

# Operational and Technical Advice for the HP Output Management Solution

Receive expert advice from someone that understands your information delivery environment



Properly maintain and maximize the utilization of your business-critical information delivery infrastructure.



Business needs change and keeping up with the latest technology is an ongoing responsibility of any IT department. Frequently, IT department struggle to pay the necessary attention to all the systems and software running the company's operations. HP Output Management Implementation and Operations Enhancement Services<sup>1</sup> offer the kind of help you need to stay ahead of the curve. As a key part of a successful HP Output Management solution—the intelligent link that gets critical documents from virtually any application to nearly any destination reliably, efficiently, and cost-effectively—Operational and Technical Advice is an added value that helps you properly maintain and fully utilize your system.

## Comprehensive service

HP Output Management Implementation and Operations Enhancement Services offer a complete and comprehensive approach for ongoing support of your information delivery environment. As one of these proactive services, Operational and Technical Advice offers 5 additional consulting days to keep your HP Output Management systems performing to meet expectations. These services complement other support services and are essential to proactively manage your information delivery system. Topics addressed may be technical or operational and are performed by HP professional services team members. Operational and Technical Advice can be used for further implementation and integration needs or other per-incident consulting as needed. These services are provided during normal business hours and include one on-site trip to address your business requirements.

## Get the most from your software investment

Operational and Technical Advice for your HP Output Management solution provides you access to highly skilled consultants. Our team's depth and breadth of experience means that we can work with virtually any technology platform. We can help you maintain an output management solution that is tightly integrated with your existing applications.

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 and Oracle®, generate many mission-critical documents, which must be delivered on time every time. The HP account team evaluates these applications and others and helps you address specific business needs and support issues that may impact your information delivery.

You can use these consulting days in any way you wish. For example, HP can help you anticipate and plan for change so your output management environment supports your business processes. We can address issues or tweak your existing system to help you achieve the greatest return on your investment and maximize end-user productivity.

You can feel confident with HP. Our goal is to always support your information delivery environment, anticipate your ongoing business needs, and keep your operations up and running.

**Ordering information:** Product HG080—Contact your local sales representative for pricing and other service offerings to enhance your HP Output Management solution.

<sup>1</sup> HP Customer Support Services are governed by the HP Terms and Conditions of Sale and Service, HP Business Terms or HP Global Agreement.

Operational and Technical Advice is a proactive consulting service that helps you maintain the ongoing reliability and efficiency of your output management system.

## At-a-glance: Operational and Technical Advice

**Who we are:** HP Output Management Technical Consultants have many years of output management experience. We can work with you to design and implement an output management solution that's right for your business.

**What we do:** As part of HP Output Management Implementation and Operations Enhancement Services, Operational and Technical Advice is a proactive consulting service that helps you maintain the reliability and efficiency of your output management system.

**Our experience:** Our consultants have an average of seven to ten years of dedicated document delivery experience.

**Global presence:** With highly trained experts around the world, we provide the same responsive service whether you're based in a remote location or a major market.

**Partners:** Our partners include Microsoft®, Oracle, and SAP.

**Customers:** Our customers include Allergan, Columbus McKinnon, Iron Mountain, L'Oreal, Moen Incorporated, as well as other Fortune 500 companies worldwide.

## Why we're different

We're different because we understand that you're different. Our team can work with you to design an output management solution that's right for your goals—whether they involve reducing output management costs, improving content delivery, integrating your enterprise output environment with your IT infrastructure, or all of the above. Moreover, our service offerings are comprehensive and encompass an assessment of your enterprise output management and document delivery needs, as well as solution development, deployment, management, and support.

## Understanding the enterprise

We've helped hundreds of corporations successfully design and implement output management solutions in unforgiving enterprise environments, where lost or late information can cost millions of dollars. We've even helped ourselves. Following HP's merger with Compaq, we successfully simplified our own output management environment to improve reliability and enable centralized control—saving the company US \$4.5 million per year in the process.<sup>2</sup>

## Global resources locally

We combine the resources of a large, global enterprise with local support and services that speak your language. With highly trained experts around the world, we provide the same responsive service whether you're based in a remote location or a major market.

## Comprehensive technology expertise

By working with HP you have access to all the technology expertise required for a successful information delivery system. HP has experts that understand all the hardware components of the solution: servers that are scalable to meet your performance needs, whether UNIX® or Linux platforms; devices whether they are single function printers or the most versatile multi-function devices; and the networking and failover infrastructure required to prevent disruptions. Our experts can cover all your software and interface needs as well. Most importantly, HP brings it all together with expertise that spans the full range of technical skills and business processes required.

## Our people make the difference

Our team has particular expertise in providing output management solutions for complex enterprise environments. We have worked with some of the world's largest companies and we are well-versed in HP's proven approach to creating solution architectures that precisely target our customers' business goals.

Each member of our team brings top-quality skills in analyzing output management needs; identifying, developing, and integrating custom solutions to meet those needs; and providing superior project management. On average, our consultants have seven to ten years of dedicated output management experience and an up-to-date certification from the Project Management Institute.

We help you realize all the benefits of our technical depth, close relationships with leading vendors, and international presence. The end result is a robust output management solution for better business outcomes.

<sup>2</sup> See customer stories at [www.hp.com/go/outputmanagement](http://www.hp.com/go/outputmanagement)



## 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](mailto:outputmanagement@hp.com) or visit:  
[www.hp.com/go/outputmanagement](http://www.hp.com/go/outputmanagement)

# HP Output Management solution offerings

Get your documents there every time on time

Product or service	Description	Number
<b>Software</b>		
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
<b>Implementation and integration services</b>		
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
<b>Software support services</b>		
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
<b>Customer training services</b>		
	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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For more information about HP Output Management solutions, please send an e-mail to [outputmanagement@hp.com](mailto:outputmanagement@hp.com) or visit: [www.hp.com/go/outputmanagement](http://www.hp.com/go/outputmanagement).

