



HP IT Resource Center

Expert resources for fast, smart IT decisions



Overview

- What is the ITRC?
- ITRC benefits
- ITRC feature overview
- Awards
- Customer feedback
- Sources for more information
- Q&A

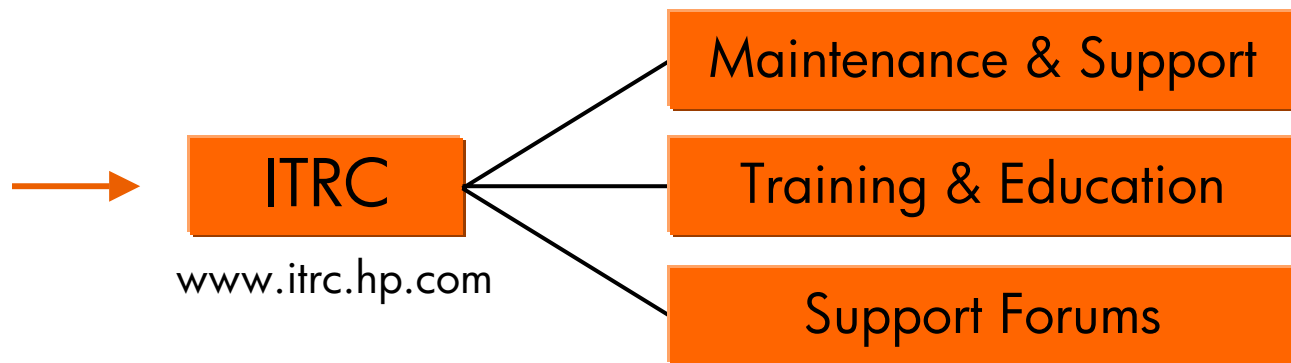


The IT Resource Center is:

- An industry-leading, award-winning eSupport portal and training website
- Designed specifically for IT professionals who need easy access to information and services
- Provides multivendor, full-lifecycle information, services, and guidance



850,000+
registered users
worldwide



With the ITRC, you can...

- Solve technical problems as you want, when you want
- Log and track support cases efficiently
- Collaborate with HP experts for quick answers to questions
- Manage software entitlements and updates
- Download patches and firmware from a comprehensive patch/firmware database
- Share and gain expertise with other IT professionals
- Get the training you need
- Get proactively notified of information relevant to you
- And much more!

IT Resource Center overview


select language: English
AMERICAS / ASIA PACIFIC

>> hp home
>> products & services
>> support & drivers
>> solutions
>> how to buy

> contact hp

>> more options

IT Resource Center (hp)
 IT Resource Center (Compaq)
 all of hp US



IT Resource Center


[printable version](#)


> IT resource center

- > online help
- > my profile
- > login

- > maintenance and support for hp products
- > maintenance and support for Compaq products
- > forums
- > training and education

>> go to european site


 THE ASSOCIATION OF SUPPORT PROFESSIONALS
Award Winner 2004


 SERVICE & SUPPORT PROFESSIONALS ASSOCIATION
STAR AWARD

> maintenance and support (hp products)

Comprehensive software, hardware, and network support information and tools to help you manage your multivendor computing environment. European support customers should use our [European site](#).

- > search technical knowledge base
- > navigate knowledge trees
- > patch/firmware database
- > subscribe to security bulletins & patch digests
- > software update manager (SUM)
- > support case manager - enterprise edition
- > warranty check
- > hp live - more information
- > more...

> maintenance and support (Compaq products)

- > software and drivers
- > natural language search assistant (formerly ask Compaq) (approximately 75,000 Compaq documents)
- > search technical knowledge base (approximately 6,500 Compaq documents)
- > warranty check
- > support case manager - enterprise edition
- > system and software management
- > individual patches for OpenVMS and Tru64 UNIX
- > more...

> forums

Talk with other IT professionals on a wide variety of topics. Ask a question or earn points helping your peers solve their technical problems in this unique discussion area.

> training and education

Our extensive library of high-quality online courses makes it easy to continuously learn new skills and stay up to date on ever-evolving technology. Select from more than 2000 self-paced web-based trainings and live instructor-led online seminars to efficiently train.

