

HP ProLiant System Minder for SMB



Making sure your HP ProLiant 300 series and 300 series entry-level servers are always ready to play their key role in your environment requires a comprehensive and innovative approach to services – exactly what’s available with HP ProLiant System Minder for SMB.

Servers are the lifeblood of today’s businesses, delivering the powerful data access, information sharing, communication, and other capabilities that power business applications and enable key business activities ranging from performing financial analyses and creating effective presentations to electronic commerce with partners and customers. So if a server fails, it can have devastating effects on the company’s business.

Unfortunately, providing ongoing management, monitoring, and support for server hardware and software can be a complex task requiring specialized expertise. It’s not surprising that given the choice, few SMBs want to deal with the cost and complexity of creating this type of support capability in-house.



With HP ProLiant System Minder for SMB, you now have that choice. Designed for companies with little or no IT resources, this comprehensive service offers everything it takes to help ensure top performance and availability: server administration, 24x7 remote monitoring, and a single point of contact for hardware and software support.

Service benefits

- Reduces complexity with a single point of contact for server management, operations, and support
- Improves server security against breaches/threats through remote security patch updates
- Enhances system performance and reduces downtime due to software and hardware issues with 24x7 remote monitoring (problem resolution during contracted hours)
- Reduces resolution time through quick access to Level 1 and Level 2 support engineers – phone, remote and on-site
- Minimizes the need to acquire and maintain specialized IT support capabilities
- Allows your IT staff to focus on your core business instead of on system support issues

Comprehensive support for critical assets

HP ProLiant System Minder for SMB offers an outsource solution for SMBs with limited or no IT resources. It starts with a single point of operational and support ownership for responsiveness and accountability. And it continues with a combination of management and support services for both server hardware and network operating system software that helps ensure the performance and stability of all covered servers in your environment.

Management and operational support

Management and operational support services are designed to help ensure optimum operation, plus identify and address issues before they develop into problems that impact your operations. These services and capabilities include:

- Single point of contact for server management – assigned remote system engineer
- 24x7 remote software and hardware monitoring to detect and avoid potential problems
- Remote installation of recommended security and operating system maintenance patches
- Hardware firmware updates
- Online server general performance/health reports
- Up to 15 remote implementations of system administration requests to reflect the fast-changing nature of business for today's SMBs

Reactive support

If a problem does occur, HP ProLiant System Minder for SMB includes reactive services designed to expertly address issues expertly and get your system up and running again quickly, including:

- Emergency phone support with one-hour response
- Remote console problem determination and resolution
- Emergency on-site network operating system and hardware support with 4-hour response
- Standard on-site hardware support with 13x5 coverage window or 24x7 uplift available
- Support provided for Microsoft® Windows® and Novell NetWare operating systems

Support is provided under a fixed-price agreement that includes all parts and labor. To help ensure outstanding results in all areas, HP ProLiant System Minder for SMB includes an assigned remote system engineer who gets to know your environment, oversees remote management and operational services, and is aware of all service delivery events if a problem occurs.

With HP ProLiant System Minder for SMB, you get the advanced management and support capabilities you need to help keep your HP ProLiant 300 series and 300 series entry-level servers performing at their best, without the complexity and cost associated with acquiring and maintaining specialized in-house resources.

For your convenience

Our SMB customers can purchase HP-branded products and services directly from HP or from one of the hundreds of HP-authorized solution providers nationwide, thanks to the HP Unified Support Network. The network provides impressive flexibility and convenience, making it easy for you to purchase services.

HP's commitment to you

HP ProLiant System Minder 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 and more affordable for SMBs every step of the way – not just buying, but also installing, running, adapting, and getting the most out of technology every day.

The services included in the Smart Support portfolio are the result of an ongoing dialogue we've been having with our SMB customers about the challenges they face and the IT services they need to help them meet those challenges. We call these services "Smart Support" because they're all designed to help customers access the knowledge and support they need to get the most from their IT investments.

For more information

Your HP representative or authorized HP reseller can provide you with complete information about HP ProLiant System Minder for SMB, as well as about the other SMB-specific services that make up our Smart Support portfolio. Information is also available at: www.hp.com/smb.

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