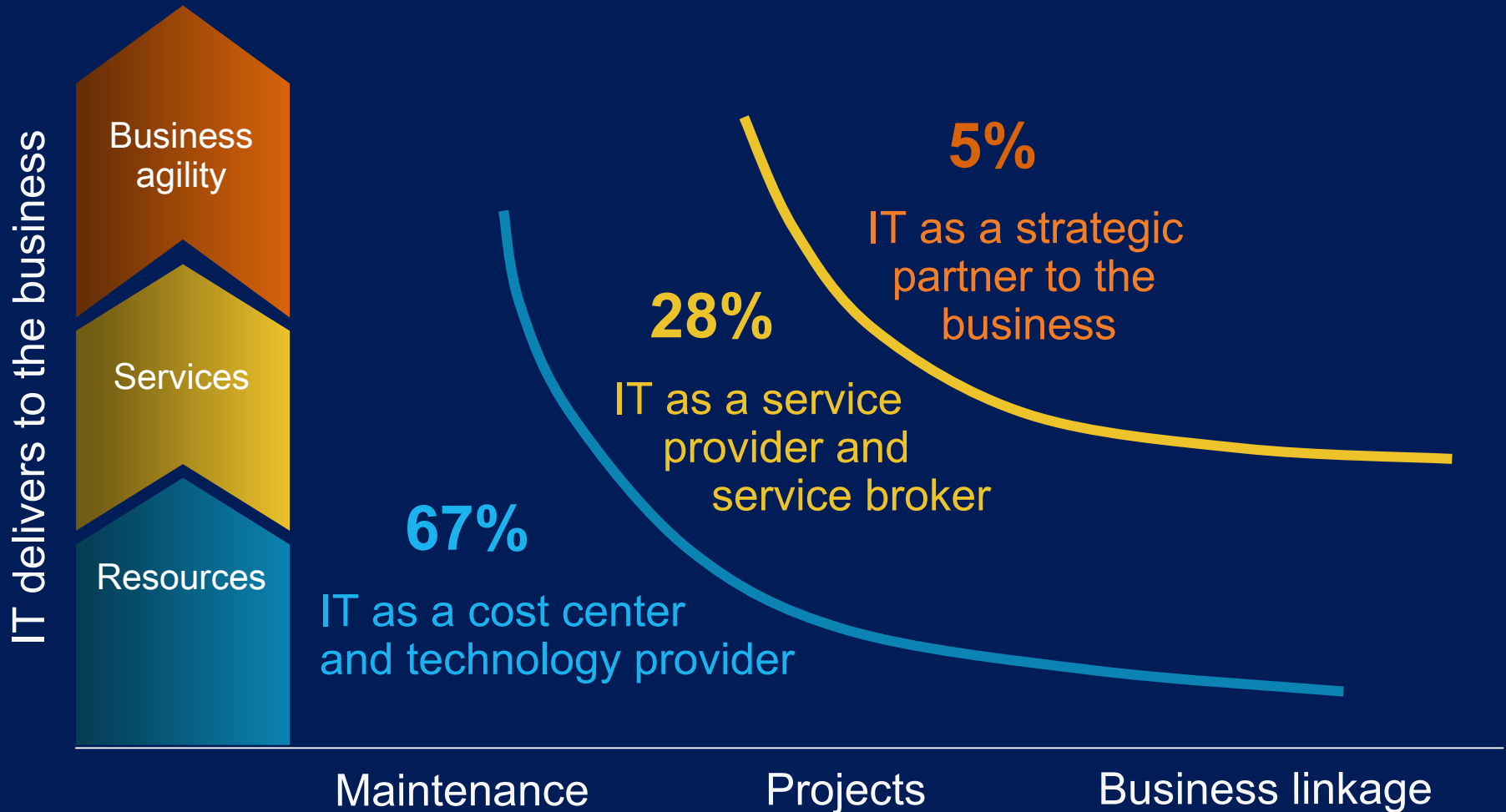
“... when my support providers aren't connected to my **accountability** to the business”

“... having to negotiate, procure, administer and **manage multiple support contracts**”



IT as a strategic partner?

Business perception of IT





What do analysts say about reducing the complexity of “the business of IT?”



Market trends – analysts' view



'The inter-dependence, complexity and business need for the **IT infrastructure** has become so critical that it **must be managed as a whole**'



'Buying behavior with regard to IT services will begin to **shift in favor of packaged services, managed services, and full outsourcing** rather than internally developing projects'