> register now!

highlights

- > important note for Compaq product users - please read
- > important entitlement news - ITRC supports linking of new support agreements
- > ITRC services expanded patch assessments, web collaboration, and more!
- > new firmware added to patch database
- > new improvements to instant support
- > find solutions fast with new enhanced forums search
- > what's new in training?

useful links

- > introducing the ITRC
- > Japan ITRC
- > Asia Pacific eSupport
- > subscribe to newsletter
- > hp inview online
- > hp IT journal online
- > customer success stories
- > review, renew, revise support contracts online
- > remote support - instant support enterprise edition
- > hp overview support and services
- > hp overview consultant certification
- > hp customer connection for hp overview & opencall
- > software update releases online

Maintenance & support for HP products: tools & services



- HP support information
- Downloads & licensing
- Web-based case management
- Diagnostics
- Proactive notifications
- Warranty check
- Online web collaboration*

The screenshot displays the HP IT Resource Center website for AMERICAS / ASIA PACIFIC. The navigation bar includes links for 'hp home', 'products & services', 'support & drivers', 'solutions', and 'how to buy'. A search bar is present with a 'more options' link. The main content area is titled 'maintenance and support for hp products' and features a sidebar with navigation options like 'IT Resource Center', 'online help', and 'maintenance and support for hp products'. The main content area is divided into several sections: 'self-solve tools', 'patching', 'downloads / licensing', 'collaborate', 'assessment and warranty', and 'remote support and diagnostics'. A 'legend' section on the right explains that a red arrow icon indicates additional authorization is required. The footer includes a 'useful links' section.

*Available in North America, most of Europe, Argentina, Brazil, and Israel during normal business hours.

Maintenance & support for Compaq products: tools & services



- Software and drivers
- Ask Compaq technical searches
- Warranty check
- Web-based case management
- System and software management tools
- Proactive notifications

The screenshot displays the HP IT Resource Center website. At the top, there is a navigation bar with links for 'hp home', 'products & services', 'support & drivers', 'solutions', and 'how to buy'. Below this is a search bar with a search button and a 'more options' link. The main content area is titled 'maintenance and support for Compaq products' and includes a 'printable version' link. A sidebar on the left lists various services under the 'IT resource center' heading, such as 'online help', 'my profile', 'login', 'maintenance and support for hp products', 'software and drivers', 'search technical knowledge base', 'warranty check', 'support case manager - enterprise edition', 'forums', 'training and education', and 'site map'. The main content area features several sections: 'self-solve tools' (including natural language search assistant, technical knowledge base, and hp OpenVMST™ systems), 'software, drivers, and patches' (including software and drivers, proactive notifications OS patches, and individual patches for OpenVMS and Tru64 UNIX), 'parts and warranty information' (including end user replacement parts and warranty check), 'collaborate' (including email support, support case manager - enterprise edition, view support contact numbers, and ask your peers in the forums), and 'assessment and diagnostics' (including system software management, hp client manager software, Altiris eXpress & PC Transplant Pro, web-based enterprise services, WEBES, CADC, DECEvent, RCM, and System Healthcheck).

Forums: leverage a worldwide community of peers & HP experts



- Collaborate with your peers and HP experts
- Discuss hot hardware & software topics
- Share smart IT techniques & industry best practices
- Gain recognition when you help solve peers' IT problems

AMERICAS / ASIA PACIFIC

>> hp home >> products & services >> support & drivers >> solutions >> how to buy

> contact hp search: >> more options

IT Resource Center (forums) IT Resource Center (Compaq) all of hp US

IT resource center forums [printable version](#)

> **IT resource center** >> invite others to join the forums!

> online help
> my profile
> login

> maintenance and support for hp products
> maintenance and support for Compaq products
> **forums**
> training and education

> site map

Forums Update

- * New forums [advanced search interface](#) offers greater search capability!
- * read [procura's](#) latest "fast movers" and other [forums member stats](#)
- * [patrick wallek](#) offers [forums etiquette guideline!](#)
- * post your [forums successes](#) and read about others!
- * learn what's new in the ITRC -- sign up for [free IT](#)

This is the gathering place for IT Professionals to solve problems, exchange ideas, and learn lessons from the 700,000 fellow peers who also use the IT Resource Center. HP engineers participate in all of these forums to share their advice, however, HP does not guarantee a response as these forums are intended as a peer-to-peer resource.

