



Simplified support

HPE Datacenter Care for Multivendor IT

Simplified support and multivendor interoperability

HPE Datacenter Care for Multivendor brings you deep, proven experience in multivendor interoperability. Our single-point-of-contact approach consolidates your contacts and simplifies the processes needed to support your Hybrid IT environment.

HPE Datacenter Care for Multivendor

Head to Hybrid IT with simplified support for your multivendor environment

- Consolidate the responsibility for vendor management and service delivery
- Get more from your existing footprint by better understanding its current state and keeping it stable

Leverage existing investments through four key management areas

- Incident and problem management
- Service-level management
- Configuration management
- Proactive and program management

Welcome to simplified support for multivendor IT

Today, your business success is inexorably linked to IT. To meet this demand and ensure the success of a digitized business, an IT environment must be built on four solid pillars—cloud, mobility, Big Data, and security.

Just as IT has become more important to business, business now has more choices. The line of business can now go to public cloud providers as an alternative to your corporate IT department. To remain the IT provider of choice to your line of business, you must remain competitive by providing timely, cost-competitive, and secure IT resources.

This is a serious challenge, especially when you consider the reality for most IT organizations: operating and supporting legacy systems, converged infrastructures, cloud-based applications, and software-defined storage, networks, or data centers—most of which are complex and multivendor. You need a support solution that is comprehensive, yet adaptable to address your specific end-to-end IT enterprise, helping you to optimize your IT operations, while working to reduce cost, complexity, and risk.

At Hewlett Packard Enterprise, our mission is to make Hybrid IT simple and power the intelligent edge, and we have the expertise to make it happen. With our heritage and strength in infrastructure, partner ecosystems and the end-to-end lifecycle experience, HPE Pointnext provides powerful, scalable IT solutions from Hybrid IT to the intelligent edge for organizations across every industry. The global HPE Pointnext team includes 25,000 IT experts spanning a range of disciplines, from transformation consulting to technical support.

If your mix of products and solutions doesn't work well together, you cannot move forward into these compelling new technology areas—and your business cannot begin to reap the benefits they bring. What do you do?

Time for datacenter care support

The multivendor reality

Are you operating multivendor data centers and hybrid cloud environments? Then HPE Datacenter Care is designed to meet your needs. You can start with the core service components including relationship management, enhanced call handling, and proactive and reactive support, and add other services according to your requirements. Your service solution can be configured to meet both service-level agreements (SLAs) and cost targets, by tailoring the level of support delivered to each component in the data center.

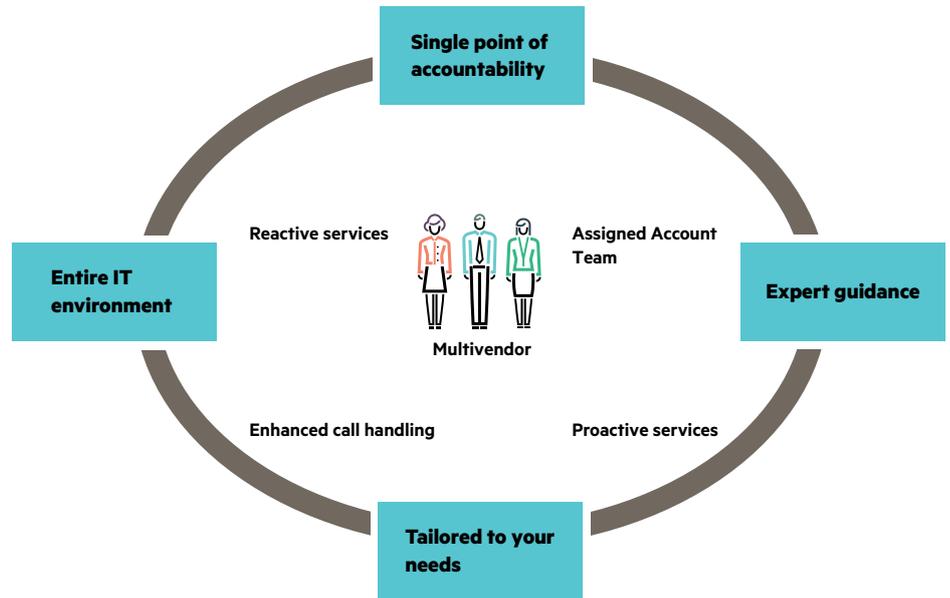


Figure 1. HPE Datacenter Care for Multivendor: Deploy, operate, and evolve to the Deploy, operate and make the most of your digital transformation

How HPE Datacenter Care for Multivendor fits in

HPE Datacenter Care for Multivendor is a core component of HPE Datacenter Care. With it, we bring you deep, proven experience in multivendor interoperability. Our single-point-of-accountability approach consolidates the contacts and simplifies the support processes needed to support your IT environment.

