Manage your IT environment effectively
- Accelerate return on investment (ROI) of your technology investment
- Gain access to technical expertise and outstanding practices
- Enjoy cost-effective, flexible services

In today's fast-paced business environment, having the ability to quickly respond to change and opportunity is a competitive advantage. Businesses depend on IT systems more than ever, and being able to rapidly deploy new technology can improve ROI and lower IT cost structures.

Advanced technologies, such as virtualization with blades and storage area networks (SANs), can deliver substantial efficiency, performance, and cost benefits. Many IT departments need expertise to deploy new technologies but lack the staff or the time and money to get their staff trained sufficiently to enable them to realize these benefits.

IT services can help businesses get more value from their IT teams and systems. However, most IT service options available today require businesses to purchase predefined service packages. That makes sense when you require specific system availability levels. But sometimes, you need additional flexibility to customize services to address the unique needs of your environment.

IT departments are being driven by business to show rapid ROIs. To accomplish this, they must be able to implement IT solutions quickly and efficiently, and streamline the associated processes and procedures.

HP offers you a scalable, customizable proactive, and reactive support solution to fit your business requirements.

Select what works for you—your package

HP Proactive Select is a flexible way to purchase proactive services. You simply purchase a Proactive Select service package that includes credits, and you can choose the necessary services from a menu.

Each service activity requires a set number of credits for redemption. There are three core packages to select from:

- HP Proactive Select 30 service credits
- HP Proactive Select 60 service credits
- HP Proactive Select 180 service credits

Additional 10 Proactive Select Credits (for adding additional services)

Each Proactive Select package provides:

- An assigned account support manager (ASM) focused on technical and operational improvement specific to your business environment. The ASM is responsible for and assists with the following activities:
  - Service activity selection and initiation
  - Proactive delivery planning
  - Delivering services or engaging resources for delivery
  - Delivery review
- Proactive service credits that can be redeemed for service activities of your choice

Proactive Select may be coupled with the appropriate HP hardware and software support. Choose from a broad range of services to meet your business needs.

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With Proactive Select you have the flexibility to modify your choice of service activities anytime during the term of your agreement. This provides you the agility to meet the changing needs of your business.

What Proactive Select can provide you

Here is a sample of the service activities that are available through HP Proactive Select:

- Blade Technology Assessment
- Blade Toolset Assessment
- Virtualization Performance Audit
- Firmware and Patch Analysis
- SAN Supportability Assessment
- Storage and SAN Firmware and Software Analysis and Management
- Power and Cooling Assessment
- IT Service Management Quick Assessment
- System Health Check
- Security Quick Assessment
- Performance Analysis for SAP Systems
- Support Planning and Review Meetings
- Education Credit

Buy what you need, when you need it

For example, if you order a 30-credit BladeSystem recommendation, we would suggest that you redeem one BladeSystem Firmware and Driver Gap Analysis for 20 credits. This includes a review of one blade enclosure to document current firmware and driver levels. The analysis provides recommended levels, reports on gaps, risks, and interdependencies. You could redeem 10 more credits, for a BladeSystem Firmware and Driver Update Process Review.

A 40-credit recommendation for virtualized environments would include one Blade Technology Bulletin for 10 credits. It includes a semi-annual customized bulletin prepared by the account support manager, providing version and usage advice for

your HP BladeSystem firmware, drivers, and related management software suite. The remaining 30 credits could be used to acquire an HP Health Check Analysis for VMware Virtual Servers.

Buy Proactive Select service packages when you purchase your hardware so that you only have to go through the approval and procurement cycle once and then use the credits over the next 12 months, or 3–5 years depending on the service agreement that you choose. You can also buy Proactive Select service packages at any time, independently from your hardware purchase.

What HP Proactive Select can do for you

- Accelerate your time-to-solution deployment
- Provide specialized skills in emerging technologies
- Obtain cost-effective access to experienced HP technical service specialists to augment your IT staff.
- Benefit from outstanding practices based on experience with thousands of customers across a broad range of technologies

Why HP?

We offer comprehensive services to complement your IT needs. A sampling of the HP service domains include: blades, servers, virtualization, storage, SAP, Oracle, Microsoft, power and cooling, ITSM/Information Technology Infrastructure Library (ITIL) security, and education.

We offer you the flexibility to buy what you need, when you need it and to change your mind when your business requirements change.

Based on consultation with you and your staff, a customized package can be developed to suit your unique business needs.

For more information

For more information on HP Proactive Select, contact any of our worldwide sales offices or channel partners and visit our Web site at
www.hp.com/services/proactiveselect

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Technology for better business outcomes

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