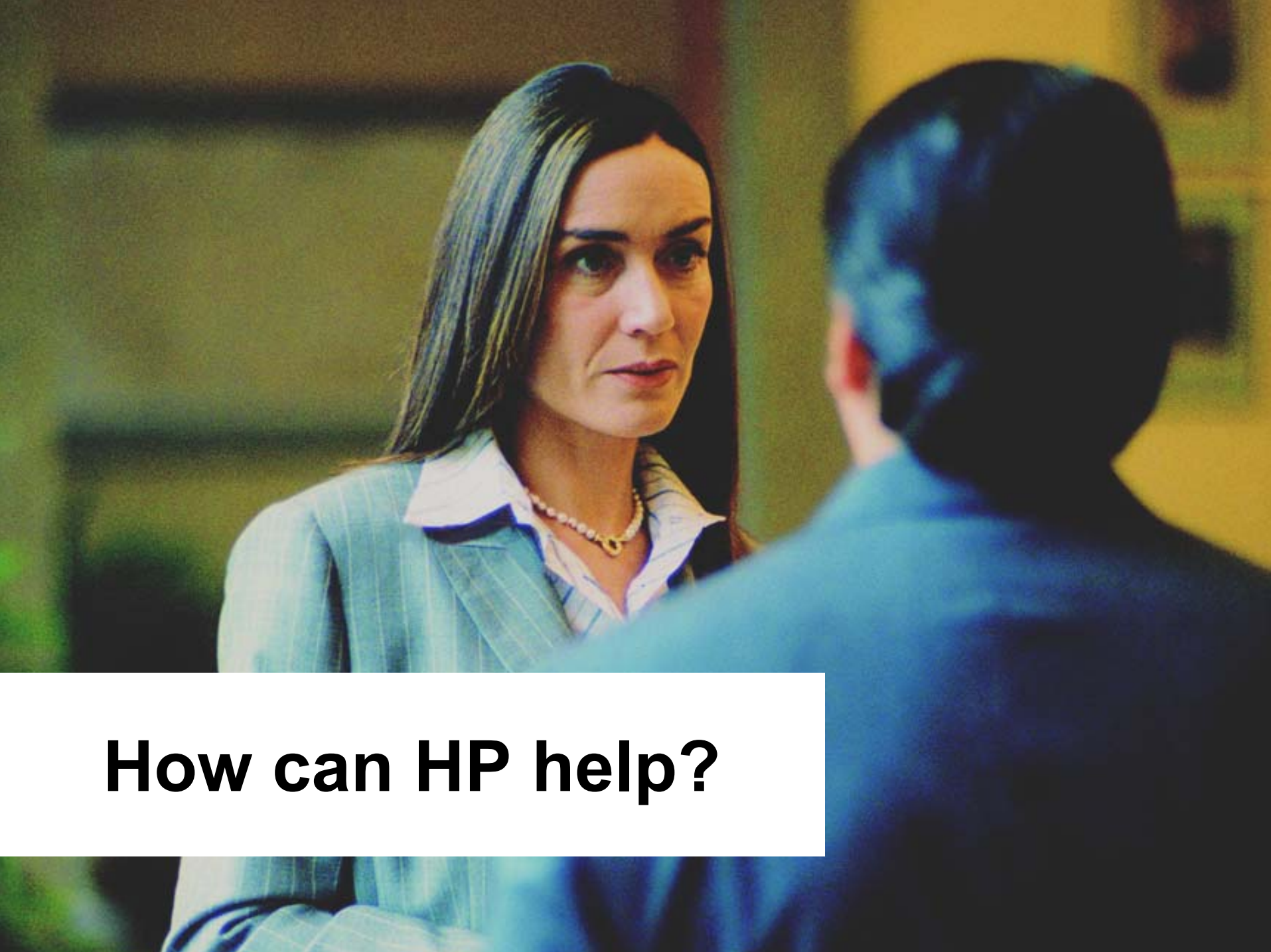


'**Large enterprise clients are keen to engage with fewer service providers** and a super eco-system would suit them if the model was economical and the delivery seamless'

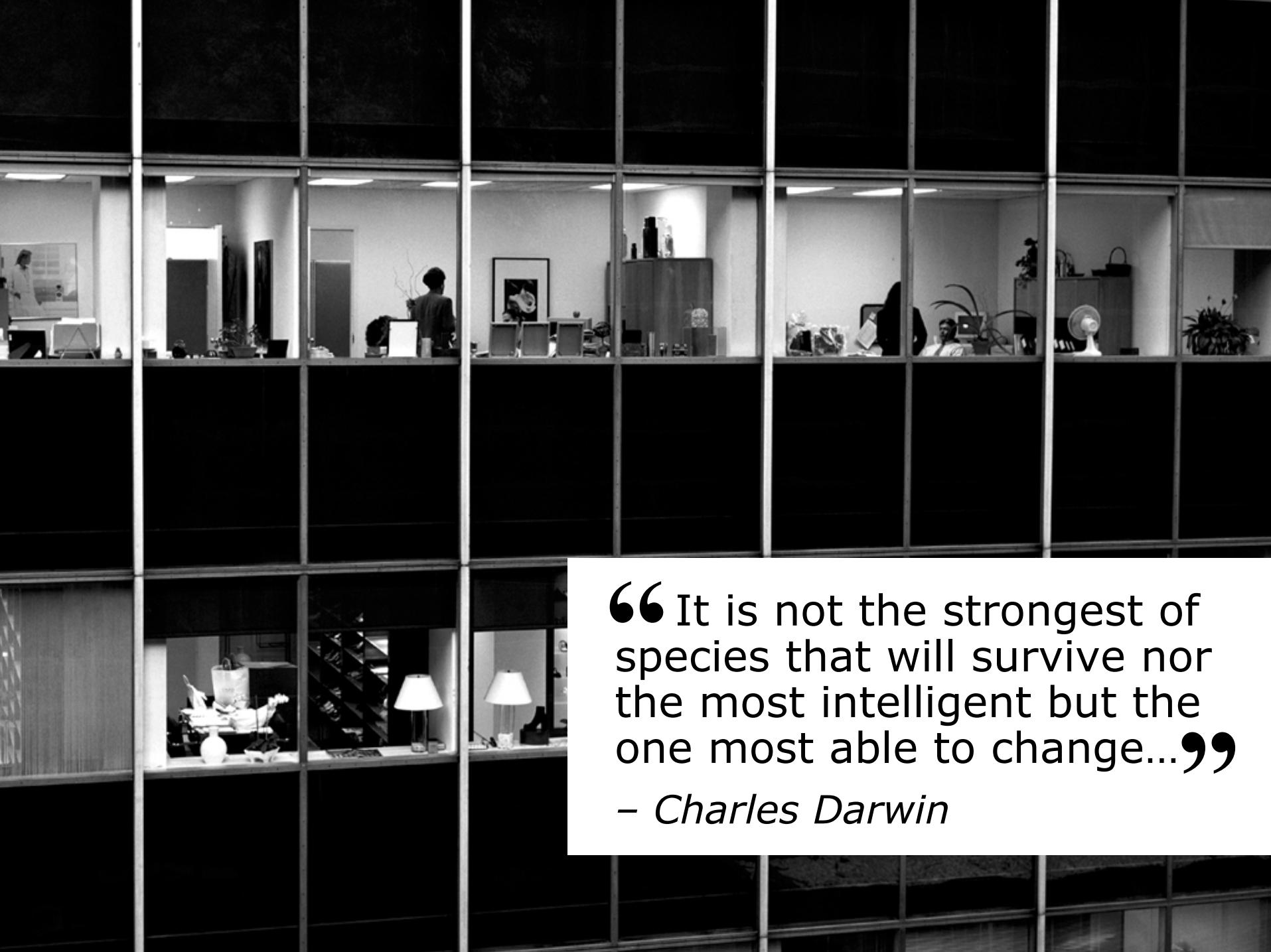
Multisourcing – vendor consolidation!



