Support for highly available, mission-critical enterprises

In selecting a high-availability HP NonStop S-Series server and software, you demonstrated your understanding of the need to respond to a dynamic, mission-critical environment. Your hardware, software, and support service choices are critical to your enterprise. Together, they can help you build an IT infrastructure that is synchronized with business to capitalize on change.

HP Services is well known for its commitment to providing support plans that meet a variety of customer needs. HP will continue to offer the legacy support services for HP NonStop S-Series servers described here. However, we encourage you to consider an upgraded portfolio of NonStop Support Services that offers a broader range of service options for your HP NonStop environment.

Comprehensive hardware and software support

HP has designed hardware and software support portfolios to complement each other, resulting in comprehensive coverage for the most demanding support requirements. One example is the Continuous Availability hardware and software support plans, which combine to provide immediate access to the HP Global Customer Support Center (GCSC), as well as a two-hour onsite response time from an HP support location.

Benefits

- Comprehensive hardware and software support for your NonStop S-Series environment
- An experienced support team
- Access to the GCSC
- Electronic support tools that are available 24 x 7
A series of support plans
HP offers several levels of support, as well as a Needs Assessment Review that is designed to help you identify the support options that best meet your requirements. If minimizing unplanned downtime is critical to your business, you may want to select Continuous Availability or High Availability—both include 24 x 7 reactive services. If your support needs are value-oriented, you may want to choose the Enhanced Availability support plan.

An experienced support team
With an average of 10 years of hands-on experience each, HP support specialists around the world earn consistently high marks from our customers. In fact, the support specialists, sales representatives, and account analysts assigned to every HP support team undertake the most extensive training and continuing education programs in the industry.

The Global Customer Support Center
The HP GCSC focuses exclusively on NonStop S-Series solutions and provides 24 x 7 “follow-the-sun” support worldwide. As your first point of contact, the GCSC delivers high-quality, first-level diagnostic hardware and software support. If you require additional expertise and resources, the GCSC acts as your gateway to the full range of HP Services.

Electronic support services
The following HP electronic support tools are available 24 x 7 through online registration during the warranty period and to post-warranty customers with a support services contract. And, as part of your HP support agreement, under certain coverage levels, you are entitled to use these services.

• **ExpressNotice** is a proactive e-mail notification service that provides product support information such as software product revisions (SPRs), HotStuff notices, outage prevention notifications (OPNs), and support notes. ExpressNotice’s customer profiling capabilities enable you to customize your notification needs and enroll a single system or entire computing environment.

• **Scout for NonStop Servers** allows you to research, view, and download SPRs or order site update tapes (SUTs). You can also view HotStuff notices, support notes, the contents of available software releases, and a list of the software licensed to your system.

• **Total Web Support (TWS)** provides online access to HP’s problem-reporting database. The TWS user can create a case, query open cases, add notes to an existing case, and display cases by system number.

• **The NonStop Technical Library (NTL)** provides integrated access to HP’s NonStop product and support information. Based on browser technology, the NTL delivers information quickly, based on the search and customization criteria you specify. Features include:
  - Web-delivered content
  - Increased customization
  - Quick and advanced search capabilities
  - Easy-to-use browser functionality
Your hardware, software, and support service choices can help you build an IT infrastructure that is synchronized with business to capitalize on change.

• **Instant Support Enterprise Edition (ISEE)** provides a proactive, real-time remote monitoring and support solution for NonStop environments. HP ISEE supports the goal of keeping your computing infrastructure up and running. It uses continuous hardware event monitoring and automated notification to identify and prevent potential critical problems. Through remote diagnostics, ISEE enables fast restoration of supported systems, storage, and network devices. For more information, visit www.hp.com/go/instantsupport or contact your HP account support team.

• **Knowledgebase for NonStop Support (KBNS)** is a Web-based tool that allows the user to search a regularly updated technical solutions database. KBNS allows you to create your own queries, refine them, view the most frequently used solutions, and then download them. To access KBNS, you must have purchased both hardware and software support from HP.

