HP Automated, Proactive Support Prevents Problems, Speeds Resolution

Overview

With enterprise environments becoming more complex, organizations need a fundamentally different approach to IT administration, service and support.

HP Insight Online advances HP Converged Infrastructure with a new time-saving support portal that automatically analyzes system assets and operations, enabling clients to proactively resolve issues and obtain real-time insight to continuously improve data center operations.

Insight Online is delivered by the new HP ProActive Insight architecture, now available in HP ProLiant Generation 8 (Gen8) servers. It automates server management across the server life cycle, allowing customers or authorized partners to monitor server health, power usage and other important diagnostics. It also provides key support information. Proactive monitoring, coupled with the HP Insight Online portal, can serve as a direct lifeline to HP or a partner support professional, providing customers greater confidence in their system uptime.

Automated, personalized support

To quickly respond to customer needs, organizations need immediate access to IT support specialists. HP's new cloud-based support portal automatically aggregates and examines system information to resolve problems 66 percent faster than traditional phone support. [1] It also reduces unplanned downtime. HP Insight Online enables clients to:

Improve IT productivity by automatically retrieving and managing system health, asset and warranty information. This eliminates as much as 90 percent of the time typically used to track contract and warranty details and 85 percent less time used for asset configuration data.[1]

— Enhance competitive advantage by reducing downtime with proactive issue resolution. HP Insight Remote Support gathers and automatically delivers information from devices connected to the network to an HP

service professional for rapid problem resolution. Secure access to system health also is available from any device, anytime.

Maintaining uptime for self-sufficient servers

Approximately 50 percent of system problems are caused by people and process issues.[1] As a result, organizations need proactive services to improve performance, uptime and productivity, while reducing costs.

The embedded HP ProActive Insight Architecture in HP ProLiant Gen8 servers streamlines operations by aggregating and analyzing health information, which is then used for proactive maintenance, resolution of potential issues at the solution level and optimization of system performance.

HP ServiceONE Partner Program

To build customer loyalty, HP is offering ProActive Insight Architecture services through the HP ServiceONE partner program. Partners can expand their technology services portfolio or offer co-branded services with HP to rapidly address customer requirements. The program helps increase partners' profitability by giving them access to HP's global resources that aid their ability to satisfy customer projects on time and on budget.

Pricing and availability

The HP Insight Online Support portal and HP ProActive Services are delivered globally through HP Technology Services. Pricing for the ProActive Services varies according to location and implementation. There is no charge for access to the HP Insight Online Support portal.

(1)   HP internal estimate.