

hp success story



hp ITRC provides students
with accurate and
immediate problem solving

The School of Economics and Commercial Law at the University of Gothenburg in Sweden has 500 employees and 7,000 students using its computer system. It has been using Hewlett-Packard servers and related software since 1991 and the entire campus relies heavily upon the reliability of HP technology.

Many employees and all students save by default all documents in their private home directory onto the file server. The student disk space is limited to 100MB for documents and 50MB for email, but that's enough since there is no overhead, just the data of their own

Because every student stores all of his or her most important work on the server, and relies upon the network for important communication and mail, it is vital to have a smooth running, trouble-free service.

reliability is essential in an educational environment

Bengt Karlsson, information systems manager for the university, looks after the running of the main server, the file server, Web servers and PC integration software. He must deal with problems quickly, as both students and employees need constant, reliable access to their work.

The introduction of the HP Information Technology Resource Centre (ITRC) has helped to combat potential software problems and hardware glitches, as Karlsson explains.

"We have four 9000/K200 servers and a 9000/A500 server running HP-UX 11.00. Our network is made up of HP Procurve switches. We use Tootools 5.5 and OpenView 5.0, to manage the network utilities. HP used to send out a lot of hard copy and CDs to us, in order to offer support and updates, but this was a time consuming process.

"Now, we have a software and hardware support agreement with HP, so that if any problems arise, such as a software error or a problem with a network card, we can use the ITRC to solve it. This is good because it allows us to search the database and get

answers to problems online, before using, again, the ITRC to submit a hardware or software call.

"If we have a hardware fault I can submit it to the ITRC to find the exact nature of the problem and HP usually responds within two hours. This means we are sure to get a solution or vital piece of equipment by the next day.

"It also allows us to save every problem we send to them and every solution they send back, so we can build up a bank of useful information and solutions for future reference. This gives us a very good knowledge base to work from."

ITRC - always available for present and future solutions

Because the ITRC is accessed online it provides a highly available support system, 24x7. It allows any HP user instant access to self-solve tools, patching, downloads, licensing, diagnostics and notifications.

It also keeps the user up to date with all the latest security issues and updates.

"We can download all the latest patches automatically, as we are on the mailing list for the security bulletin," added Karlsson.

"This increases the reliability of our computer system, and makes it far more secure. Overall, the ITRC offers just the right support solution for us."

For more information on HP ITRC visit:

<http://www.itrc.hp.com>

For more information on how working with Hewlett-Packard can benefit you, please contact your local HP sales representative or reseller, or visit:

<http://www.hp.com>

challenge

- One of Sweden's largest and most popular universities needed a fast and accurate support solution for its hardware and software
- It has 500 staff and 7,000 students who need constant and reliable access to their work on the system, so maintenance is vital
- The old method of hard copy and CD support was time consuming and inaccurate

solution

- A maintenance and support agreement employing the hp IT Resource Centre (ITRC) is now used
- The solution provides a single entry point to comprehensive, customised support, information and tools from hp
- Self-solve tools, patching, downloads and licensing, collaboration, assessment diagnostics and notifications are now available online

results

- Allows users to work problems out themselves, with proactive support from ITRC
- Provides a customisable and ideally designed knowledge base for present and future reference
- Keeps security settings bang up to date and ensures a reliable IT system can face any problem with confidence

why hp?

- hp provided the most fitting hardware and software solution so its support agreement was naturally best-suited to the client's needs
- The university systems manager was particularly impressed with the scope and accessibility of the ITRC support network
- As an existing hp customer, the university was pleased to continue the good relationship

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Bengt Karlsson, information systems manager, University of Gothenburg

customer at a glance:



industry sector: Education

name: University of Gothenburg

headquarters: Gothenburg

telephone: +46 31 773 1251

number of employees: 500

url: www.gu.se/english

technology highlights:

- **4 9000/K200 hp-ux 11.00 servers**
- **1 9000/A500 hp-ux server**
- **2 hp Procurve 9308M, 1 hp Procurve 4108gl and 40 hp Procurve 2524 switches**
- **hp Tootools 5.5 and hp OpenView 5.0 for network utility management**
- **ASU 4.06 and CIFS/9000 server 2.07 PC Integration Software**

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