



## Customer and Analyst References for HP Business Service Management Solutions

### CUSTOMERS

#### Adobe Systems

“At Adobe, one of our charters is to drive profitable revenues through superior customer experience, and to do that we need to understand how the different components of our IT systems contribute to the overall customer interaction experience. Using HP Business Service Management solutions, we see business processes and transactions from a customer perspective, and bottlenecks are identified upfront so that corrective action can be taken before vital services are affected. That’s exactly the visibility we need to deliver on the expectations of our business organizations.”

– Mike Tay, director of IT strategy, Adobe Systems

#### Australian Wine Selectors

“With HP Operations Center, we can now ensure the company’s mission-critical business processes are not only up and running, but performing according to our most critical business requirements. Our IT infrastructure is now robust and reliable. It’s no longer holding the business back.”

– Steve Morris, information system manager, Australian Wine Selectors

#### Dow Chemical Company

“At Dow Chemical, we need to make sure that our enterprise applications are always up and available, and to do that, we rely on HP BSM solutions, including HP Business Availability Center software. Dow views IT as integral to its business processes, and by leveraging the capabilities of HP software, we ensure that our enterprise applications deliver the business value our company expects.”

– Janet Gerdes, service manager, Dow Chemical Company

#### Duquesne Light

“As a leader in the transmission and distribution of electric energy, Duquesne Light prides itself on superior customer service and reliability, and that starts with the service and reliability of our IT infrastructure. We made the decision to deploy HP Network Node Manager i 8.0 to help us achieve faster mean time to resolution and because it is easy to use, easy to learn and easy to deploy. We were managing our network within two hours after downloading the software. “

– Kevin Turkovich, manager, IT infrastructure and support, Duquesne Light

#### InfoSpace

“As a leading provider of mobile services platforms, InfoSpace needs an integrated view of IT

operations, based on a single version of the truth, to help deliver better services to our customers. HP's BSM solution helps us to achieve that integrated view of our user experience and quickly isolate problems. We are able to identify problems in the infrastructure and understand their impact on our services, which is our business. With a focus on process and technology, HP has helped us to consistently meet or exceed our stringent availability and performance service levels of 99.99 percent and above."

– Brian Jeide, director of IT architecture, InfoSpace

State Information Technology Agents

"State Information Technology Agents of South Africa helps leverage IT as a strategic resource for government, and we are committed to delivering service excellence, transparency and innovation to our customers. HP Network Node Manager 8.0 will provide us with enhanced root cause analysis and better event correlation and de-duplication so that we can understand events faster, better manage the availability of our network assets and improve the end-user experience."

– Dries Hattingh, senior specialist, network management and support services, SITA

## **ANALYST**

IDC

"In a recent survey of IT professionals, IDC found that the top three issues identified by respondents as pain points related to business service management are the inability to understand the business impact of IT problems, the inability to proactively fix problems before they impact users, and the inability to prioritize IT efforts based on business risk," said Stephen Elliot, research director, Enterprise Management Service, IDC. "In order to become more business aligned, IT organizations need to better understand the impact of infrastructure events on business services and resolve them before their customers are affected, through process adoption and integrated management solutions that deliver business service visibility."

– Stephen Elliot, research director, Enterprise Management Service, IDC

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