Gartner analysts said that through 2004, “multisourcing” will remain the dominant strategy, and **40 percent of large companies will adopt a prime or general contractor to manage the external service provider “chaos.”**



How can HP help?



“It is not the strongest of species that will survive nor the most intelligent but the one most able to change...”

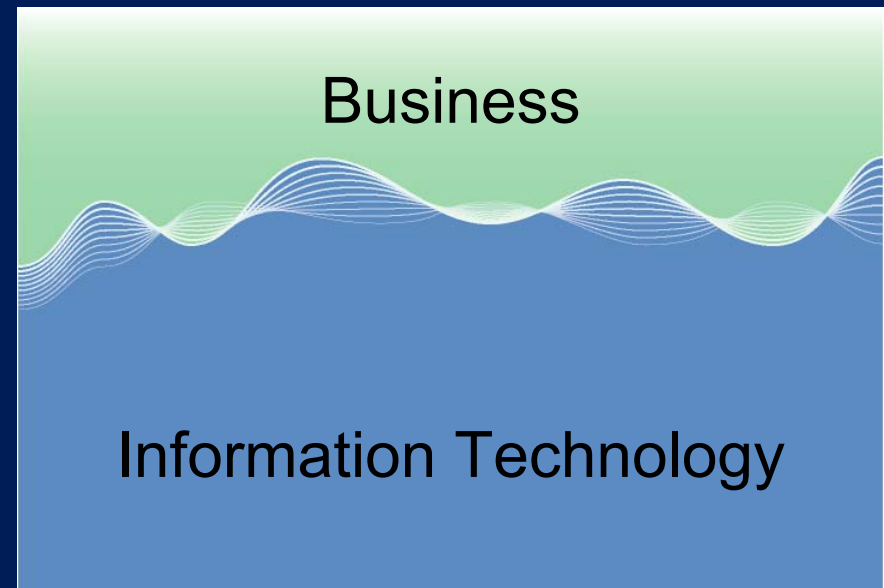
– *Charles Darwin*

The case for the adaptive enterprise

It's the ultimate state of fitness... business and IT perfectly synchronized

Operating in a world where every business decision triggers an IT event

- Measure and maintain a dynamic link between business and IT
- Architect and integrate heterogeneous IT environments
- Manage and control business processes, applications and the IT environment
- Extend and link business processes and applications horizontally – from suppliers through to customers



HP Adaptive Enterprise

Agility metrics and design principles

- Key design principles for all elements of an adaptive enterprise
- Drive consistency in development and implementation of services and solutions
- Implement IT management “best practices”

