

Brochure

# HPE Customized Technology Solution Services

**There's always a way!**

Safeguard IT environments with long-term support



**Hewlett Packard**  
Enterprise



## Management of service projects with long-term obligations.

Do you rely on your technical infrastructure and IT environments over the long term and also need a reliable partner for support and project services that go beyond the normal life-cycle of your products?

Reasons for this can be:

- Continuous cost pressure
- Additional costs of necessary re-certification for the deployment of new products
- Legal or contractual specifications regarding the procurement of new systems and the associated additional financial expenditures
- Changes require new acceptance tests / certifications that are time-consuming and costly
- The replacement of your IT environment (operating systems, firmware, databases, applications) is cost-intensive and complex or porting is delayed and you need the old systems longer than planned

All these costs and overheads are disproportionate to the costs for long-term support from CTS.

## Individual support adapted to your wishes

Customized Technology Solutions (CTS) offers you:

### Hardware service for different HPE products (also Digital Equipment Corporation / Compaq)

CTS offers individually designed long-term service for virtually the entire HPE range of products (servers, storage, network products, etc.). This also includes products of the former Digital Equipment Corporation (e.g. Alpha servers) or Compaq Computer GmbH.

We specialize in implementing complex and individual service requirements. Long service periods, even far beyond the official end of service life date, are no problem for us.

On the basis of a feasibility analysis, the possible service concepts are identified prior to conclusion of a contract. We ensure that the services you wish to have can be provided and are secured.

We will find the appropriate solution for you and tailor our service individually to your needs.

### Configuration management

Do you need an overview of your systems and their configurations?

For your projects and service orders, we offer comprehensive configuration management. System-relevant configuration versions are defined, archived, and continuously updated. Configuration changes are documented and can be traced at any time.

CTS can adjust the processes to your individual needs and take account of different requirements, e.g. for change management, frozen hardware and software versions (e.g. operating system), Form Fit Function Engineering, spare part supply, etc.

#### Key values

- International, cooperative, and proactive project management
- Customized support solutions
- Long-term service for almost all HPE products
- Personnel and material security
- Many years of experience with public customers and authorities



#### Project management

Experienced project managers certified by PMP® and PRINCE2® are deployed over the entire project period to ensure smooth project management, including the necessary plans and documentation.

Skilled points of contact familiar with your individual solution are available to you.

Professional project planning and project handling are a matter of course for us. The HPE project method has been adapted to the requirements of our portfolio and standardized. This enables us to implement customer-specific requirements flexibly.

#### Obsolescence and End Of Service Life (EOSL) management

In the case of obsolescence and/or before the EOSL of a product is reached, you are notified proactively and in good time. We discuss the optimum possibilities in line with your needs and collaborate with you to develop solutions. Following the corresponding approval by the customer and HPE CTS, these can then be deployed, thus ensuring the overall functionality and long-term supportability.

#### Deployment of reference systems to ensure the functionality

Before delivery and/or before deployment, the quality and function of each system / spare part is checked.

This is ensured by, among other things, the corresponding tests and checks on reference systems. The full compatibility of successor products and new types of spare parts are tested on the reference system using the Form Fit Function principle.

#### Project-specific spare parts provisioning

Depending on requirements, spare parts can be stored locally at the customer site or at HPE CTS. The storage of the spare parts takes place on a project-specific basis for your systems. This ensures that an adequate quantity of the right spare parts is available for your products for the contract validity period and can be delivered at short notice.

#### