Around the world in 24 hours

HP Global Customer Support Center
Follow-the-sun support

HP’s Global Customer Support Center (GCSC) is an elite, worldwide technical support team that provides a 360° Knowledge Continuum and “follow-the-sun support” for HP NonStop and HP S5000 customers worldwide. In an eBusiness world that doesn’t stop, they’re your front line, making sure your mission-critical systems stay up and running.

The global GCSC team supports this broad spectrum of products:
- S-Series and K-Series servers
- HP NonStop Kernel (NSK) operating system
- HP NonStop ServerNet clusters
- middleware and communications products
- S5000 servers
- HP NonStop UX operating system
- SCO UnixWare
- NonStop UX middleware and SS7 communications products
A worldwide team that gets the job done

One world. One vision. One process.
It’s a great, big worldwide-web-world where everything revolves around a 24x7x365 clock. Business never sleeps, and you’ll be glad to know we don’t, either.

The GCSC is built on a worldwide structure and process that we call a 360° Knowledge Continuum. It consists of six GCSC expert centers around the globe: Melbourne, Australia; Frankfurt, Germany; Dusseldorf, Germany; London, England; Reston, Virginia—USA; and Austin, Texas—USA. This “virtual center” structure is based on a single, worldwide problem management system that handles calls from HP customers worldwide.

Our “follow-the-sun” approach to service means that front-line talent is always available to you, regardless of your location or time zone. You call the same number, day or night, and your call is transparently routed to the open center that is best able to take immediate action. In the GCSC, there is no second or third shifts. You get only the brightest and the best—in their offices—ready to take action.

All six knowledge centers are under the leadership and guidance of one director—with the support of other managers in the United States, Europe, and Asia-Pacific—so you are always assured of consistent, continuous, high-touch service.

The GCSC is your gateway to technical knowledge and support for HP NonStop and S5000 systems. We perform in-depth analysis of your hardware and software issues, as well as answering product-related questions. And, because we are tightly connected to our development organization, we can troubleshoot the most difficult problems.

First stop in a NonStop day:
Melbourne, Australia

“We have been a customer for almost 15 years and we have had a very good experience with GCSC support. The response time has been excellent. We have not had to wait for a specialist to work on our issue; someone always responds promptly. The technical ability of GCSC Specialists has been very good. Overall, we believe this service is a world-class capability.”

—Frank Tamas,
Manager Systems-Tandem NonStop,
St. George Bank Limited
Knowledge sharing that gets to the heart of every problem

**Knowledge managers vs. problem-solvers**

The combined effects of globalization, converging industries, corporate consolidations, and dramatically different consumer buying patterns have changed the world’s competitive landscape. Information technology drives business, but the pace of change in IT can be dizzying. Therefore, your IT vendor must provide more than just technical excellence; they must provide value-added knowledge, as well. That’s where the GCSC comes in.

Traditional support models follow a linear process that’s characterized by reliance on individuals who solve problems, or hand them off as needed. Generally, this model creates a service system where “one size fits all.”

In contrast, the GCSC’s Knowledge Continuum is aligned to serve the specialized needs of different customers. Instead of a departmentalized approach, we’re fostering a unified collective case ownership and resolution responsibility.

So, what’s a knowledge manager vs. a problem-solver? Where problem-solvers provide the answers to technical issues and simply document the problems and their resolutions, GCSC’s knowledge managers capture the entire process of how a problem is solved, so others can learn from their experiences. We become partners-in-opportunity with our customers, and every client contact provides an opportunity to gather and share knowledge. All of this collective experience is stored in a robust knowledge repository that is continually enhanced as problems are solved.

As knowledge is shared, rediscovery and learning become commonplace. Redundant effort declines. Resolution of delivery accelerates. Skill levels and technical proficiencies rise. And the opportunity for you to get the most from your mission-critical systems skyrockets.

Second stop in a NonStop day:
**London, England**

“In a rapidly changing market, traders need to know their trades have been executed. Our HP NonStop platform provides the scalability to keep up with increasing volumes—or deal with unexpected peaks when they occur—without compromising response times. But it takes more than just technology to compete in this market—it takes knowledge of our systems and our business. The GCSC knowledge managers know our business, inside out.”

—Jonathan Wittman, Head of Information Technology, London Stock Exchange
Unparalleled expertise

A unique balance of reactive and proactive support
NonStop services from HP empower your adaptive infrastructure with a flexible, collaborative approach to your availability needs.

Delivered by HP’s 300 worldwide specialists—with an average tenure of ten years and at least four weeks of technical training each year—these services leverage an extensive repository of learning and expertise to bring exactly the right level of support to your IT environment.

We help you fix problems fast with reactive services that include state-of-the-art debugging tools, memory dump analyzers to quickly identify the cause of operating system problems, and trace analysis tools that isolate and resolve communication errors. Plus, with all the hardware and software required to simulate your situation in our labs, and the ability to dial into your system and run our diagnostics online. We can resolve issues in no time and save you the time to collect and submit data yourself.

We also help you prevent problems before they occur with specialists who are experienced in virtually all IT environments and apply their best-practices knowledge to proactive services for our mission-critical customers.

A response center advocate will proactively work with your IT staff to optimize your software in light of your business objectives, applications, and operations. Your advocate will help keep your system current with regular software product release (SPR) audits and evaluations; monitor your software services activities; and provide periodic reports that identify trends, problem areas, and performance issues. The advocate also schedules conference calls to discuss your open issues and future plans. This frequent contact keeps your response center advocate current on changes in your environment and provides a framework for continuous improvement of your operations.

This broad mix of expert services—delivered in the way that works best for you—is a critical step on your journey to greater business agility.

Last stop in a NonStop day:
Texas, USA

“DataCentric’s e-business solution enables its customers to use a single portal to gain access to the Internet, corporate intranets, e-mail, and any number of online applications. Essentially, the company web enables the business of its clients. When we discovered that GCSC has a single, worldwide problem management system, we realized how closely our two business philosophies really do align. Their service model really does help enable the ongoing success of our business.”

—Larry Hammond,
President, DataCentric
For more information, contact your local HP representative or visit our website http://support.nonstop.compaq.com/GCSC.html

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Korea
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Malaysia
1-800-804-073 toll free

New Zealand
0800-441-756 toll free

Philippines
1800-1611-0215 toll free

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Czech Republic
0043-1-50222-1142 toll free

Denmark
800-1333 toll free

Finland
0800-158672 toll free

France
0800-222242 toll free

Germany
0130-844121 toll free

Hungary
00800-11336 toll free

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Israel
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Italy
800-185981(English) toll free
800-100811(Italian) toll free

Netherlands
10800-6100033 toll free

Norway
1-800-036-063 toll free

Poland
10800-6100033 toll free

Portugal
800-292999 toll free

Russia
956-08-65 toll free

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0800-999105 toll free

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512-432-6030 (Spanish/English)

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1230-020-2845 toll free
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Colombia
980-912-1721 toll free
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001-800-290-1193 toll free
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