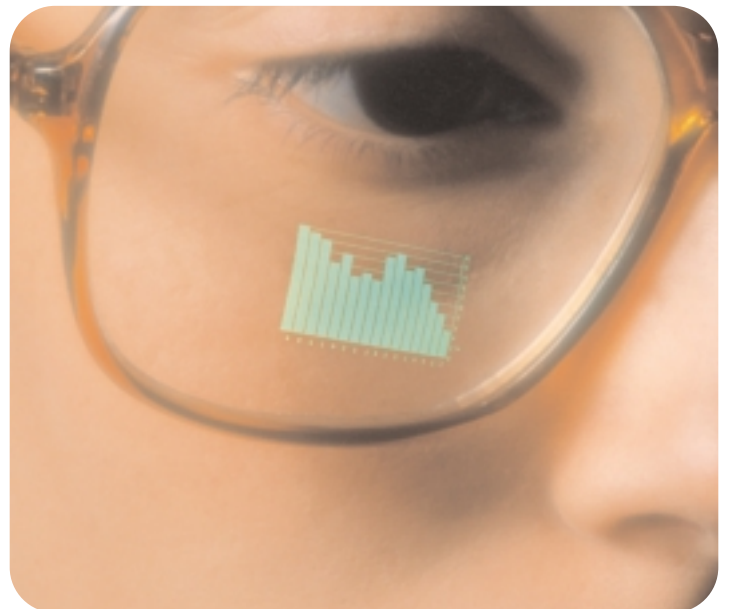


## hp success story



## Working late with hp ITRC

UK-based Reed Business Information (RBI) is a subsidiary of the Reed Elsevier Group. Its core business is the publication of specialist business publications and directories. The latter are produced at the company's East Grinstead office. Traditionally, they were published as hard copy, but in recent years there has been a move towards CD-ROMs and online services.

As a company whose product is information, RBI depends critically on its own information systems. Users need their applications to be available all day every day. Reliable hardware is a prerequisite, and is provided in the form of servers such as the HP 9000 range, which has a long history of use at RBI. HP 9000 Enterprise Servers are currently used to run the site's main financial system together with a bespoke database of information for banking publications.

### **out-of-hours maintenance**

Another consequence of RBI's need for an always-on

infrastructure is that system maintenance tends to be done outside working hours.

"The most convenient time for routine maintenance is usually late in the evening," said technical support manager John Bardsley. "Should any problems arise, they can be fixed at that time of day without any risk of disruption to the user."

These unsociable working hours have implications for RBI's technical support needs. HP Support Services provides the company with 24x7 phone-based support in addition to Personalized System Support (PSS) and, for mission-critical servers, Business Recovery Services (BRS).

### support boost

According to Bardsley, the availability of round-the-clock telephone support from HP significantly accelerated the resolution of problems. Recently, however, the support offering has been further enhanced by the introduction of two online services HP IT Resource Centre (ITRC) and HP Support Contract Assistant (SCA).

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. For RBI, it represents a source of detailed technical information that is available at any time. Software patches, for instance, are instantly downloadable; there is no need to wait for things to be sent on tape or by email. HP SCA is a personalised tool that enables RBI to review, revise and renew its HP support contracts online.

### preferred channel

"HP ITRC in particular is constantly used by our technical support department," commented Bardsley. "It is a real benefit to have constant access to an online knowledge base. We have been using ITRC for a year and it has become our preferred support channel - we are more effective because of it," said Bardsley.

"Good support is essential to our business-critical systems, and HP stands

### challenges

- Provide end-users with uninterrupted access to applications
- Minimise disruption to services by maintaining system outside normal working hours
- Achieve an always-on infrastructure

### solution

- HP 9000 Enterprise Servers
- comprehensive technical support offering
- HP IT Resource Center
- HP Support Contract Assistant

### results

- Online knowledge base provides detailed technical information needed by support staff
- System maintenance and problem resolution can be performed at any time
- Business-critical applications are available all day every day

### why hp?

- Reliability of hardware
- Superior support offering
- Combination of people and processes to ensure rapid resolution of problems

out from the crowd where support is concerned. HP's high-quality people and high-quality processes ensure that problems are fixed very quickly."

For more information about how working with Hewlett-Packard can benefit you, please contact your local HP sales representative or seller, or visit: <http://www.hp.com>.

For more information on IT Resource Center and Support Contract assistant, please visit: [www.itrc.hp.com](http://www.itrc.hp.com) and [www.esca.hp.com](http://www.esca.hp.com)

### customer at a glance:



**industry sector:** Business information  
**name:** Reed Business Information  
**headquarters:** Sutton, Surrey, UK  
**founded:** 1996 (Almatogration of four Reed Elsevi companies)  
**telephone:** +44 (0)1342 326972  
**number of employees:** 2,500+  
**1999/2000 revenue:** £270 million (€443 million) (preliminary results)  
**URL:** [www.reedbusiness.com](http://www.reedbusiness.com)

### technology highlights:

- Oracle Financials 11i on HP 9000 Model N4000 Enterprise Server, with Oracle8i database
- Sales order processing / sales ledger system (written in Powerhouse 4GL) on HP 9000 Model K460 Enterprise Server
- Bespoke banking publications application on the same Model K460 server, with Oracle 7.3.4 database
- HP-UX 11
- HP OpenView GlancePlus
- HP MirrorDisk/UX
- HP Personalized System Support (PSS)
- HP Business Recovery Services (BRS)
- HP IT Resource Center (ITRC)
- HP Support Contract Assistant (SCA)

Pub. No. 5980-5464EE  
April 2001



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Published in Europe 5980-5464EE