



HP Helps Clients Maximize Software Investments with New Services

WASHINGTON, June 15, 2010 – HP today announced new services to help clients maximize the adoption of their technology solution investments and improve cost predictability.

HP Solution Management Services (SMS)

[HP Solution Management Services \(SMS\)](#) is a converged portfolio of software support and consulting services that helps clients significantly improve cost predictability and maximize adoption of their Business Technology Optimization (BTO) and Information Management (IM) software solution investments. With HP SMS, clients gain a single point of accountability to proactively manage their enterprise software investments.

“Organizations struggle to extract maximum value from their technology investments due to limited internal resources, lack of predictable costs, and complexities that come with custom components,” said Elaina Stergiades, senior research analyst, Software Support Services, IDC. “Programs like HP’s Solution Management Services can help organizations free up time and resources, realize the benefits of defined service levels, and manage complexity by utilizing experts who apply an IT management best practices approach.”

HP SMS helps clients improve cost predictability through defined service level objectives that are aligned with business requirements, and with regular reporting against expected outcomes. HP also can drive adoption by proactively managing the life cycle of the solution through scheduled, periodic reviews, which can free up internal staff resources to focus on higher-value activities.

“We are focused on increasing our competitive advantage by driving higher-value initiatives across the organization,” said Vibhav Gupta, senior technical lead, Information Systems Governance Systems, AXA Technology Services, a provider of IT and telecommunications infrastructure management services and support. “HP Solution Management Services help us drive innovation by supporting and maintaining our technology solutions in a holistic and proactive way.”

HP Business Availability Center (BAC) Anywhere

[HP BAC Anywhere](#), a solution delivered by [HP Software as a Service \(SaaS\)](#), allows organizations to monitor their external web applications from anywhere in

Editorial Contact

Scott Pace, HP
+1 650 534 7439
scott.pace@hp.com

HP Media Hotline
+1 866 266 7272
pr@hp.com
www.hp.com/go/newsroom

Hewlett-Packard Company
3000 Hanover Street
Palo Alto, CA 94304
www.hp.com



the world – including outside the firewall – from a consolidated console. This reduces the cost of additional tools normally required to view diagnostics inside and outside an organizations firewall. Businesses can easily and immediately connect their on-premise instances of HP BAC to global points of presence (POPs) that reside in the HP SaaS cloud.

HP Business Service Management services

[HP Business Service Management \(BSM\) 9.0 services](#) help clients accelerate the value of their HP BSM software investment. Services offered include:

HP BSM Solution Discovery Workshop – increases solution adoption through definition of an actionable, roadmap to maximize value from their BSM solution. This workshop uses a maturity model approach to identify critical challenges across people, processes and technology.

HP BSM Solution Consulting Services – minimizes the risk of application downtime and increases service quality with expert deployment services based on best practices.

“Organizations are challenged with driving improvements to stay ahead of the competition,” said Anand Eswaran, vice president, Professional Services, Software and Solutions, HP. “Our new offerings represent a first step toward services convergence with portfolio innovation and expertise that helps customers shift their focus and spending from operations to innovation.”

Availability

HP Solution Management Services and HP Business Availability Center Anywhere are available worldwide now. HP Business Service Management 9.0 Services will be available Aug. 1.

About HP

HP creates new possibilities for technology to have a meaningful impact on people, businesses, governments and society. The world’s largest technology company, HP brings together a portfolio that spans printing, personal computing, software, services and IT infrastructure to solve customer problems. More information about HP (NYSE: HPQ) is available at <http://www.hp.com>.

This news advisory contains forward-looking statements that involve risks, uncertainties and assumptions. If such risks or uncertainties materialize or such assumptions prove incorrect, the results of HP and its consolidated subsidiaries could differ materially from those expressed or implied by such forward-looking statements and assumptions. All statements other than statements of historical fact are statements that could be deemed forward-looking statements, including but not limited to statements of the plans, strategies and objectives of management for future operations; any statements concerning expected development, performance or market share relating to products and services; any statements regarding anticipated operational and financial results; any statements of expectation or belief; and any statements of assumptions underlying any of the foregoing. Risks, uncertainties and assumptions include macroeconomic and geopolitical trends and events; the execution and performance of contracts by HP and its customers, suppliers and partners; the achievement of expected operational and financial results; and other risks that are described in HP’s Quarterly Report on Form 10-Q for the fiscal quarter ended April 30, 2010 and HP’s other filings with the Securities and Exchange Commission, including but not limited to HP’s Annual Report on Form 10-K for the fiscal year ended October 31, 2009. HP assumes no obligation and does not intend to update these forward-looking statements.

© 2010 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.