

HP Output Management Remedy Integration Service

Enhance the functionality of your output management environment with help from HP



Accelerate the integration of your HP Output Management solution with Remedy.



While HP Output Management solutions are very flexible and easy to integrate with other systems, you can do it much faster and easier with help from HP Technical Consultants. You can rely on HP professionals that know and specialize in the HP Output Management solution—the intelligent link that gets critical documents from virtually any application to nearly any destination reliably, efficiently, and cost-effectively.

Get the most from your software investment

Our team's depth and breadth of experience means that we can work with virtually any technology platform. We can help you develop an output management solution that is tightly integrated with your existing applications environment. Our solutions can support virtually any destination—including printers, fax, email, web and your company's online information portal—and deliver output in numerous file formats.

Using rules that you define, the HP Output Management solution can manage the flow of information between business-critical applications—such as ERP and supply chain systems—as well as forms management, archiving, and document management systems. The solution provides leading enterprise system management tools to track the status of all your output jobs and destinations from a single console.

Remedy service integration

Besides the leading enterprise applications from SAP and Oracle®, HP also works with numerous others. Among them is Remedy, a 3rd party software tool that tracks and prioritizes customer IT issues and communicates problem status and resolution effectively. Designed to support even the most complex organization, the HP Output Management solution with the Remedy tracking tool is meant to simplify the call tracking and resolution process. HP consultants offer the software integration service with Remedy to reliably and efficiently provide tracking notification of an IT issue and a physical completion notice once a problem is resolved. As a support tool for your HP Output Management solution, the Remedy software integration service is provided by HP professionals that know and understand your HP Output Management environment.

HP professionals offer all the help you need to smoothly deploy the system administration and support tools. They integrate Remedy with HP Output Server—the core platform to any HP Output Management solution—ensuring the benefits of reliable delivery for your business-critical information. When IT issues arise, a trouble ticket is created and an assigned engineer is called to investigate and resolve whatever the problem is. Once the problem has been resolved, the assigned engineer electronically signs the ticket, which is automatically updated to the Remedy database. The customer is then sent a signed copy of the completed ticket by either fax or email to confirm problem resolution. A recap of the problem and service call are also provided as reference.

An easy routing solution

HP Output Server is the backbone of the HP Output Management solution. It is also a flexible system that can easily be integrated with existing applications and system administration tools. Our service professionals implement the HP Output Management Remedy Integration Service with HP Output Server, enhancing the functionality of your current output environment. We create HTML templates with replaceable fields to route the resolution ticket via email or fax, according to your preference.

Our solutions also address another key part of output management: making sure that business-critical documents are not lost between the application and the output device. HP Technical Consultants can help prevent network and equipment failures from disrupting your ability to access critical information.

Contact your local HP sales representative to learn how you can integrate output management capabilities with other applications and enhance the functionality of your output management environment.

HP's software integration services help ensure you get the most from your output management solution.

At-a-glance: HP Output Management Remedy Integration Service

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: The HP Output Management Remedy Integration Service is an example of how we can enhance the functionality of your HP Output Management solution with other applications.

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.¹

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.

¹ See customer stories at 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 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.	

Linux is a U.S. registered trademark of Linus Torvalds. Microsoft and Windows are registered trademarks of Microsoft Corporation. Oracle is a registered US trademark of Oracle Corporation, Redwood City, California. Unicode is a trademark of Unicode, Inc. UNIX is a registered trademark of The Open Group.

© Copyright 2008 Hewlett-Packard Development Company, L.P.

The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein. Printed in the U.S.

For more information about HP Output Management solutions, please send an e-mail to outputmanagement@hp.com or visit: www.hp.com/go/outputmanagement.



4AA1-8932ENW, April 2008