HP adaptive design principles

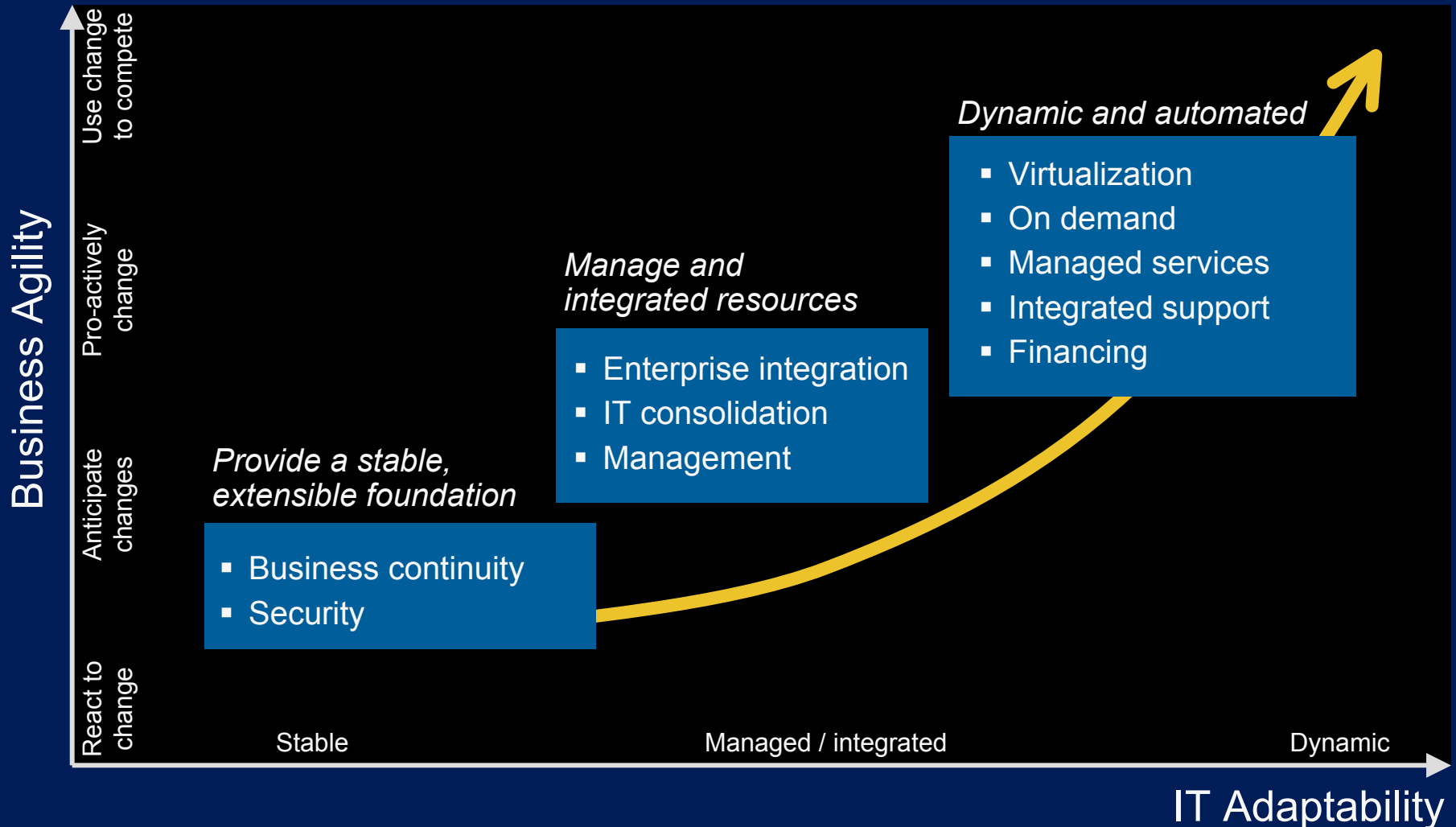
Simplification

Standardization

Modularity

Integration

Building the foundation of an adaptive enterprise

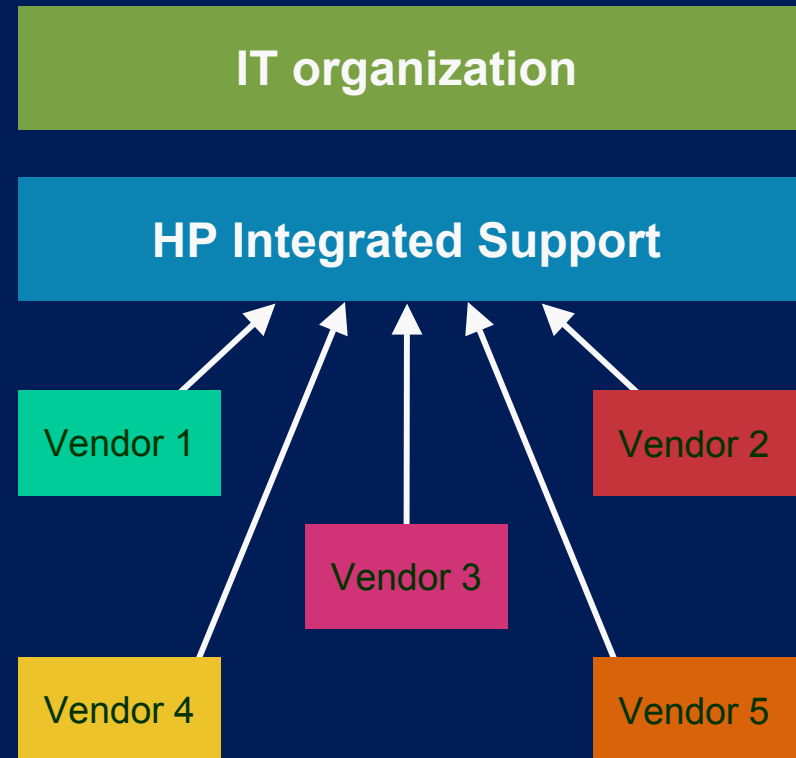




What is HP's integrated support solution?

Introducing HP's Integrated Support

- HP Integrated Support provides **total support management** for a multi-vendor IT environment
- Integrated Support **improves the service quality** and **reduces the cost** of multi-vendor support management, freeing IT to focus more on the business while **maintaining control and flexibility over the environment**
- HP does this by integrating market leading support processes, people and tools to meet your specific requirements, coordinating service delivery of other vendors as the **single point of accountability**

