



Fact Sheet

Technology Services for HP Moonshot System

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Overview

The power, space and cost needed to support the future needs of businesses and governments are putting extreme pressure on internet-scale data centers. The [HP Moonshot](#) system announced [today](#) addresses these challenges with a new class of software-defined servers that deliver the density and power efficiency needed to handle social, mobile, cloud and big data. These extremely scalable, highly dense environments also require specialized consulting services and advanced infrastructure support.

HP also announced the HP Moonshot Concierge Services, a program, which includes educational tools and services to help customers and partners effectively implement the HP Moonshot system. Key to the program are specialized services offered by [HP Technology Services](#), including [HP Foundation Care](#), for support of individual HP Moonshot systems and [HP Datacenter Care](#), which includes flexible support for a customer's entire data center environment. HP Technology Services also offers consulting for platform migration and energy efficiency.

HP Foundation Care helps provide customers with peace of mind by offering essential services that cover reactive support in the event of an issue as well as parts delivery and rapid repair for the HP Moonshot system. HP Foundation Care offers optional collaborative support, in which HP will work with authorized software providers to resolve software issues, eliminating the typical vendor "finger pointing."

HP Datacenter Care services are tailored for HP Moonshot internet-scale computing, and provide personalized support for a customer's data center environment including:

- Direct access to experts at the HP Hyperscale Center of Excellence, an advanced support call center, providing a single point of contact to help quickly diagnose and resolve issues to ensure business continuity and speed innovation.
- Optional on-site self-service spares providing instant access to HP and multivendor parts to ensure peak performance.
- An HP Flexible Capacity Service option, providing customers with immediate access to on-site storage, server and networking resources to scale when needed and pay only for the capacity used.⁽¹⁾

Simplifying the journey to Moonshot

HP Technology Services provides access to experienced consultants who can help develop the best migration strategy for the customer's organization by aligning key

stakeholders to create a nondisruptive implementation plan. To reduce risk, the plan identifies specific migration requirements through workload discovery, assessment and design services. HP also offers deployment services intended to enable customers to recognize immediate value from their HP Moonshot investment.

Optimizing energy resources

HP Critical Facilities Energy Services are designed to enable customers to improve energy efficiency and reduce energy costs. HP works closely with each customer to assess their specific needs, develop a plan of action, transform energy resource use and create a long-term, enterprise wide sustainability approach.

Pricing and availability

HP support and consulting services for Moonshot are available globally. Pricing varies according to location and implementation.

HP's premier America's client event, HP Discover takes place June 11-13 in Las Vegas.

(1) Minimum commitments apply; variability applies above agreed-to minimums.

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