

hp success story



hp online services  
support high availability  
for semicon leader

Atmel Corporation is a worldwide leader in the design, manufacture and marketing of advanced semiconductors and is one of the elite new organisations capable of integrating dense non-volatile memory, logic and analogue functions on a single chip.

Atmel chips are manufactured using the most advanced wafer processes and have a variety of uses in the aerospace, military, automotive, communications, imaging, multimedia, security and industrial markets.

## high availability vital

Atmel Nantes, one of the European sites, is running 20 HP 9000 and HP 3000 servers, mainly at its facility in Nantes, France but also at offices as far apart as Milan, Stockholm, Camberley, Paris and Hong Kong.

Its most powerful HP 9000, L2000 production and CAD (Computer Aided Design) servers working on a cluster in Nantes are vital to the successful operation of the business. Taking into account different time zones, all other servers must also be constantly available to support sales staff in other offices where they provide crucial desktop PC services such as datashare and email.

Ensuring efficient maintenance and repair, accessing latest information and keeping control of the maintenance contracts for so many servers in different locations is a complex job. The solutions used by Atmel Nantes are HP's IT Resource Centre (ITRC), a Website where you can get services and support for servers and workstations and HP Support Contract Assistant (SCA) the Web-based tool that helps you review, revise and renew your HP support contracts online.

## quick answers

"When we have problems on our HP 9000 or HP 3000 systems we just log

**"HP's SCA and ITRC online services are very easy to use. They allow us to solve problems at different offices very quickly and that enables the business to keep running efficiently."**

*Jean lemmolo,  
IT system administrator,  
Atmel Nantes (France)*

the calls onto the ITRC system," said Jean lemmolo, IT system administrator for Atmel Nantes. "It is very easy because we do not lose a lot of time trying to call the support line. When we log a fault, we can exactly duplicate the error message that has appeared. We just send a message and have an answer or solution very quickly.

"We also receive regular online information automatically from the ITRC such as new patches for particular problems or on security matters. In addition, we log on to the Technical Knowledge Database and also to the Frequently Asked Questions (FAQ) on the site to find answers to our problems."

## effective management

Atmel Nantes has maintenance and support contracts for all of its large servers and finds that HP SCA is the most efficient way to manage them.

"It is very important to keep track of our support contracts and SCA helps us a lot," added Jean lemmolo. "We use it mainly when we are renewing contracts but it is also useful when we make changes or want to cancel a contract.

"SCA is very easy to use. It helps us to know which contracts refer to which machines. This allows us to solve problems at different offices very quickly and that enables the business to keep running efficiently."

For more information on ITRC and SCA you can visit

**[www.itrc.hp.com](http://www.itrc.hp.com)**

**[www.esca.hp.com](http://www.esca.hp.com)**

To know how Hewlett-Packard can benefit you, please contact your local HP sales representative or reseller, or visit: **<http://www.hp.com>**

## challenge

- **Atmel Corporation works in the intensely competitive semiconductor manufacturing industry and needs 24x7 server availability**
- **In Nantes (France), its 20 hp 9000 and hp 3000 servers are used for design and production and also provide desktop datashare and email for sales staff**
- **With many servers in different locations, managing support and maintenance was not easy**

## solution

- **Atmel Nantes uses hp's IT Resource Centre (ITRC) – the Website which provides online services and support for hp-UX, MPE and NT servers and workstations**
- **It also uses hp Support Contract Assistant (SCA) – the Web-based tool that helps you review, revise and renew your hp support contracts online**

## results

- **Atmel Nantes now has quick and easily accessible online help for all its server problems and efficient control of its maintenance contracts**
- **Through ITRC, it also obtains the latest patches and security assets and has access to FAQs which help in solving problems**
- **These services help Atmel Nantes to maintain availability of its servers which are critical to its business success**

## why hp?

- **Atmel Nantes has been a satisfied hp customer for 18 years and now has 20 hp servers**
- **ITRC and SCA are specifically designed to support hp equipment**

**customer at a glance:**



**industry sector:** Electronics

**name:** Atmel Corporation

**headquarters:** San Jose, California

**founded:** 1984

**number of employees:** 3,600

**annual revenue:** \$2 billion (€2.16 billion)

**url:** [www.atmel.com](http://www.atmel.com)

**technology highlights:**

- **hp IT Resource Centre (ITRC) and Support Contract Assistant (SCA) online support for hp 9000 and hp 3000 server environment**

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