

hp success story



Pirelli goes into overdrive
with hp IT resource centre

As one of the world's leading tyre manufacturers, Pirelli has become a household name. However, the Milan-based company also manufactures cables and systems for the energy and telecoms markets, which together account for some 60 per cent of its global sales. Pirelli employs a total of 40,000 people worldwide, with the majority working in Europe.

As a platform for the mission-critical SAP and Oracle applications that manage its European operations, Pirelli relies on a Unix-based server architecture from Hewlett-Packard. Pirelli has been using HP hardware for eight years. Today, it has some 50 Unix systems, serving the needs of several thousand end users throughout Europe. They include four high-end HP Superdome servers, six HP 9000 N-Class Enterprise Servers (now known as rp7400 servers), and five HP 9000 K-Class Enterprise Servers. System management is carried out using HP OpenView, with HP OpenView Omniback II for data backup.

fixing problems

Maintenance of the infrastructure is the responsibility of Pirelli's internal IT services provider, Pirelli Informatica. The infrastructure is supported by HP Mission-Critical Proactive Services. HP IT Resource Centre (ITRC), an online service from HP Services, provides an additional tier of support. HP ITRC is a one-stop, personalised Web site where IT professionals can obtain the tools and services needed to help keep systems running productively. Patches, fixes and updates can be downloaded directly from the site.

For Pirelli Informatica, HP ITRC offered the potential to fix software and hardware problems more quickly. Today, HP ITRC is Pirelli's first port of call for support needs related to the entire infrastructure. A very high proportion of problems are fixed using this route, with the result that the number of telephone calls to HP's support centre has fallen dramatically.

no wasted time

"HP ITRC is much better than phoning because there is never any time wasted waiting for a response or trying to get hold of the right person. The ITRC database provides the solution to most of our problems," commented Gianni Minoia, HP-UX manager at Pirelli Informatica.

"Although we sometimes have to spend a fair bit of time researching the problem, we usually find an answer very quickly. It's just a question of

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*Gianni Minoia, HP-UX manager,
Pirelli Informatica*

challenge

- **Support mission-critical hardware infrastructure**
- **Fix software and hardware problems as quickly as possible**
- **Leverage Internet technology to access cost-effective support information**

solution

- **Online technical support through hp IT resource centre**
- **hp mission-critical proactive services**

results

- **Software and hardware problems are solved more rapidly**
- **Patches can be downloaded directly from the hp site**
- **Maintenance time and costs are reduced significantly**

why hp?

- **Reliability of hardware**
- **Range of support services**
- **Availability of Web-based support**

entering the right parameters into the search engine."

As well as providing a source of information to help solve problems, HP ITRC is used for updating and upgrading software. According to Minoia, it is particularly useful for downloading patches. Rather than waiting for a CD-ROM to be delivered, the right patch can be downloaded and installed immediately onto the system.

"HP ITRC saves us both time and money, while providing a very effective route for supporting our mission-critical infrastructure. It is a very good offering from HP to its customers," concluded Minoia.

For more information on IT Resource Center, please visit : 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>

customer at a glance:



industry sector: Automotive, energy, telecoms

name: Pirelli SpA

headquarters: Milan, Italy

founded: 1872

telephone: +39 02 6442 1

number of employees: 40,000

annual revenues: €7.3 billion

URL: www.pirelli.com

technology highlights:

- **hp IT resource centre**
- **hp mission-critical proactive services**
- **4 x hp superdome systems**
- **6 x hp 9000 n-class enterprise server (now known as rp7400)**
- **5 x hp 9000 k-class enterprise server**
- **35 x hp 9000 l-class enterprise server (now known as rp5400)**
- **hp mc/serviceguard**
- **hp openview**
- **hp openview omniback II**
- **SAP and Oracle applications**

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