

HP Output Management Implementation and Operations Enhancement Services

Personalized services that keep your output environment up-to-date and highly available



Proactive, comprehensive support designed for businesses that run mission-critical applications and cannot tolerate downtime without significant business impact.



Is revenue lost or delayed if your business-critical documents do not reach their destinations on time or at all? HP Output Management Implementation and Operations Enhancement Services can help. HP specifically designed these services for environments that need highly-reliable delivery of business-critical documents.

You can choose HP Output Management Implementation and Operations Enhancement Services as part of your HP Output Management solution—the intelligent link that gets critical documents from virtually any application to nearly any destination reliably, efficiently, and cost-effectively. HP assigns you a dedicated HP Output Management Account Manager who heads a team of HP experts. Together, they help oversee your output management environment to make sure it stays up-to-date and optimized for your current business requirements.

Comprehensive proactive support

- **Expansion and Growth Planning.** As business grows, your company will add applications and business processes. To handle this increased demand on the output environment and to increase your return on investment (ROI), your HP Account Team helps you create a plan to expand your highly-scalable HP Output Management solution.
- **System Health Check.** Once a year, your HP Account Team performs a comprehensive analysis of the overall state of your HP Output Management system(s). They create a report that includes all operating system patches, system configurations and HP Output Management Service Packs installed. The report covers recommendations on how to improve the system throughput and reliability.
- **Named Response Center Resource.** HP also assigns a dedicated HP Response Center resource who tracks all problems, makes recommendations on patches, and provides input into your support planning activities.
- **Migration and Upgrade Assistance.** Your HP Account Team helps you plan and execute upgrades to the HP Output Management environment, assists in migration, and trains your team on the new release.

- **Operational and Technical Advice.** As part of your service package, HP includes consulting time you can use for further integration and other per-event consulting activities.

Optimize critical output delivery

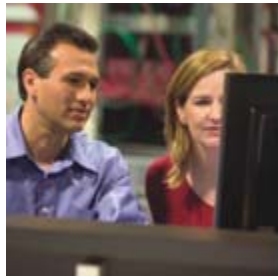
The HP Output Management Account Team works closely with you and your IT team to understand your company's specific output environment. Business applications, such as SAP or Oracle®, generate your most critical documents. The HP Account Team evaluates your applications and helps you address specific business needs and support issues.

Benefits

- **Increased confidence.** Anticipate and plan for change so your output management environment supports your business processes. With HP Output Management Implementation and Operations Enhancement Services you can depend on delivering critical business documents on time from virtually any application, to nearly any destination in the world.
- **Faster problem resolution.** Your dedicated Named Response Center Resource already knows your environment. No need for you to re-explain.
- **Faster access to consulting.** Address issues, tweak the system or perform integration with available days of consulting that are already in the budget.
- **Protected revenue streams.** You avoid costly downtime and business disruption through effective planning, proactive problem avoidance, and efficient problem resolution when you need it.
- **Optimized environment.** HP helps optimize your company's output environment so you can achieve the greatest ROI and maximize end-user productivity.

HP Output Management Implementation and Operations Enhancement Services help you identify areas in your output management environment that need improvement so you can avoid or reduce delivery failure of business-critical documents.