Bring many together as one—through a business lens

HPE Datacenter Care is our most flexible and comprehensive support offering. HPE works in partnership with you to provide end-to-end tailored support for your existing IT environments while aiding you on your IT transformation journey.

We leverage the integrated technology, people, processes, and partner ecosystem of HPE to deploy, operate, and evolve your data centers on their journey from traditional data centers to converged cloud. Datacenter Care delivers outstanding business agility, choice, and return on investment (ROI) that you need from your IT resources.

Datacenter Care is a modular service offering that consists of services components, each tested and delivered globally. These service components can be combined to deliver the services you require, and are monitored and updated to change as your needs change.



The Multivendor focus

With HPE Datacenter Care for Multivendor, we look at your current situation from a business point of view. We then work with you to make sure you are getting the right service levels for the right business functions, regardless of what is in your data center environment. We make sure everything works together.

We focus on the support of your end-to-end IT environment. This in turn frees up your IT team to focus on delivering value to your business units. Your Multivendor Assigned Account Team understands your IT requirements and acts as your technology advisor to help you evolve and make better use of new technologies.

Recalculate your technology spending formula

The average IT department spends much more of its total budget on application and infrastructure maintenance than on innovation. What's more, CIOs tell us that reversing this ratio depends on their ability to reduce the cost and complexity of managing multivendor IT support radically.

“As customers progress through digital transformation relying on partners to help support their entire IT landscape becomes essential, enterprises should not be worried about the day to day IT tasks instead they should be focused on how to best transform with line of business owners. Look for support providers that can maintain the entire environment for vendor consolidation and simplification to help enable the transformation journey.”

– IDC

The traditional model of maintaining a comprehensive staff of qualified employees who can address the spectrum of IT needs across the business is evolving toward what IDC calls a lead service provider (LSP) approach. The role of the LSP is to take the worry of downtime and less-than-optimal availability off the IT organization's plate by putting it in the hands of highly skilled engineers, consultants, and technicians who can handle the variety of hardware and software issues that can arise.¹

How HPE Datacenter Care for Multivendor can help

Our solution consolidates the responsibility for vendor management and service delivery across multivendor hardware, networks, and applications into a single service agreement. This frees your IT staff from day-to-day maintenance activities and associated fire drills.

¹ Rob Brothers, IDC, Vice President Datacenter and Support & Deploy Services 2017

Count on much more than just product support

Unlike smaller service providers or niche players, HPE is an enterprise, global support provider with the resources, infrastructure, and proven methodology necessary to provide the full lifecycle of support—-independent of vendor technology. Because HPE understands your complete environment, we can work with you to systematically reduce your operational overhead, align IT support directly with business results, improve service agility over time, and transform your IT environment to be more efficient.

Our overarching goal is to help you get more from your existing footprint by better understanding its current state, keeping it stable, and leveraging existing investments through these four key management areas:

- Incident and problem management—By monitoring, tracking, and analyzing your service incidents, we can help prevent future problems. Services include global call management and root-cause problem management.
- Service-level management—We work with you to understand your service-level expectations and tailor our delivery process to meet your expectations. We also provide SLA advice, reporting, trend analysis, and change management, as well as quality and vendor management.
- Configuration management—Our emphasis here is on asset and inventory tracking and utilization. The result is better ROI for your assets that also enables better financial management and resource planning.
- Proactive and program management—HPE provides ongoing proactive advice, patch analysis, and management and operating system performance audits and analysis. The result is continuous improvement over time and continued return on your investments.

One-stop support, many advantages

By facilitating one-stop, vendor-independent accountability for your support needs, HPE's approach to acting as your multivendor can help you make the transition from an IT department that supports the business in its current state to one that empowers its future.

We bring together the tools and technologies, multivendor partnerships, and multi-technology expertise you need to:

- Simplify support management
- Improve the quality and consistency of IT services
- Enhance system performance
- Support upgrades and deployment of IT solutions
- Reduce your total support costs

A key advantage of HPE Datacenter Care support is the return on investment (ROI) that can be derived from utilizing the service. IDC recently worked with HPE DC customers to understand and quantify the benefits that they realized from the service. Some of the key findings include:

- Average ROI of 456%
- Reduced unplanned downtime by 88%, resolution of issues 25% faster
- Reduced cost of delivering mission-critical business processes by 23%
- Reduced cost of managing vendors by 80%²

² The Business Value of HPE's Datacenter Care Service, IDC, May 2015, hpe.com/h20195/v2/GetPDF.aspx/4AA5-8918ENW



Figure 2. Datacenter Care for Multivendor: The power of one

Big picture view: operating your hybrid IT

You know how challenging it is to stay ahead of performance issues that arise from complex interactions among multiple physical and virtual systems—especially as you start supporting hybrid clouds. As part of the Datacenter Care for Multivendor solution, our holistic process for resolving these issues is simple, repeatable, and fast—and backed by:

