

HP Solution Management Services

Solution brief



HP Software Professional Services provides a unique portfolio of Solution Management Services to help you fully utilize, support, and maintain your large-scale HP Software Business Technology Optimization (BTO) and Information Management (IM) solution implementations to realize the greater value of your investment and achieve expected business outcomes.



Overview

More mature HP BTO and IM solutions are typically tailor-made to your environment and include functional customizations and system integrations to standard HP Software products. In some cases, a BTO or IM solution also includes components from different vendors and partners. Enterprise-class solutions are inherently complex, and we recognize the challenge in keeping internal staff continually trained and available to support them. For this reason, HP Software Services offers Solution Management Services (SMS) to support and maintain your solutions in a holistic and highly proactive manner.

HP Solution Management Services are value-added extensions to standard HP Software Foundation and Premier Support offerings, and are offered in a flexible manner to support your multi-product, tailor-made implementations. These services focus not only on the technical health of your solution, but also on how well users are adopting the solution.

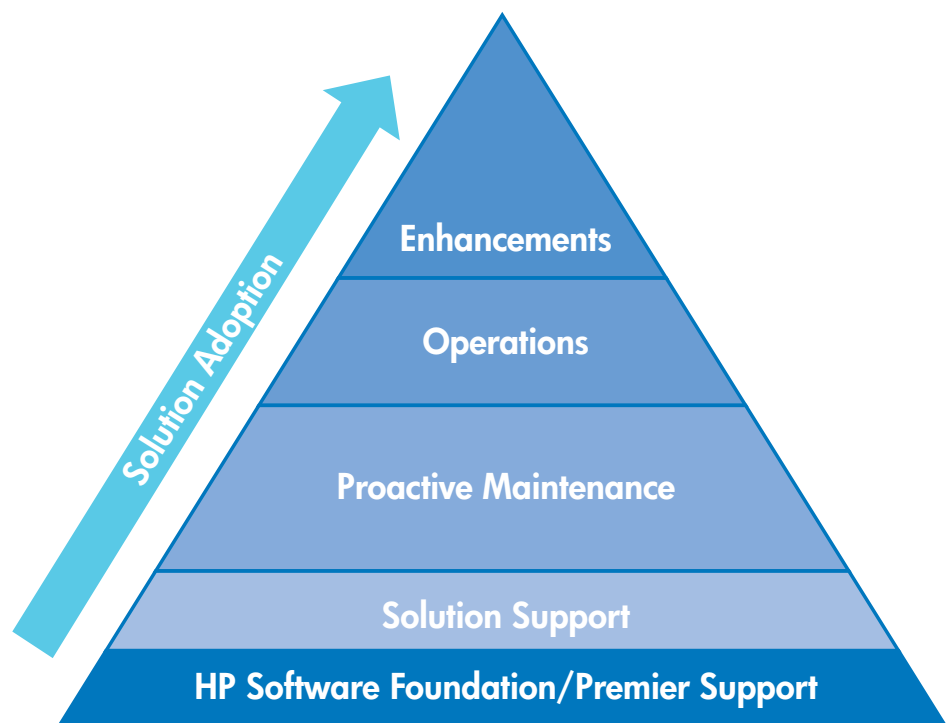
Approach and Portfolio Overview

HP Solution Management Services are defined using a custom statement of work (SOW) that describes an outcome-based contract with fixed annual costs. The contract clearly defines the scope of solution components, the services, and service levels over a fixed term. HP consultants use repeatable methodologies, best practices, and automation to deliver these services, applying a cost-effective onsite/offsite delivery model.

HP Solution Management Services work in conjunction with HP Software Foundation Support (required) and with HP Software Premier Support (optional) to provide the right mix of proactive and reactive services to help you meet the service level agreements (SLAs) required by your business (see Figure 1).

Figure 1

HP Solution Management Services Portfolio



Solution Support Services give you break/fix support for the custom-tailored or third-party elements of your solution and works in conjunction with standard HP Software Support offerings. The support system used is HP Software Support Online (SSO), which is the same system used for standard Software Support giving you a common interface and experience into HP.

