



## Fact Sheet

# HP Datacenter Care Simplifies IT Support, Streamlines Operations and Scales IT Capacity

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### Overview

Technologies such as virtualization, mobility and as-a-service solutions are increasing the complexity associated with IT systems. These disparate technologies, along with infrastructure from multiple vendors running on separate support contracts for each, can make it difficult for organizations to keep an IT environment up and running.

HP Datacenter Care is a flexible, personalized support services portfolio that enables organizations to quickly resolve technology problems so they can capitalize on growth, speed innovation and lower costs. HP Datacenter Care delivers environment wide support and expertise for multivendor data centers, simplifying infrastructure support, enabling rapid capacity scaling and reducing the time spent on operational and administrative tasks.

### Single point of contact for heterogeneous environments

Identifying an IT failure in a heterogeneous virtualization or cloud computing environment is complex. HP Datacenter Care Primary Service Provider simplifies this by providing support with one point of contact for all IT issues. HP manages the relationships with all IT vendors, helping to eliminate the need for clients to call multiple support lines if an issue occurs. With visibility across the environment, HP experts can evaluate data center functions and help standardize processes, independent of the hardware or software involved. HP also aggregates contracts, helping clients lower overall costs and reap higher returns on investment.

### Computing resources when needed

Many organizations are using cloud to provide scaling capacity. However, in some cases compliance regulations and security demands require an on-premise private cloud solution, which can be expensive if not optimized to meet their specific needs.

HP Datacenter Care Flexible Capacity Service can provide immediate access to storage, server and networking resources located on-premises at the customer site when the customer needs it. With 10 percent buffering capacity, clients can scale up when needed and pay only for what is used.

### **The right part at the right time**

Customers who manage their own maintenance need new parts to keep their data center running at peak performance. The new HP Datacenter Care Global Parts Supply Chain service allows clients to access an HP Self-Service Spares kiosk for HP and multivendor product parts. HP's goal is to ensure the right parts are available when they are needed.

### **New support offering customized for hyperscale clients**

HP Datacenter Care for Hyperscale offers enhanced call handling capabilities that direct clients to one of the new HP Hyperscale Centers of Excellence. As a result, clients receive the specific expertise and product support they need without being routed through multiple tiers of support. This provides rapid resolution for problems. Clients can also add features such as self-service spares.

*“Managing operations in complex, heterogeneous environments will continue to present significant challenges for resource-strapped IT departments,” said Rob Brothers, director, Hardware and Software Support Services, IDC. “IDC believes that CIOs and IT managers will increasingly look to vendors with similarly sophisticated and well-optioned support frameworks and service packages, such as HP Datacenter Care, for help in building and maintaining their enterprise IT infrastructure.”*

### **Pricing and availability**

HP Datacenter Care Support services are available globally through HP Technology Services and HP authorized partners. Pricing varies according to location and implementation.

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