**Hardware and software support plans**

**Continuous Availability**

Offering the most responsive levels of reactive support, Continuous Availability hardware and software support plans are designed for HP customers who require the highest level of system availability. These feature-rich plans also offer the fastest response time and, if necessary, onsite service response within two hours of your call—including HP holidays. Features of this plan include:

- 24 x 7 telephone access to the GCSC for system-down or application-down calls
- 24 x 7 telephone access to the GCSC for defect questions and immediate response
- 24 x 7 onsite hardware support in two hours, as needed, within a 50-mile radius of a local HP support location

**High Availability**

The High Availability plan is designed for HP customers who require a high degree of system availability but do not require 24 x 7 access to the GCSC for software usage support. Features of this plan include:

- 24 x 7 telephone access to the GCSC for system-down or application-down calls
- 24 x 7 telephone access to the GCSC for defect questions and 15-minute response time
- 9 x 5 access to the GCSC for software usage questions, excluding HP holidays
- 24 x 7 onsite hardware support in four hours, as needed, within a 50-mile radius of a local HP support location

**Enhanced Availability**

This value-priced reactive support plan provides service during regular business hours. Features of this plan include:

- 24 x 7 telephone access to the GCSC for system-down or application-down calls
- 9 x 5 access to the GCSC for all defect and usage questions; one-hour response time
- 9 x 5 onsite hardware support with next-business-day response, as needed, within a 50-mile radius of a local HP support location

**Depot (for Atalla security products only)**

Depot support hours are from 8:00 a.m. to 5:00 p.m., Pacific time, Monday through Friday, excluding HP holidays. Depot is the standard support plan provided during the 12-month warranty period for Atalla products. During normal business hours, Atalla Technical Support receives calls regarding product setup, configuration, and usage support. Depot is not an onsite service. In the event of a hardware failure, HP will authorize the return of the defective module at the customer’s expense. Within 15 days of receipt, HP will ship the repaired module to the installed location at HP’s expense. Outside of normal business hours, support is available through the GCSC. Urgent service requests are routed to Atalla Technical Support immediately; routine requests are forwarded the next working day.

**Note:** Time and materials assistance is not available with this support plan. Response times may vary by geographic location. Contact your HP Services representative for more details.
Optional software support

Multiple Systems Support Service

Multiple Systems Support (MSS) is a cost-effective way to obtain Continuous Availability, High Availability, or Enhanced Availability support for multiple systems. The terms of this plan require a centralized system management implementation that uses a primary system for software distribution. In addition, you provide the identification number of the problem system when you contact the GCSC, and you also license software products on a designated primary system. MSS requires customers to implement, manage, and support the software on their secondary system(s) licensed under MSS.

Note: A network can contain any number of NonStop servers licensed under Continuous Availability, High Availability, or Enhanced Availability, but it must have a primary system or server. A primary system or server can support multiple servers under MSS. MSS is not available for Depot repair customers.

Per-Event Technical Services

The HP NonStop Server platform is supported by a portfolio of services that help customers improve performance, system management, and availability. These review services are delivered as customized engagements by our consultants and support specialists.

Operations Review Service

Designed to help you experience a high degree of efficiency in your operations management processes, the Operations Review Service examines your computer operations management practices and procedures. HP then makes recommendations for improving your operations environment, with an emphasis on finding ways to improve the availability of your primary application(s).

Security Review Service

The Security Review Service assesses the security level of your HP NonStop system. HP security consultants trained and certified on NonStop servers will evaluate, analyze, and report on the security of your HP NonStop environment. Our security consultants have extensive knowledge of the HP NonStop Kernel and Safeguard access-control software. They work with your personnel to gather data, analyze it, and recommend enhancements to the security level of your system.

Availability Assessment Service

This comprehensive analysis of your entire solution environment covers hardware, operating systems, applications, environmental factors, and network and system management. HP consultants assess each of these areas for risks that can affect the availability of an application and provide recommendations for addressing them.

System Management Assistance Service

The comprehensive support provided by the System Management Assistance Service augments the efforts of the in-house operations staff that supports your HP NonStop servers. Based on your needs, HP Services consultants perform a wide range of system management activities on an as-needed basis.

For more information

For additional information on HP NonStop servers and the full range of services available for them, please visit us at: www.hp.com/hps/sr_nonstop.html