

HP Output Management Software Support Services

Get reliable and efficient performance from your output management investment



Meet the service levels that your business needs and your customers expect.



If you're running a business-critical process that needs reliable and efficient information delivery, HP Output Management Software Support Services help eliminate document delivery failures, reduce system downtime, and increase productivity—helping your business consistently meet its own goals as well as your customers' expectations.

HP Output Management Software Support Services can be 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.

Comprehensive services

HP offers comprehensive software support and maintenance services for HP Output Management software products. You can choose from a wide range of service plans and purchase options to receive the precise level of assistance you need—from basic support to advanced services.

HP Output Management Software Support Services are:

- **Phone-in assistance:** hourly phone coverage based on the level of support service you choose.
- **Service Pack updates:** includes regular defect repair and operating system updates.
- **Enhancement releases:** product enhancements based on customer input and proven results.
- **HP Standard Support Services (9x5 or 13x5):** You choose the level of software support based on your business needs. Customer support representatives are available via phone to answer your questions and to assist you with problem identification and resolution.
- **HP Extended Support Services (24x7):** Supplements the HP Standard Support Services with technical support and critical problem resolution 7 days a week, 24 hours a day, including holidays.
- **HP Output Management Implementation and Operations Enhancement Services:** If you run applications that generate mission-critical documents and cannot tolerate downtime without significant business impact, advanced services are available to supplement your standard or extended support coverage. You can avoid unnecessary downtime, gain quicker problem resolution, and receive better performance overall with use of these select services.

Get the most from your software investment

Few organizations have the time and resources in house to address all the challenges and complexities their IT infrastructures present. For most companies, the IT infrastructure is a complex blend of solutions from multiple suppliers, requiring specialized expertise to deploy and operate. HP Output Management Software Support Services provide talented people, proven processes, and deep application-specific knowledge to help make sure your output management software is running at its highest levels.

Helping you make a difference

- **Talented people**—Each member of the HP team brings top-quality skills to analyze and service your specific output management needs.
- **Proven processes**—HP provides a proven approach for you to achieve the service levels you need.
- **Deep application-specific knowledge**—Each HP service representative brings a strong technical heritage and receives ongoing training as a fundamental job requirement.
- **Flexible online services**—HP offers online services from a single web address for fast, efficient access to interactive support tools. These tools help you reduce diagnostic guesswork, obtain comprehensive technical knowledge, and maintain your current support contract.
- **Latest software notifications**—As part of your support contract, Software Update Manager provides you direct web access to software notifications, update requests, and the latest multiplatform product downloads.

Designed for businesses that require reliable and efficient output delivery, HP Output Management Software Support Services help businesses achieve the service levels they need.

At-a-glance: HP Output Management Software Support Services

Who we are: The HP Output Management Software Support team has many years of information delivery experience. We work with you to help ensure your output management solution maintains its highest level of performance.

What we do: HP offers comprehensive software support and maintenance services for the HP Output Management software products running on UNIX®, Linux or Microsoft® Windows® platforms including HP-UX, Red Hat, SUSE, Sun Solaris, IBM AIX, or Windows operating systems.

Our experience: Each of our service representatives have numerous years of dedicated experience and receive ongoing training as a fundamental job requirement.

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 Agilent, Allergan, and Moen 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.

We understand enterprise environments

We've helped 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\$2.5 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.

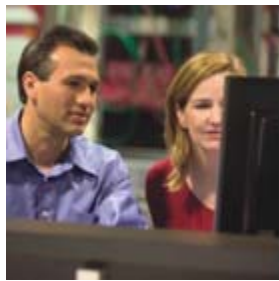
Our people make the difference

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 7 to 10 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 standard 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 or 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, Support Planning, 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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