

online-service
for experts:

the hp it resource center



**Bertelsmann
Media Systems GmbH
opts for modern
Internet-based
service tools from
Hewlett-Packard
with great results**

As one of the world's leading IT service providers for the media sector, Bertelsmann mediaSystems (BmS) offers a range of services, including consulting and software solution development, operation of IT systems and international networks, e-business solutions, and the processing of complete business procedures. In the past year, BmS has seen tremendous growth; their services are in demand world-wide, and the number of employees has risen from 1100 to around 1400. The company's growth and continued success has made it increasingly important to run an efficient internal IT infrastructure. To do this, the BmS IT team uses the IT Resource Center.

bms and hp - a partnership of success

Dr. Christian Klünker, the UNIX system consultant is responsible for procurement, installation and operation of the HP UNIX servers at BmS. His team maintains around 100 mid-range HP servers. BmS uses HP PCs as the backbone for computing power. According to Dr. Klünker, these systems have been consistently impressive in terms of their high stability and good price-performance. Dr Klünker is also impressed with HP service and support. "We always feel they know what they are talking about," he says.

"The it resource center matches the way we work today."

*Dr. Christian Klünker,
UNIX system consultant
Bertelsmann mediaSystems*

the hp it resource center: easy and online

BmS is among the first users of the IT Resource Center (ITRC), HP's online service. Here, Dr. Klünker and his colleagues can find "anything at all to do with HP servers." They can download current software, view news and information of every kind, and use the ITRC's technical knowledge base, the same database used by HP engineers for problem solving.

Dr. Klünker has become especially fond of this database and its high-performance search engine. "I often rummage around in it and always find something that could help with problems," he says. "If that should fail to produce a result, the ITRC now offers the new feature of placing a direct call via the Web. For targeted fault analysis, an expert from HP returns the call by phone."

Software updates are another popular tool. They are available



as downloads or can be ordered on CD-ROM. Based on the software BmS has licensed, the ITRC gives immediate access to the free update.

BmS IT specialists are also impressed with the ITRC's patch management system, which checks the server online, recommends new patches (software for fault elimination), and diagnoses faulty ones.

a real world example

Dr. Klünker recalls one incident when a server application would not run and his team couldn't find the fault. They searched the technical knowledge base and learned that a recently installed patch had been withdrawn because of an error. The team de-installed the application and ran it again without problems. "It is quite remarkable," says Dr. Klünker, "how the system can take what are often quite cryptic error messages and come up with the right answer."

In addition, the ITRC Forums, an online community of thousands of IT peers and HP experts, confirms that every user can benefit from the experiences of others. "With such a large community of HP users," says Dr. Klünker, "there is a high probability that someone has dealt with the same problem before and has already found a solution."

He notes that, "The IT Resource Center matches the way we work today. You can work with it at any time of the day or night and get help quickly. The ITRC around-the-clock availability enables efficient use of the chronically limited supply of personnel."

For more information on the IT Resource Center, please visit:
<http://www.itrc.hp.com>.

To learn how working with HP can benefit you, please contact your local HP sales representative or reseller, or visit:
<http://www.hp.com>.



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