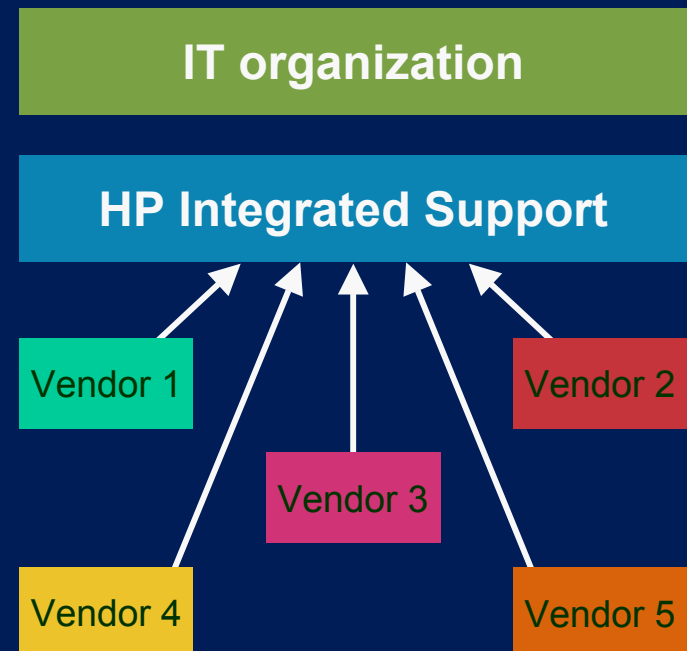


Integrated Support services

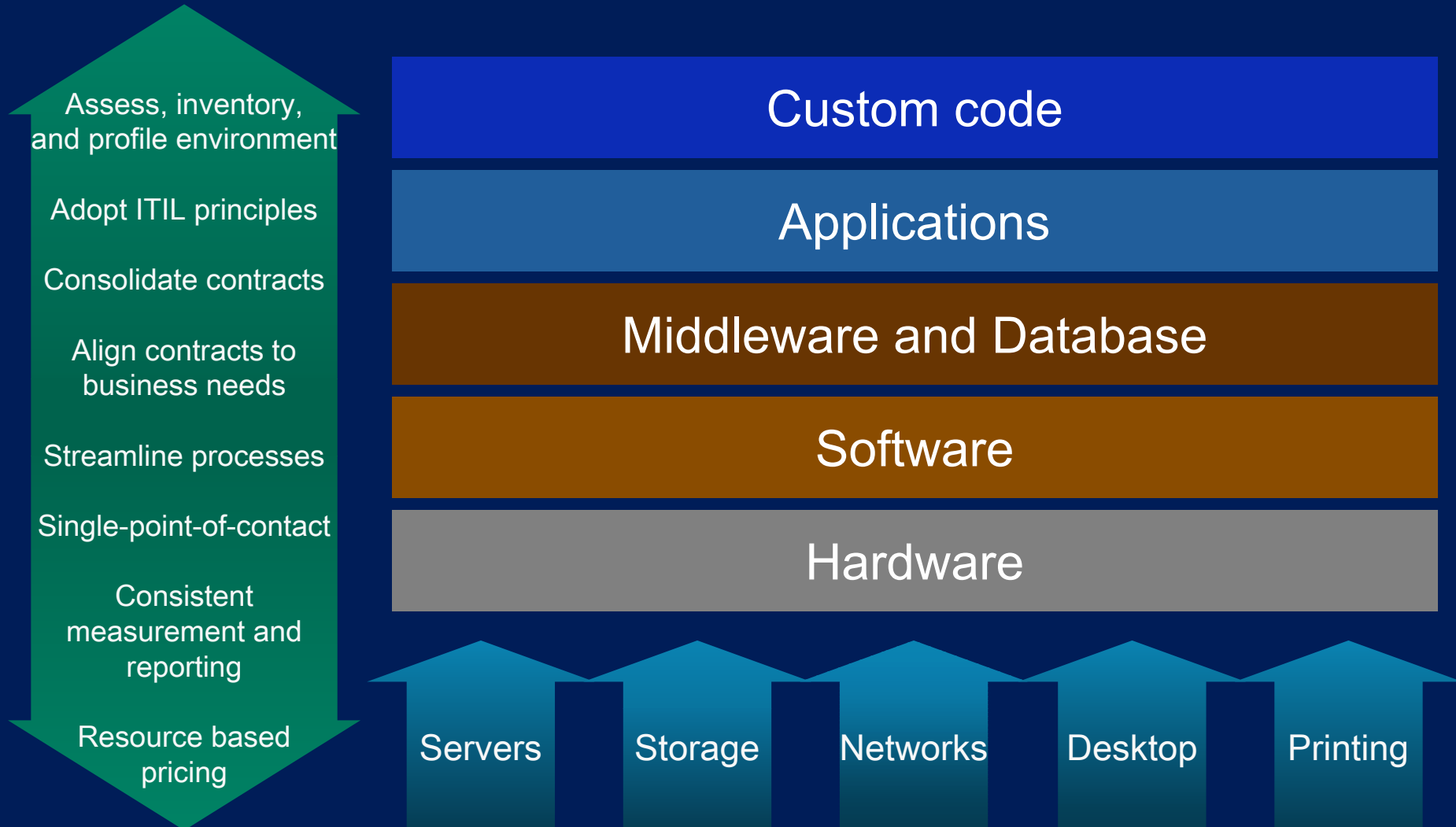
HP Integrated Support is **a solution** that provides **total support management** for a customer's multi-vendor IT environment. Integrated Support **improves the service quality** and **reduces the cost** of multi-vendor support management, freeing IT to focus more on the business while **maintaining control and flexibility over the environment**.

HP does this by:

- Integrating market leading **support processes**
- Coordinating **service delivery**
- Consolidating **responsibility** for vendor management
- Streamlining multi-vendor **change management** processes



Integrated Support



Integrated Support

*Integration of support and best practices,
gained through 40+ years of experience*

Multi
Vendor

Call
Mgmt

Vendor
Mgmt

Escalation
Processes

Asset
Mgmt

Change
Mgmt

Logistics

Reporting

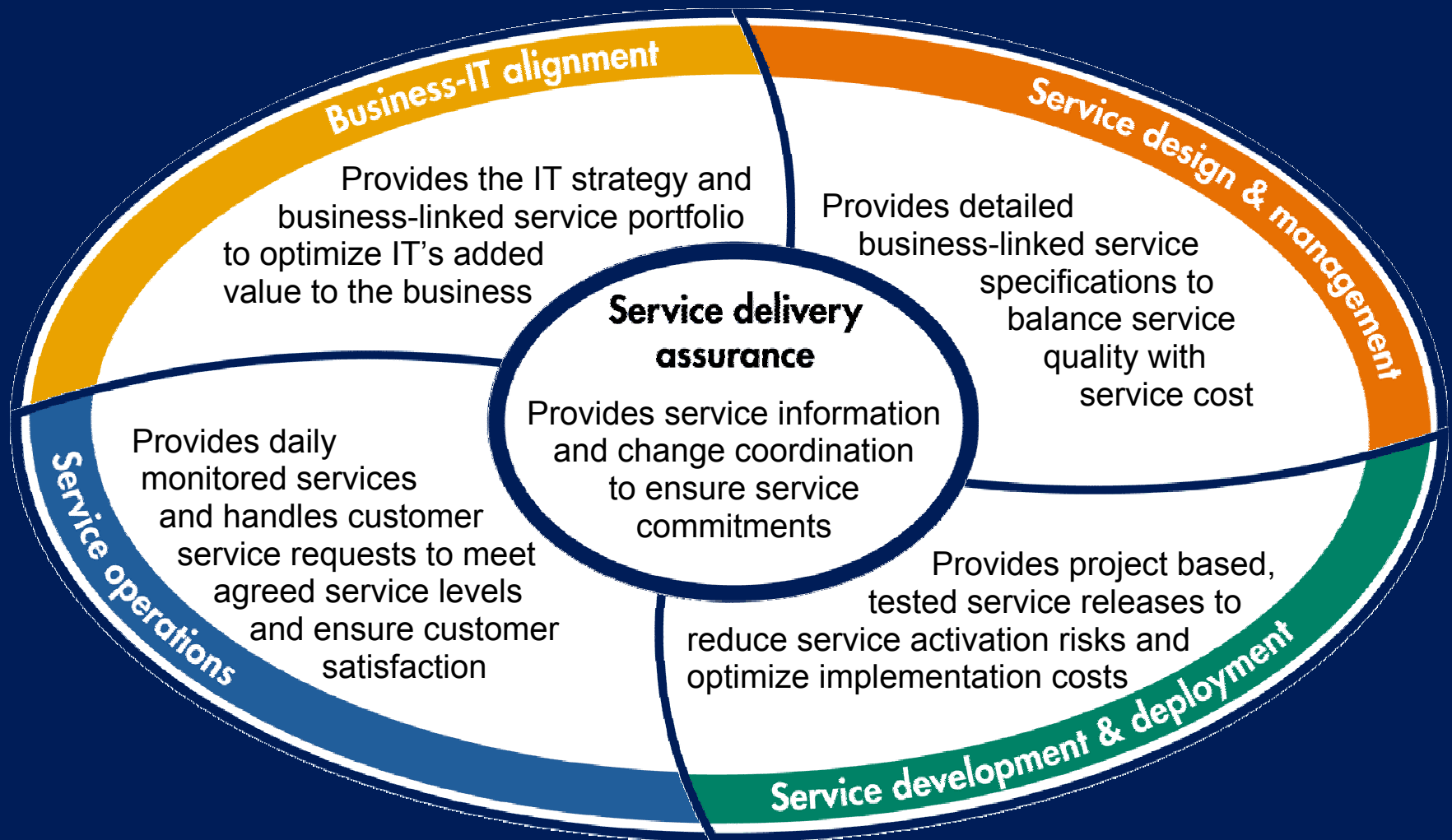
What we deliver depends on **your custom requirements...**