Service module	Description of activities performed	Deliverable(s)	Benefits
Expansion and Growth Planning	<ul style="list-style-type: none"> Document your current and future-state HP Output Management architecture Help identify and analyze which additional applications and business processes within your IT environment require the HP Output Management solution Create a plan to expand the HP Output Management solution utilization over time 	<ul style="list-style-type: none"> Written Expansion and Growth Plan (annually) Activity report (quarterly) 	<ul style="list-style-type: none"> Increased return on investment (ROI) Lower total cost of ownership (TCO)
System Health Check	<ul style="list-style-type: none"> Perform a comprehensive analysis of the overall state of the HP Output Management system(s) once a year (includes up to three production systems at one location or assessable via the network) Verify disk partitions and space, operating system patches, HP Output Management Service Packs, etc. Create a report that includes the information listed above with recommendations to improve system throughput and reliability 	<ul style="list-style-type: none"> System Health Check Report (annually) 	<ul style="list-style-type: none"> More reliable, scalable and better performing implementation of the HP Output Management solution in mission-critical environments
Named Response Center Resource	<ul style="list-style-type: none"> A dedicated contact who tracks all related problems, makes recommendations on patches, and assists with maintaining the HP Output Management Support Plan Maintain documentation on the output management environment Follow up on all cases Follow up on enhancement requests and defects 	<ul style="list-style-type: none"> Support activity report (monthly) 	<ul style="list-style-type: none"> Speed, efficiency—faster problem resolution The Named Response Center Resource becomes an extension of your IT department
Migration and Upgrade Assistance	<ul style="list-style-type: none"> Assist in planning and executing upgrades to the HP Output Management suite of software products Communicate and discuss new service packs, maintenance releases and major releases Assist with deciding when to upgrade Help with upgrade of one HP Output Management test and one development landscape on site Help plan production upgrade Assist with production system upgrade Track the usage of the HP Output Management products and which service packs are needed Upgrade up to 3 production HP Output Management systems and up to 10 HP Output Management application clients at one location or assessable via the network 	<ul style="list-style-type: none"> On-site assistance with upgrade and migration to new release (per release) Training on new release 	<ul style="list-style-type: none"> Increased ROI Easier support and problem resolution Makes transition to the latest releases and functionality smoother, more efficient, and reduces the risk of changing the environment
Operational and Technical Advice	<ul style="list-style-type: none"> Provides variable days of consulting time that can be used for further integration, other per-event consulting activities, or whatever comes out of the HP Output Management Expansion and Growth Planning module Includes one on-site trip during normal working hours in the region (excludes holidays, weekends, and after hours) 	<ul style="list-style-type: none"> Consulting services 	<ul style="list-style-type: none"> Faster access to highly skilled consultants to tweak the system or perform additional integration Already in the budget, no need to wait



HP Output Management solutions

End-to-end solutions

HP Output Management solutions make it easy for you to deliver business-critical documents from virtually any business application to nearly any destination reliably and efficiently while saving money. Our solutions combine enterprise information delivery software with expert implementation, integration, software support, and customer training services. We make sure you have everything you need to provide a complete end-to-end business solution for your company.

Software products

HP Output Server is the core software platform of any HP Output Management solution. It enables reliable, efficient, and cost-effective document delivery to enterprise output destinations virtually anywhere in the world via print, fax, email, FTP, web, wireless devices, file, and other formats. Add-on software modules are available for enhanced capabilities such as report distribution, web publishing, and multi-language printing, as well as integrations with SAP, Oracle Applications, HP Software, and others.

HP Output Management software products run on a large variety of operating systems and platforms including UNIX®, Linux, or Microsoft® Windows®.

Implementation and integration services

You can choose from an extensive portfolio of enterprise implementation and integration services specifically designed to assist you in smoothly bringing your HP Output Management solution into your IT environment. Our services team provides planning, implementation, integration, and other customization assistance required to meet your business needs.

This team is available to provide end-to-end enterprise integration, combining HP products and services with software from leading enterprise application providers such as Oracle Corporation (Siebel, PeopleSoft, JD Edwards), EMC Corporation (Documentum), Monotype (Andale), and others.

We can also integrate output management capabilities with forms applications and archiving or content management software, as well as with leading high-availability solutions—including HP Serviceguard and IBM High Availability Cluster Management. This prevents network and equipment failures from disrupting your ability to access critical information.

Support services

When it comes to software support and maintenance services, HP offers a wide range of options so you can rely on the precise level of assistance your company needs.

Our support options include 9x5, 13x5, or 24x7 service hours. As part of your maintenance contract, you get regular defect repair, access to expert personnel to answer any questions you may have, and ongoing software updates—everything you need to maintain an optimally running HP Output Management solution. Your account team also takes requests you may have to enhance the HP Output Management software products or services and feeds them into HP's product enhancement process for continual improvement.

