



## HP Expands IT Shared Services Portfolio to Help Enterprise Customers Run IT as a Business

PALO ALTO, Calif., April 24, 2007 – HP today announced new information technology shared services to help enterprise customers run IT as a business.

The offerings include worldwide HP Realization Centers, HP Shared Infrastructure Utility QuickPOC Solutions, HP Shared Infrastructure Utility and HP Shared Database Utility for Oracle.

These new solutions have scale up and scale down capabilities that provide more flexibility to grow or shift resources to the highest business needs, to capitalize quickly on growth opportunities and to reduce costs. They expand HP's IT Shared Services portfolio and help enterprise customers improve IT service quality, price and delivery to help promote faster time to market, improved cost efficiency and a productive partnership between IT and business.

Combined with the HP Service-Oriented Architecture framework, the new portfolio is a key element of the HP Adaptive Infrastructure offering, which enables customers to move toward a "lights-out" multi-vendor, standards-based data center that is remotely managed 24 hours a day.

"According to a recent HP survey of more than 700 European IT directors, the biggest challenge to the adoption of IT shared services is combining the new model with the corporate culture. HP IT Shared Services takes a holistic approach, addressing the people, processes and technology involved in an IT shared service delivery model," said Onagh Ash, senior vice president, Consulting & Integration, HP Services. "With this portfolio, customers can more efficiently align IT and business to achieve positive business outcomes."

The HP IT Shared Services Utilities portfolio gives customers the flexibility to build and operate their own utilities in-house or to outsource their utility solution using flexible options. HP offers a continuum of choice as to who manages the service, where it is located and who is the physical owner of some of the most valuable IT assets.

For every client, the shared services journey starts differently. Some companies choose to initiate transformation, as the city of Rotterdam, the Netherlands, did. Some, including VIPnet, implement a utility solution as part of a bigger IT consolidation project, while other clients, such as DISA select HP to manage their utility solutions.

"VIPnet had experienced rapid growth that was challenging our IT infrastructure. It became clear that our server and storage environments would not keep pace with future requirements and that our total cost of ownership would become unacceptable," said

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Mladen PejkoVIC, chief technical officer, VIPnet. "By consolidating our servers and storage environments, HP successfully enhanced the performance, reliability, scalability and ease of management of our infrastructure. In addition, we anticipate a 40 percent reduction in total cost of ownership over five years as a result of the consolidation. In short, the HP solution addressed all the critical issues we were facing, and the migration was flawless."

The new HP IT Shared Services include:

- HP Realization Centers. Located in Australia, China, France, Japan and the United States, the centers provide customers with hands-on training through utility solution demonstrations, workshops and presentations both onsite and remotely from HP IT Shared Services experts who have extensive skill in architecture design, consulting and infrastructure services.
- HP Shared Infrastructure Utility QuickPOC Solutions. A five-day, entry-level proof-of-concept for customers looking to rapidly evaluate utility solutions.
- HP Shared Infrastructure Utility. HP Shared Infrastructure Utility is a modular framework that automates and virtualizes multi-vendor infrastructure permitting rapid flexibility with integrated management and usage tracking. Each HP Shared Infrastructure Utility addresses typical customer challenges: low system utilization, long provisioning times and inflexible infrastructure. Each can be applied to both under-utilized development and test environments and mission-critical production environments – rapidly boosting flexibility and providing integrated management and usage tracking.
- HP Shared Database Utility for Oracle. Built on shared infrastructure utility concepts, this offering significantly standardizes operating system and Oracle® versions and configurations, delivering database capacity when the business needs it – immediately and automatically. Through automation, virtualization and service-level metrics, this utility delivers the precise database service the business needs – and only when it is needed. It can optimize the use of all servers, as well as infrastructure and licensing, in an environment.

The new HP Shared Infrastructure Utility and HP Shared Database Utility for Oracle come with different standard configurations to enable customers to choose the best option for their needs. Each comes with comprehensive documentation, return-on-investment models for quickly producing cost benefit analyses, and maturity models to help customers assess the level of functionality they need and to evaluate their current status.

The HP IT Shared Services portfolio is designed to help enterprise customers improve IT cost efficiencies, quality of service and responsiveness across all lines of business. IT shared services consolidate common IT functions that are otherwise spread across an enterprise. In effect, IT acts as an internal service provider. With the HP IT Shared Services portfolio, customers can accelerate business and IT alignment – including staffing, structure and governance – and optimize and rationalize enterprise-wide IT resources.

All HP IT Shared Services utilities are available worldwide.

Additional information on the HP IT Shared Services portfolio is available at [www.hp.com/services/ITSharedServices](http://www.hp.com/services/ITSharedServices).



## About HP

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