Learn how to register and take advantage of key features and benefits of the ITRC forums by reading [the forums overview](#). Select a community below to begin discussions anytime!

areas of peer problem solving

- » **Business related issues**
 - » business recovery planning
- » **Digital imaging**
 - » digital senders
 - » photo systems
 - » general
 - » capshare
- » **HP-UX**
 - » system administration
 - » general
 - » networking
 - » databases
 - » more...
- » **ISEE**
 - » general
 - » security
- » **Linux**
 - » system administration
 - » general
 - » networking
 - » planning
 - » more...
- » **Multifunction, copiers, & fax products**
 - » color multifunction
 - » black & white multifunction
 - » general
 - » fax products
 - » more...
- » **Networking**
 - » switches, hubs, modems
 - » communications, wireless
- » **OpenVMS**
 - » system management
 - » general
 - » networking
 - » hardware
 - » more...
- » **Print servers & peripheral sharing**
 - » printer servers
 - » installation and management software

top members - overall

- 1 [A. Clay Stephenson](#) 53636 pts.
- 2 [James R. Ferguson](#) 38401 pts.
- 3 [Steven E Protter](#) 35634 pts.
- 4 [Pete Randall](#) 31424 pts.
- 5 [Stefan Farrelly](#) 31350 pts.
- 6 [Michael Tully](#) 29830 pts.
- 7 [Patrick Wallek](#) 26510 pts.
- 8 [harry d brown jr](#) 24593 pts.
- 9 [Sridhar Bhaskarla](#) 24127 pts.
- 10 [Jeff Schussele](#) 22559 pts.
- 11 [Bill Hassell](#) 21639 pts.
- 12 [S.K. Chan](#) 20869 pts.
- 13 [Sanjiv](#) 18048 pts.
- 14 [T.G Manikandan](#) 17488 pts.
- 15 [Shiju Wilson](#) 15941 pts.
- 16 [Leif Halvarsson](#) 14488 pts.
- 17 [Robert-Jan Goossens](#) 13874 pts.
- 18 [procura](#) 13758 pts.
- 19 [Alex Glennie](#) 13083 pts.
- 20 [Kurt Beyers](#) 13073 pts.
- 21 [drew dimmick](#) 11901 pts.
- 22 [Wodisch](#) 11499 pts.
- 23 [melwyn burnard](#) 10545 pts.
- 24 [Bill McNAMARA](#) 10535 pts.
- 25 [Mark Grant](#) 10382 pts.

>> all discussion group members

Training & Education: over 3,000 online courses



Make it easy to continuously learn new skills and stay up-to-date on ever evolving technology!

- HP-UX
- Tru64 UNIX
- Superdome
- OpenVMS
- Itanium
- Microsoft
- MPE/iX
- Networking and Telecommunications/Cisco
- Databases/Oracle
- SAP
- E-Services
- IT Management/OpenView
- Software Development
- Printing & Imaging
- Business Skills

...and more!

The screenshot shows the HP training and education website. At the top, there is a navigation bar with links for 'hp home', 'products & services', 'support & drivers', 'solutions', and 'how to buy'. A search bar is located in the top right, with a dropdown menu showing 'training & education' and 'all of hp US'. The main content area is titled 'training and education' and features a 'WELCOME | hp training & education' message. A 'new users, click here to register!' button is prominent. Below this, there are login fields for 'username:' and 'password:', with a 'forgot your password?' link. A shopping cart icon shows 'cart items: 0' and 'total: \$0.00'. A 'start learning' button is also visible. The page includes a 'What should I do next?' section with bullet points: 'look left, choose an interest, shop!', 'personalize the site in edit profile', and 'go to your training, attend a course...'. There is also a 'Helpful Navigational Hints' section with bullet points: 'click on course names for details', 'click on column headers to sort', and 'online help contains a glossary'. A 'Featured Products' table is shown at the bottom, with columns for 'type', 'title / ID', 'date', 'time', 'price', 'language', and 'next steps'. The table currently displays 'NO COURSES AVAILABLE'. A 'back to top' button is located at the bottom left of the page.