Besides the basic support offerings, we offer advanced implementation and operations enhancement services that include your choice of services such as a system health check, upgrade or migration assistance, performance optimization and tuning, and more.

Customer training services

Training helps you get the most from your solution. HP offers an HP Output Management training curriculum for delivery at HP facilities, on-site at your company, or as self-paced instruction available on a DVD. Training is essential to keeping your employees equipped with the right knowledge to optimally manage and tune your HP Output Management implementation.

A flexible purchase program for your training needs is available to help you plan and budget.

Financing services

To assist with the adoption of the HP Output Management solution, HP Financial Services offers a complete array of leasing and financing options to enable you to work within your budget and ease your cash flow. We make it easy and economical for you to deploy world-class technology complete with hardware, software, and services, on terms tailored to your unique needs.

For more information

For more information about HP Output Management solutions, please send an email to:

outputmanagement@hp.com or visit:
www.hp.com/go/outputmanagement

HP Output Management solution offerings

Get your documents there every time on time

Product or service	Description	Number
Software		
HP Output Server	Core software platform of each HP Output Management solution with powerful new features for enhanced central management of all document delivery.	T2358AA
HP Output Distributor	Automatic report delivery with advanced bursting and bundling capabilities.	T2361AA
HP Web Delivery	Customized content delivery from HP Output Server to the web.	T2362AA
HP International Printing for HP Output Server	Accepts and delivers documents in one or multiple languages by integrating Unicode™ Standard documents with enterprise applications and output devices without modifying hardware.	BA495AA
HP Output Manager for SAP	Integration module linking HP Output Server software with SAP applications.	C8043AA
HP Output Manager for Oracle Applications	Integration module linking HP Output Server with Oracle Applications/E-Business Suite.	Q1308AA
HP Output Manager for HP Software	Integration module linking HP Output Server with HP Software (formerly HP OpenView).	C8040AA
Other interfaces	HP can also integrate with custom or proprietary enterprise applications.	Quote on request
Implementation and integration services		
HP Output Management Assessment and Planning Service	A thorough, step-by-step process to capture all aspects of your information delivery environment and design just the right solution for the unique needs of your business.	Quote on request
HP Output Management Implementation and Integration Services	HP experts integrate the HP solution to your legacy, proprietary and/or enterprise applications such as SAP or Oracle as well as any needed forms, archiving, or content management systems. HP's integration services also include a broad range of capabilities including Integration with Applications and Destinations, Deployment Planning and Execution, Production Readiness Reviews, and Go-Live Support.	Quote on request
HP Output Management Implementation Services for SAP	Comprehensive services using proven methodologies specifically designed for SAP output environments. These services simplify your implementation and improve your business processes so you can deliver critical business information more reliably.	Quote on request
HP Output Management Implementation Services for Oracle Applications	Comprehensive services using proven methodologies specifically designed for Oracle output environments. These services simplify your implementation and improve your business processes so you can deliver critical business information more reliably.	Quote on request
Software support services		
HP Output Management Software Support Services	HP Standard Support Services provide a choice of support 9 or 13 hours a day 5 days per week. The HP Extended Support Services provide support 24 hours a day, 7 days a week. HP Software Support Services also include regular defect repair service packs and regular enhancement releases.	Quote on request
HP Output Management Implementation and Operations Enhancement Services	Additional account-specific services are designed for businesses that run mission-critical applications and cannot tolerate downtime without significant business impact. These Implementation and Operations Enhancement Services include System Health Check, Migration and Upgrade Assistance, Expansion and Growth Planning, Named Response Center Resource, and Operational and Technical Advice.	Quote based on individual service modules selected
Customer training services		
	HP has a complete portfolio of training classes as well as self-learning materials available on a DVD. Content covers topics such as: basic system operator and system administration, advanced system administration, and usage training for add-on software.	

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