HP Unveils New Software Solutions for Better IT Operations Management

VIENNA, Austria, Dec. 9, 2008 – HP today announced innovations across its market-leading IT operations software portfolio designed to help customers adapt to evolving business needs through better management of risk, cost and change.

At HP Software Universe, its annual users' conference, in Vienna, Austria, HP introduced new software and integrations to help transform IT operations from reactive "fire fighting" to a more predictive and preventative approach, addressing issues that adversely effect business users.

Editorial contacts:

Jean Kondo, HP
+1 510 823 4728
jean.kondo@hp.com

Heather Sieberg, HP
+1 408 447-0179
heather.sieberg@hp.com

HP Media Hotline
+1 866 266 7272
pr@hp.com
www.hp.com/go/newsroom

Hewlett-Packard
Company
3000 Hanover Street
Palo Alto, CA 94304
www.hp.com

This new operations approach spans HP's business and IT service management, and business service automation software areas. Designed to help customers quickly respond to cost pressures and changing market conditions, these products and integrations help identify and reduce the number of business service incidents. The offerings also allow customers to better manage the IT operations change process by assessing the impact of infrastructure changes prior to their implementation.

"Smart chief information officers tackle IT problems before they become business issues," said Ronnen Armon, vice president and general manager, Business Technology Optimization (BTO) Operations, Software and Solutions, HP. "Companies that take a predictive approach to IT operations will extract more value from existing investments, better meet business requirements, and emerge from the current economic cycle more competitive than ever."

Better business service management
- New business service management solutions that deliver a predictive approach to operations include HP Business Availability Center 8.0 Software, HP Operations Manager i Software and HP Network Node Manager i-Series Advanced Software. These products provide customers with a 360-degree view of business availability, pinpoint the source of potential problems, and allow IT to proactively fix issues before business users are impacted. This complete view enables top-to-bottom business transaction management. Problem pin-pointing and resolution can now be achieved using HP Operations Orchestration run-book automation technology. If problems do arise, IT is able to prioritize and fix them based on how critical they are to the business.
- HP Business Availability Center 8.0 Software for application management uses statistical analysis patented by HP Labs, the company's central research arm,

to cut through the volume of performance and operations event data. This helps customers predict and proactively resolve business service performance problems before they impact end users. The software provides critical performance indicators including service level agreements, incidents, change requests, availability and compliance for the IT operations environment.

- HP Operations Manager i Software (Part of HP Operations Center) is a consolidated event and performance management product based on HP Operations Manager. This software automatically gathers information about infrastructure health, systems and applications to help proactively identify, then resolve, specific operations problems. This product saves customers time and money by allowing them to get directly at the root cause of a problem without wasting time in event analysis. This is accomplished by leveraging the automatically populated HP Universal Configuration Management Database (UCMDB).

- HP Network Node Manager i Advanced Software (Part of HP Network Management Center) helps enterprise customers predict the service impact of network degradation before business services are negatively affected. New prepackaged business processes and integrations with HP Operations Orchestration and HP Network Automation 7.5 provide automated network life cycle management while driving down operational costs.

Better business service automation
- HP Network Automation 7.5 Software (Part of HP Data Center Automation Center) delivers real-time visibility, automation and control of ever-changing networks, allowing businesses to achieve network compliance, security and measurable cost savings. The software also helps network engineering better respond to the deployment of a virtualized IT infrastructure. The new release adds capabilities that help managed service providers automate cloud computing. Plus, enhanced integrations with HP Network Node Manager i software further reduce operating costs in the network operations center while improving network reliability.

Better configuration management
- HP Universal Configuration Management Database 8.0, which serves as the core of the federated HP Configuration Management System solution, helps break down information barriers across organizational silos. It also provides the right information in the right context to the right person, as part of an integrated Information Technology Infrastructure Library (ITIL) v3-based Configuration Management System.

Better IT service management
- HP Service Manager 7.1 (Part of HP Service Management Center) combines expanded out-of-the-box ITIL best practices with dynamic access to HP UCMDB to provide continual visibility and control of IT services. The new release allows customers to rapidly implement key service management processes and gain faster return on investment to update or consolidate their service desk applications. The Service Manager UCMDB integration allows customers to quickly isolate and resolve unplanned changes while providing

better detection of the root cause of IT problems.

"As one of the nation's largest professional employer organizations and leading providers of HR solutions, Gevity strives to drive more efficiency in their business processes to improve operational performance, which delivers greater value to our customers," said Paul Benz, senior vice president and chief information officer, Gevity. "In today's challenging economic times, HP's BTO portfolio gives us the visibility we require to smartly manage our technology investments across the entire life cycle of business services we deliver. The result is improved decision making, reduced risk and an IT organization that will continue to innovate – regardless of the economic cycle."

About HP
HP, the world's largest technology company, simplifies the technology experience for consumers and businesses with a portfolio that spans printing, personal computing, software, services and IT infrastructure. More information about HP (NYSE: HPQ) is available at http://www.hp.com/.

Note to editors: More news from HP, including links to RSS feeds, is available at http://www.hp.com/hpinfo/newsroom/.