And uses a collection of processes and **“best practices”** that we’ve **developed and implemented over the past 40+ years**



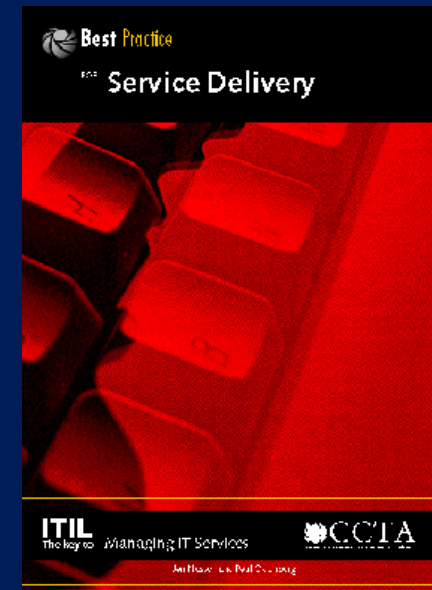
**What are “best practices”
for IT service management?**

HP's approach to IT service management "best practices"

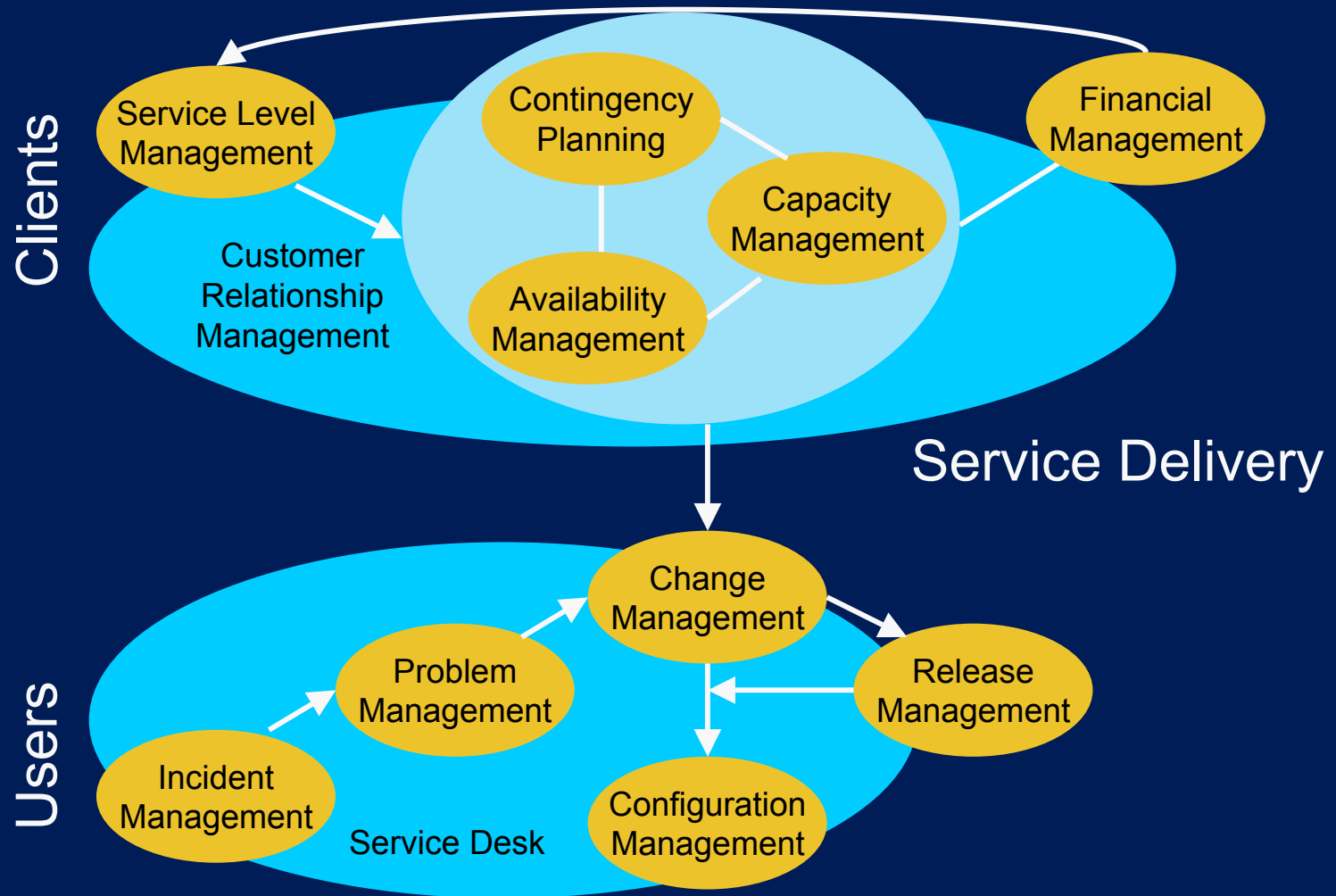


IT Infrastructure Library (ITIL)