Proactive Solution Maintenance Services provide you guidance before you need it. HP assesses and helps you plan for regular solution updates, from patches to major new releases. We also closely monitor solution adoption and identify areas for improvement, whether that requires new functional enhancements, process changes, or end-user training.

Solution Operations Services help you to deploy your solution into the production environment and operate it on an ongoing basis.

Solution Enhancements help you to continuously enhance your solution and respond more quickly to lower effort but highly important end-user requests. Flexible solution enhancement days, which you can consume as needed to get control over your enhancements, are a component of the SMS contract.

With HP Solution Management Services, you can retain the expert team that understands your integrated solution environment and provides a proactive approach that continually looks for ways to improve the value of the solution. HP focuses on user adoption through assessing actual usage patterns, helping you meet your business requirements through well-defined service levels.

Our presence in all geographies allows us to provide a single contact for all solution issues and apply our use of IT Management best practices and automation so that your solution meets business needs on an ongoing basis. HP Solution Management Services also help you realize long-term benefits of your BTO or IM solution such as:

Value to the business

- Drive higher user adoption of your solution investments

- Reduce resource constraints and free up internal IT staff for other initiatives or higher-value activities
- Gain predictability in IT spending for ongoing management of the solution via a services contract that defines expected outcomes and costs
- Achieve business benefits from automation and process efficiencies provided by your BTO and IM solution

Enhanced cost- and staff-efficiency

- Reduce the need to have an internal team of technical experts who require continual training as software evolves
- Manage the environment proactively with an expert team to reduce the cost of ownership
- Plan changes more effectively by having early access to knowledge about software changes

Improved service quality

- Deliver consistent service levels to your customers through a trusted solution partner with well established service levels
- Enable higher service quality with an expert focused on your implementation of the HP Software solution
- Respond faster to end-user enhancement requests

Risk mitigation

- Reduce operational risk by leveraging HP solution experts who apply an IT management best practices approach
- Mitigate financial risk with predictability in IT spending
- Gain a single point of accountability to the health of your solution
- Reduce rework and unexpected downtime from patching

Solution Support Services

Solution Support Services extend HP Software Support Services to the entire solution, including custom solution elements such as customer-specific integrations, customizations, and configuration settings.

Feature	Description
Single point of contact for all solution calls	You can submit cases by phone or online using Software Support Online (SSO) regardless of root cause of problem.
Coverage window	HP Solution Support 9x5 is available during local business hours and business days.
Response time	Standard response time goals are provided as typical initial response times to support requests: <ul style="list-style-type: none">• Severity 1: 2 hours• Severity 2: 6 hours• Severity 3: 8 hours• Severity 4: 1 business day
Escalation management	HP has established formal escalation procedures to effectively solve your complex software problems.
Troubleshooting assistance	We provide assistance to help you identify root causes that are difficult to reproduce.
Support of third-party product support	This is an optional service for all products that are part of the solution.
Remote access	At our discretion and with your approval, we may use selected remote access tools, such as Internet-based support, to facilitate problem solving. The use of such tools allows HP to work interactively with your organization and remotely assist with problem diagnosis. Only HP-approved tools will be used as part of this feature.
Replication of solution environment	<p>To enable high-quality support services, HP requires access to a replication of the solution infrastructure. Typically, customers provide remote access to a development and test environment within their data center.</p> <p>If this approach is not possible, HP will build and maintain a (partial) replication of the customer solution within the HP environment to replicate customer issues and to analyze, plan, develop, and test workarounds, patches, fixes, and updates. This is an optional feature.</p>
Severity	Definition
Level 1	Critical: Production system is down HP solution is unusable, resulting in total disruption of work or other critical business impact. No workaround is available. Newly received cases will be assessed through discussion with the customers to confirm that they fulfill the criteria of "production application down," and may be downgraded if they do not.
Level 2	Serious: Major feature/function failure Operations are severely restricted. A workaround is available.
Level 3	Medium: Minor feature/function failure Solution does not operate as designed, minor impact on usage, and acceptable workaround deployed.
Level 4	Low: Minor problem Includes but is not limited to documentation, general information, and enhancement requests.