- **Datacenter Care Assigned Account Team**—The heart of your Datacenter Care for Multivendor solution is an Assigned Account Team. Your Assigned Account Team understands your IT and business environment and tailors your support to help ensure your goals are achieved. The team not only reduces complexity by acting as a single point of accountability, but also becomes a trusted technology advisor to you and your team.
- **Multivendor interoperability intelligence**—HPE’s Multivendor Center of Expertise specializes in solving complex multivendor interoperability challenges and provides expert technical training and supports advanced proactive and reactive problem solving for multivendor systems.
- **Automated tools and technology**—Support automation technologies coupled with the award-winning knowledge management tools available at the HPE Support Center, are an integral part of the support relationship we offer. Leveraging these resources, we support a wide range of automated tasks to speed up support engagements and proactively identify possible problems before they occur.
- **Support relationships**—HPE manages and supports thousands of products from different partners and vendors across a wide scope of industries and applications. Our long, successful track record working with partners such as Microsoft®, Citrix®, VMware®, and SAP produce a seamless support environment for businesses across the globe. With consistent global delivery across technology families, we deploy highly qualified experts to help you resolve issues when and where they occur. And we continue to invest in our diagnosis capabilities to get your IT up and running as fast as possible.
- **Award-winning Global HPE Supply Chain**—Our supply chain provides timely and efficient availability to parts, as well as access to prequalified delivery partners who extend HPE’s own geographic and technical coverage to support your customers.
- **Reliable security measures**—Everything we do is consistent with HPE Security Standards, so you can work with us without worrying if your critical systems and customer data are safe. We also have extensive experience in supporting highly sensitive environments and enhancing security without sacrificing performance.

These are some of the key elements we utilize to help keep your infrastructure running smoothly and to consistently deliver an outstanding support experience. Together, these elements help consolidate and simplify day-to-day IT maintenance and support, leaving you free to focus time, talent, and budget on your core business.



**Datacenter Care for Multivendor
Assigned Account Team**

Consolidate	Integrate	Enhance
Consolidate key processes and measurements within service functions, eliminating costly overlaps and redundancies	Link key service processes, people, systems, and business drivers	Continue to identify operational efficiencies, responsiveness, and performance, and build continuous improvement
Drive business value		

Figure 3. Driving business value: The HPE multivendor approach

Cut total support costs with our integrated approach

Using our professional management approach, we help drive performance levels up and costs down through a plan for a multivendor solution that is tailored to your unique infrastructure.

We first assess your infrastructure requirements, then implement and manage changes, and finally enable continual improvement. Our approach is comprised of three fundamental strategies that enable you to:

- **Consolidate**—We consolidate multiple similar processes and measurements within service functions, and we group service levels by business needs rather than just by manufacturer. This approach helps standardize and simplify support for the environment, limits costly overlaps and redundancies, and saves the time and resources usually spent in managing multiple vendor relationships.
- **Integrate**—After consolidating to reduce the number of processes, procedures, and systems, we are ready to integrate them. We integrate many IT service management processes such as performance, change, asset, and configuration management to help improve your overall IT efficiency.
- **Enhance**—Once your team and ours have built a strong operational partnership, we can work together to analyze your operation’s quality and efficiency identifying opportunities to improve service quality. We repeat this approach to drive continual operational performance improvements based on your specific business drivers.

Why HPE as your primary service provider?

Global expertise

- One of the largest infrastructure support and hardware services organization in the world
- More than 30 years of experience supporting multivendor environments
- Operations in 170 countries
- Worldwide network of 70,000 channel partners
- Thousands of IT migration and consolidation projects
- Delivered 1,000+ data centers and cloud transformation experience workshops

Data center services

- Designed more than 50 million square feet and 60+ greenfield data centers
- Designed first LEED-certified data center and first greenfield LEED Gold data center

IT service management

- 12,000 ITIL-certified professionals
- 13,500 proven practices for service improvement
- Trained 100,000+ IT professionals in ITIL/ITSM

Virtualization

- Largest number of VMware-certified professionals of VMware partners
- 1,200 VMware-certified professionals
- Largest global VMware® Authorized Training Center™ (VATC)
- First VATC to train 25,000+ students
- VMware Global System Integrator

Microsoft expertise

- Microsoft Worldwide Enterprise Alliance Partner of the Year for five years

Networking

- 40 years of experience delivering networking solutions
- 5,500 certified network infrastructure and voice professionals

SAP track record

- HPE infrastructure runs 45 percent of SAP-based installations
- More than 67,000 SAP installations and 25,000 customers
- Supports 1.7 million SAP users in 54 countries and nine languages
- Won SAP Enterprise Support Integration award at SAP Pinnacle 2010 event

Mission-critical support

- 5,000+ mission-critical support clients with more than 37,000 systems
- 6,000+ high-availability experts
- 3,000+ mission-critical support specialists in 30+ locations, supporting 25+ languages

Learn more at
[**hpe.com/services/mv**](http://hpe.com/services/mv)



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