Awards



2001 Service and Support
Professional Association
(SSPA) award for technical
support excellence



1999 IT Services
Marketing Association
(ITSMA) award for services
marketing excellence



The Year's Ten Best
Web Support Sites



The Year's Ten Best
Web Support Sites

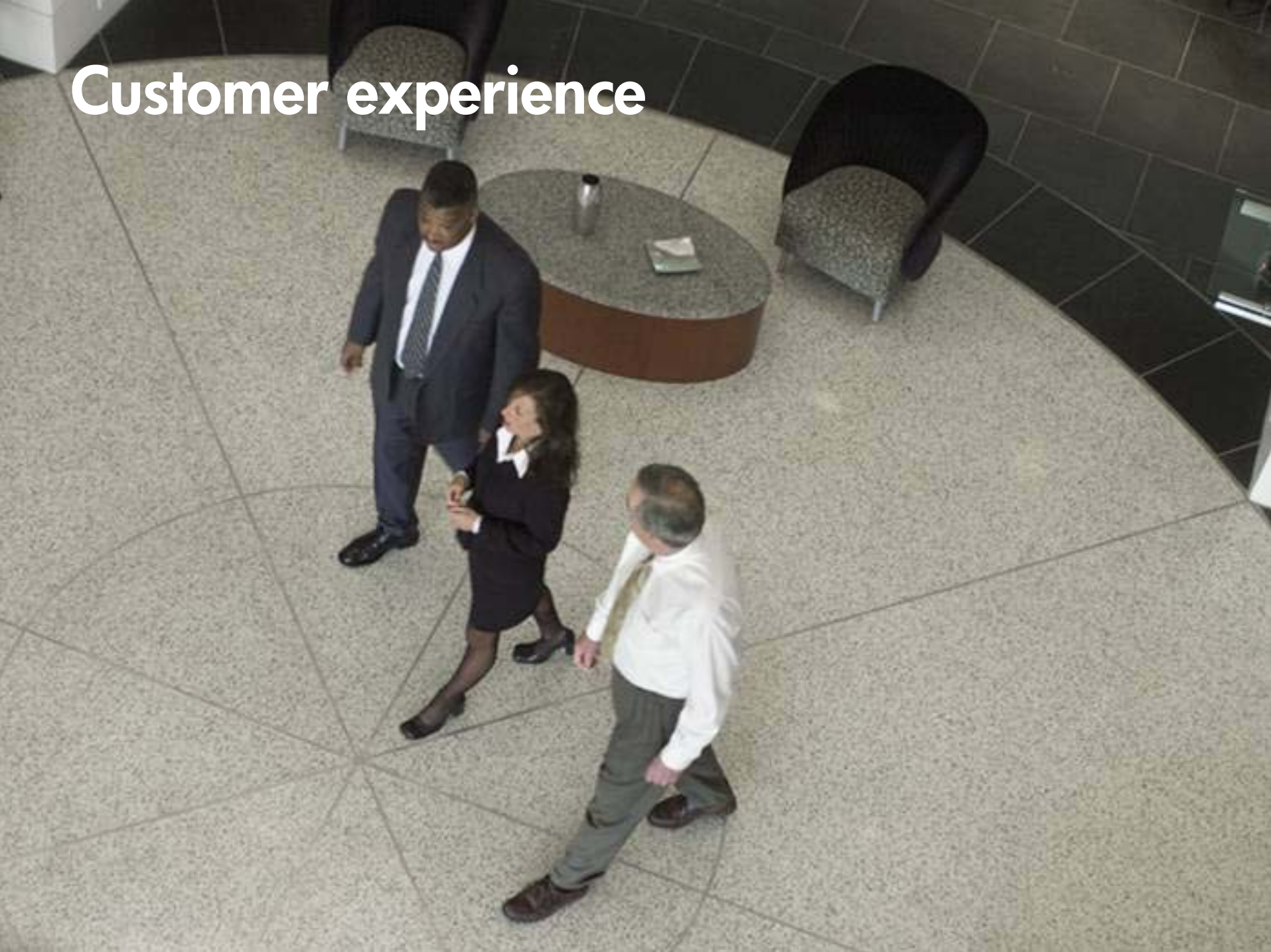


The Year's Ten Best
Web Support Sites



The Year's Ten Best
Web Support Sites

Customer experience



“The ITRC just matches the way we work today.”

Dr. Christian Klünker
Bertelsmann Media Systems GmbH (Germany)

“I think the ITRC is a critical part of our support mechanism. Everything you need is there, which saves time. Time is money, and I’d say the ITRC has saved us both..”

Jordan Doe
CIO, ABC Company

Visit the IT Resource Center today at www.itrc.hp.com



select language: AMERICAS / ASIA PACIFIC

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>> go to european site

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Award Winner 2004

The Year's Ten Best Web Support Sites

SSPA SERVICE & SUPPORT PROFESSIONALS ASSOCIATION
STAR AWARD

For more information

- To learn more about ITRC, go to:
www.itrc.hp.com
and review information on the right-hand sidebar
- Also sign up for the free newsletter on the right-hand sidebar under the “useful links” category





i n v e n t