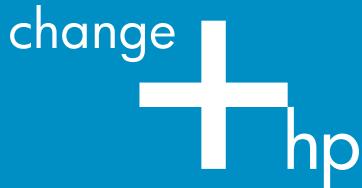# HP Care Pack Services
for storage
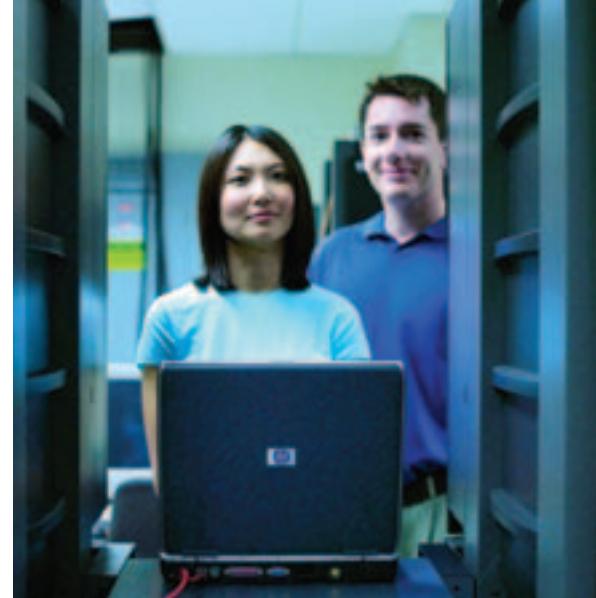
HP Services brief

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Today's companies run on business-critical, data-intensive applications. IT must provide fast, reliable, secure access to ever-increasing volumes of information and may find itself managing terabytes—or more—of storage capacity.

Protect your company against loss with HP Care Pack Services for storage.

Information is today's critical resource
Your storage systems safeguard your enterprise's most critical asset—your data on customers, suppliers, and other business essentials. If your data is lost or inaccessible, your business may come to a halt. If the loss is permanent, it could spell the end of your company.

You need storage solutions that deliver the simplicity, agility, and value that are built into every HP Services solution for the Adaptive Enterprise.

HP Care Pack Services for storage improve reliability and availability
HP Care Pack Services for storage are a key component of the HP Services customer support offering. Our mission-critical and multi-technology expertise, proactive processes, and collaborative approach help you maximize the availability of your evolving IT environment.

HP can help you improve the reliability and availability of your storage environment with the most comprehensive support in the storage industry, including availability guarantees and data protection. HP Care Pack Services for storage offer a complete range of services for multivendor networked storage environments and data-intensive applications, all delivered through our time-tested services methodology.

Our years of experience in the development of storage solutions and our expertise as a networked storage leader make HP the ideal choice to support your critical business requirements.

Solutions for the adaptive enterprise.

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HP Care Pack Services for storage offer you a choice

As your single point of contact for storage support, HP Care Pack Services for storage provide:

- Onsite hardware and software support with flexible response times, including a six-hour call-to-repair time commitment*
- Multivendor environment storage area network (SAN) support
- SAN technical assessments, troubleshooting, and fault isolation
- Industry-leading remote monitoring and support tools
- Storage support planning and regular account reviews
- Storage array technical assessments
- Core storage array management services
- Software and firmware upgrade planning and documentation
- Change management planning and assistance

Data-availability guarantee

To provide reliable access to the information you need, HP offers a 100% data-availability guarantee* for Critical Service customers in XP environments. This guarantee is provided through proactive measures, ongoing remote monitoring, and change management processes.

For SANs, we offer our 100% SAN interconnectivity guarantee*. SAN availability and configuration assessments, remote monitoring, priority reactive services, and robust proactive activities provide you with virtually uninterrupted communication through your storage area network.

The industry-leading, secure, remote support tools we use help to make these guarantees possible.

Proven expertise

In the event you do encounter a problem, we offer expert services provided by highly specialized HP-certified storage support teams. With HP Care Pack Services for storage, you also get a single point of contact for multivendor services throughout your entire IT lifecycle. Solution partnerships with Brocade, McData, Informix, Oracle®, SAP, VERITAS, Legato, and Cisco—and the world's largest team of Brocade-certified SAN support engineers—mean that HP can offer you end-to-end expertise to help you integrate storage into your IT environment.

Nobody knows storage like HP

In an August 2004 Gartner report, *Market Trends: Storage Professional Services, North America*, HP is named as a world leader in network storage services.

In the October 2003 Gartner Research Note, *Server Vendor's High-Availability Services: Magic Quadrant*, HP is listed in the leadership position. With more than 10,300 units shipped in first half of 2004, HP sold more production SANs than its two nearest competitors combined, accounting for 30% of the open SAN unit shipments in the market.

HP leadership

HP understands how your storage environment integrates with the rest of your IT environment and your business processes. Our storage support focuses on prevention in order to reduce disruption of your business operations. Broad, deep IT expertise and proven industry experience allow our skilled support team to react quickly to any problems that occur.

*Subject to specified terms and conditions.

Availability summary

	6-Hour Call-to-Repair	4-Hour 24x7	4-Hour 13x5	Next-Business-Day	Software Support	Software Support 24x7	Installation and Startup	Support Plus	Support Plus 24	Proactive 24	Critical Service
Nearline products	•	•	•	•			•	•	•	•	•
Midrange arrays	•	•	•		•	•	•	•	•	•	•
Enterprise arrays		•					•		•	•	•
NAS products	•	•	•	•	•	•	•	•	•	•	•
Optical jukeboxes	•	•	•	•			•	•	•	•	•
Storage software					•	•	•	•	•		•

Regional variation may occur.

To learn more, visit www.hp.com/services/carepack

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