Proactive Solution Maintenance Services

Proactive Solution Maintenance Services offer long-term stability and value of the entire solution by focusing on technical health, user adoption, and planning for continuous solution improvement.

Feature	Description
Periodic solution review	Quarterly onsite solution reviews to: <ul style="list-style-type: none">• Identify operational risks as well as improvement and tuning opportunities• Review solution usage patterns and opportunities to improve user adoption• Provide advice and make recommendations for updates of solution components, configuration changes, process changes, training requirements, and so on• Provide information on upcoming product releases
Solution patch management	<ul style="list-style-type: none">• Analyze the patches monthly with installation recommendations• Plan, document, and schedule patch installations and configuration changes in a consolidated manner for lower impact and outage• Validate patch in development and test environments
Change management	Establishment of change management process and Change Advisory Board to: <ul style="list-style-type: none">• Review each solution change for impact on the overall solution and potential side-effects• Document all changes properly
Annual solution planning	<p>Analysis and high-level planning for major changes to the solution:</p> <ul style="list-style-type: none">• New functionality in upcoming product releases• Impact on custom solution elements such as custom-built integrations• Viable and possible product combinations and groupings and infrastructure dependencies• Assessment of organizational and functional changes such as training requirements and/or process changes• Effort and scheduling across one or more recommended project phases <p>The following items can be offered separately on a project basis and are not part of the SMS contract:</p> <ul style="list-style-type: none">• Requirements, design, testing, and deployment of significant solution changes (work effort typically greater than 80 hours)• Detailed implementation planning, producing detailed task-level project plans• Training of customer personnel on new solution

Solution Operations Services

HP provides you with highly qualified and experienced personnel to “out-task” common and routine activities required to maintain and operate the solution. Solution Operations Services may also include coaching and mentoring to enhance the effectiveness of internal staff that are also managing the solution. The level of operational support can vary from a relatively small set of specific operations tasks performed by a small team working alongside customer staff to a more comprehensive set of activities involving a larger team that is more autonomous.

Representative tasks ranging from partial to complete responsibility include:

- System administration
- User management/user security administration
- Monitoring
- Report generation
- Routine tasks to operate the solution (for example, manual steps required in IT management automation)
- Implementation of approved changes such as patches, enhancements, and so on
- Maintenance of internal knowledge base articles about the solution
- Maintenance of solution documentation
- Coaching and training of your operations staff
- Acting as the onsite interface to HP and/or third-party support

Solution Enhancements

Qualified and experienced HP consultants will work with you to provide services to enhance your solution. These include requirements, design, and testing of low-complexity enhancements and documentation changes. Representative enhancements include:

- Process and workflow adjustments
- Report modifications
- Screen modifications—adding fields/validations
- Low-complexity dashboard changes
- Additional data validation in custom interface

This allows you to more quickly respond to the stream of anticipated enhancement requests and will help you improve end-user satisfaction.

Based on your requirements and anticipated volume of enhancements, flexible solution enhancement days are built into the SMS contract and are consumed on an as-needed basis. Low-complexity enhancements are defined as those that take less than or are equal to 80 hours of effort to implement. Enhancements must also be implemented to solution components in the scope of the SMS contract. Large-scale enhancements may require a change order or must be handled with a separate project. The number of enhancement days will be reviewed and adjusted on a yearly basis.

Let's Get Started

Utilize HP Solution Management Services as part of a comprehensive consulting solution from HP Software Professional Services.

With HP Software Support Services, HP provides high-quality software services that address all aspects of your software application lifecycle needs. The wide range of HP service offerings, from online self-solve support to premier support services, enable you to choose the services that best match your business needs.

Visit www.hp.com/go/solutionmanagement to learn more about HP Solution Management Services or click “[Other contact options](#)” to email HP Software Professional Services in your region.



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4AA1-0627ENW, Created April 2010

