

HP Proactive Plus for SMB



Fast response is essential when a problem occurs. But the ideal is to prevent the problem – and the expensive downtime it causes – from happening in the first place. That's where HP Proactive Plus for Small and Medium Businesses (SMB) can help.

HP Proactive Plus for SMB provides comprehensive proactive and reactive software support services to help your IT professionals ensure top performance and availability in environments running Microsoft® operating systems on HP ProLiant servers.

Proactive features include an assigned remote account advisor, annual system healthcheck report, annual service activity report and review, and electronic hardware pre-failure event notification. Reactive features include 24x7 problem analysis and resolution with five reactive software service incidents per environment, software electronic support, access to technical resources, escalation management, and remote access.



Combined with the appropriate level of on-site hardware support, HP Proactive Plus for SMB enables you to enhance the availability and performance of your overall IT environment, plus improve technical and operational effectiveness.

Service benefits

- **Fast, predictable results** – Expert support from HP, a premier Microsoft partner.
- **Reduced downtime** – Proactive features eliminate many issues before they impact operations. 24x7 reactive response quickly addresses problems that occur.
- **Responsive access to expertise** – Increases effectiveness of system managers and operators by leveraging expertise of the assigned remote account advisor.

When high availability is essential

If you're like most SMBs, your IT environment has become essential to your operations and success over the past few years. That makes it more important than ever to eliminate downtime ... and its costs and consequences. That's the goal of HP Proactive Plus for SMB.

Designed specifically for the realities and needs of small and medium businesses, this service lets you leverage HP best practices by providing access to HP's global technical expertise. An assigned remote account advisor serves as your primary contact for proactive services within the HP support organization. These services include:

- Basic account support plan that describes your IT environment and site-specific information, defines roles and responsibilities, and details the services HP will provide.
- Annual system healthcheck using diagnostic tools to perform an assessment of up to five (5) servers. Results are then compared with HP's suggested system management standards.
- Annual services activity report and review, which documents reactive support call information (software incidents), potential risk factors, and recommendations.
- Annual operating system/operating environment (OS/OE) patch analysis notification and recommendation, which addresses the features of the latest Microsoft operating system and server application service packs (limited to one OS/OE). This briefing covers key information needed to evaluate and install service packs successfully.
- Electronic hardware pre-failure event notification alerts HP support engineers of potential hardware problems so they can be addressed before a failure occurs.

Your assigned remote account advisor begins by working with you to understand your IT infrastructure and assist you in identifying gaps in supportability. It is also the advisor's responsibility to coordinate additional specialized resources as necessary. Your advisor is available Monday through Friday, excluding HP holidays, during local standard HP business hours to deliver the proactive features of HP Proactive Plus for SMB.

Fast, expert response if a problem occurs

Although problem avoidance through proactive measures is the goal, HP Proactive Plus for SMB includes comprehensive assistance if software problems occur. This reactive support encompasses:

- Problem analysis and resolution for five (5) reactive software service incidents

- Software electronic support with unlimited access to an electronic facility that includes a knowledge database with known symptoms and solutions, software product descriptions, specifications, and technical literature
- Access to HP technical resources via telephone or electronic communication for assistance in resolving software implementation or operations problems
- Problem isolation to speed resolution
- Escalation management
- Remote access via a variety of support tools to facilitate problem-solving

Reactive software services are available 24 hours per day, Monday through Sunday, including all holidays. This coverage is included for five (5) reactive software service requests (incidents). HP will provide remote assistance for authorized callers for reactive software problems. Callers can typically expect a response time of two hours for critical calls and four hours for non-critical calls.

For your convenience

Our SMB customers can purchase products and services directly from HP or from the hundreds of HP-authorized solution and service providers nationwide, thanks to the HP Unified Support Network. The network provides impressive flexibility and convenience, making it easy for you to purchase services and have them delivered by a trusted local resource with whom you may already do business.

HP's commitment to you

HP Proactive Plus for SMB is just one element of the HP Smart Office/Smart Support initiative. This \$750 million program represents a company-wide coordinated approach to serve the small and medium business market more effectively. It's basically an effort to make technology easier for SMBs every step of the way – not just buying, but also installing, running, adapting, and getting the most out of technology every day.

For more information

Your HP representative or authorized HP reseller can provide you with complete information about HP Proactive Plus service, as well as about the other SMB-specific services that make up our Smart Support portfolio. We also invite you to visit our Web site at: www.hp.com/sbso/services/index.html.

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