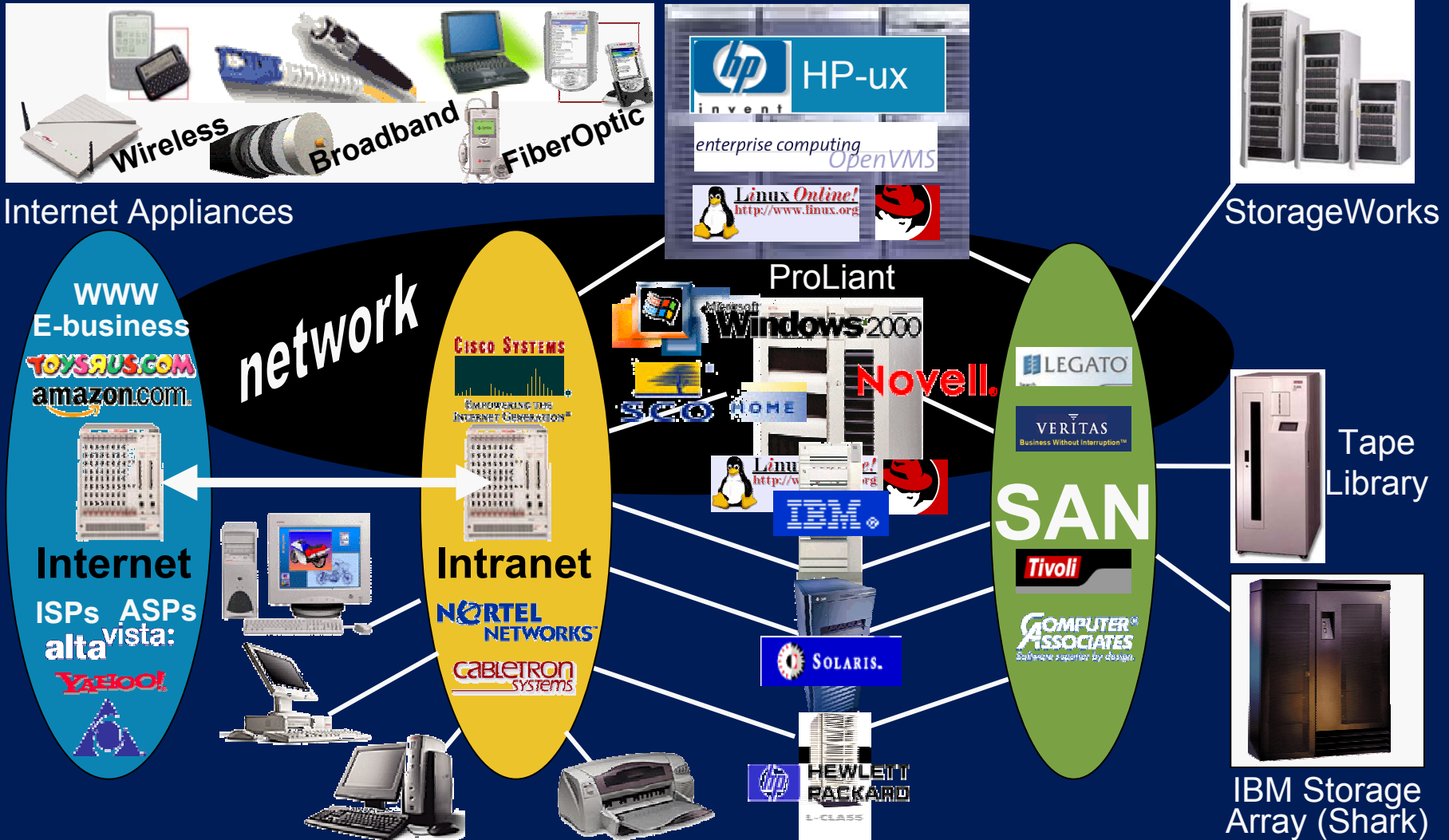
- Library embodies industry standards for best practice IT processes
- Developed in late 1980's by the UK government – Office of Government Commerce (OGC)
- Independently managed by the IT Service Management Forum (itSMF)
- foundation for HP's ITSM reference model (endorsed by Ann Livermore 8+ years ago)
- HPS is an active participant in driving the ITIL standards and writing of books
- HPS is a leader in # of certified and trained ITIL resources



