



## HP Introduces Services to Improve Virtualized Environments, Minimize Downtime and Free Up Resources for Innovation

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PALO ALTO, Calif., May 11, 2010 – HP today announced new and updated services for mission-critical, virtualized environments that minimize the impact of downtime, allowing businesses to free up resources that can be used to drive innovation.

While virtualization in the data center can introduce greater efficiency and flexibility, it also adds more complexity. This can result in a rise in unplanned downtime of business-critical applications. For every minute that IT is down, there is a substantial negative impact to the business. The complexity of business-critical technology processes and applications are combined with the reality that most companies are dealing with a shortage of resources and skilled staff in these new technologies.

HP today introduced services to create a cost-efficient technology infrastructure that is reliable, scalable and secure.

### **Operational improvements for virtualized environments**

New services from HP help clients take a holistic approach to managing a virtualized environment that can effectively reduce downtime and mitigate risk.

- HP expanded its [Mission Critical Services](#) portfolio to deliver multilevel support for the entire virtualized environment including hardware, operating systems and now Citrix XenServer, Microsoft® Hyper-V and VMware virtualization software.
- New [HP ITSM Assessment for Virtualized Environments](#) increases the operational efficiency of virtualized environments through expert recommendations and prioritizes improvements that need to be made. This assessment service identifies service management gaps within a virtualized environment.

### **Mission critical support across multivendor x86 environments**

[HP Mission Critical Partnership](#) (MCP) has been extended to help clients eliminate risks across the entire management ecosystem as well as provide provisioning skills and resources to more effectively help clients navigate a path to zero downtime. This service employs a formal methodology of risk identification and benchmarking

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to deliver a service improvement plan for x86 environments from multiple vendors.

### **Minimize downtime, address resource constraints**

New [HP Proactive Select Services](#) deliver a highly flexible way to acquire HP expert resources on demand.

- New services offer resources on demand with variable price points to align with tight budgets. The addition of 33 new services across Information Technology Infrastructure Library (ITIL), blades, storage, virtualization and in support of SAP® applications enables clients to cost-effectively augment IT staff with HP expert resources and services. Entry-level pricing starts at \$3,000, which purchases flexible credit points to be used as needed.
- HP Priority Connect speeds resolution to interoperability incidents, minimizing the total business impact from downtime. New services deliver environment-wide, incident-based support across Microsoft Windows®, Linux, virtualization, storage and blade technologies. Entry-level pricing starts at \$6,000 and includes priority access to its [Global Mission Critical Solution Centers](#).

“Helping the business remain competitive, secure and always on while freeing up staff for innovation projects is a challenge for CIOs today,” said Sunil Kumar, senior vice president, Technology Support Services, HP. “With our expanded portfolio, HP offers clients full support across their technology environments to help minimize disruption to the business and free up operations budgets to drive innovation for the business.”

### **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>.

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