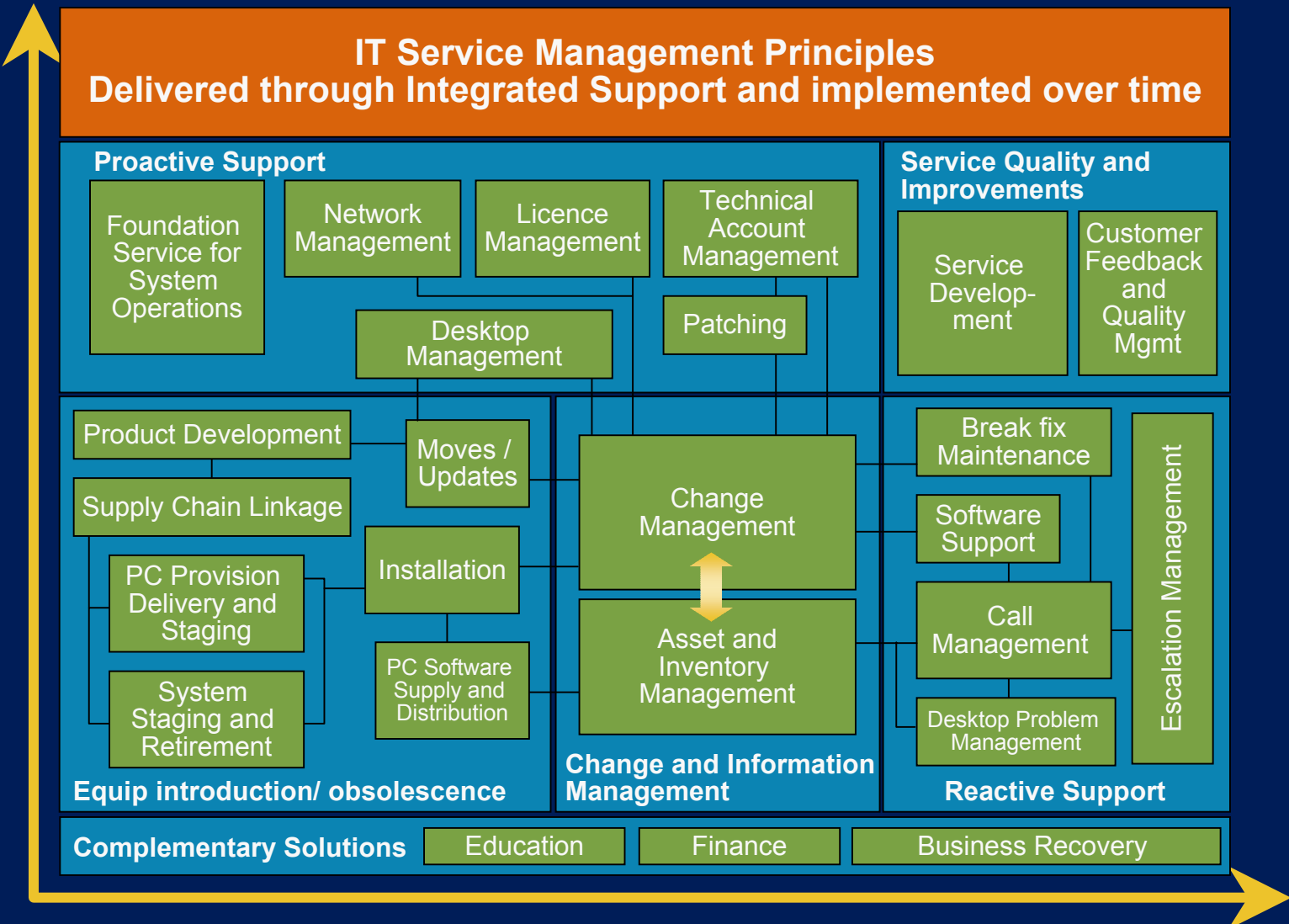
ITIL processes



Complexity of your IT environment



How HP can help you...



How we help you achieve lower support costs

Asset price

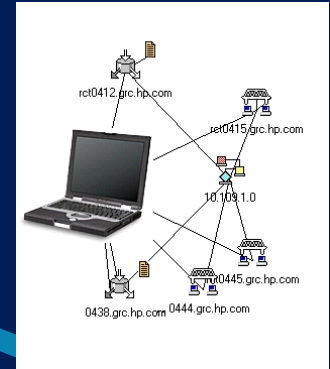
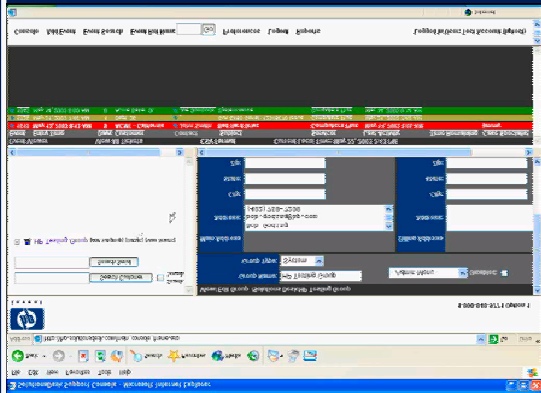
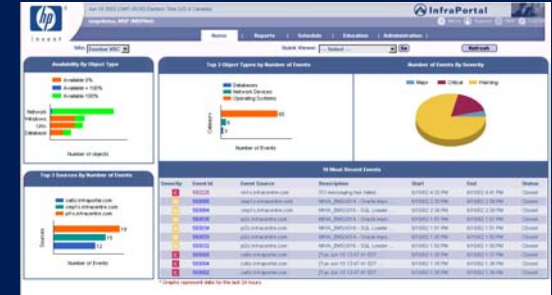
500

400

300

200

100



Technology volume



Integrated Support examples

Navisite

A leading provider of outsourced web hosting and application services for companies conducting mission-critical business on the Internet

Business challenges

- Delivering cost competitive, high availability environments across a diverse set of customer needs
- Managing support of diverse data center hardware obtained via corporate acquisitions and improving QoS

Solution

- HP provides support for approximately 1100 HP, Sun and IBM servers
- StorageTek support
- HP provides Gold level software support for NT and Linux environments
- Just added STK support

Benefits

- Uniform contract terms and SLAs across multi-technology environment



Stanford University

Business challenges

- Stanford needed to reduce IT spending
- Increased challenges of requiring very responsive with std service levels across multi-platforms and multi-vendor environments
- Ease the management of multi-vendor contracts and invoices

Solution

- HP provides hardware and software support for over 500 HP, SGI, Sun servers and workstations, Seagate, Lexmark and IBM pc devices
- Consolidated to one contract and one invoice

Results

- Improved response time and escalation path
- Contract manageability
- Lowered costs



Vodafone and HP

Business challenges

- Cut IT support costs
- Increase resources for profit generating initiatives while limiting recruitment
- Measure, monitor and improve effectiveness of IT support
- Establish strong partnership with a world class IT supplier

Solution

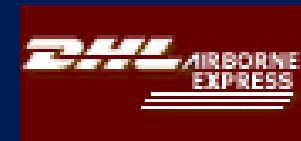
- HP multi-vendor support service
- Service-based support pricing
- Agreed performance levels and incentives
- Proactive and preventative maintenance

Results

- Single point of accountability increased responsiveness to business
- Lower support costs
- Less downtime and risk of failure
- Higher user satisfaction
- Better visibility and control of support quality
- Flexibility to deploy resources wherever needed



HP Integrated Support



Why Integrated Support?

Cost savings (operational)

- Staff utilization
- Asset utilization
- Business management
- Accommodating growth
- Reduced downtime



Consistent service levels

- Fast response
- Integrated response
- One number to call
- Accountability

Reduced complexity and improve business flexibility

- Focus on core business
- Add “real” value to business management
- Utilize best practices when available
- Focus, focus, focus



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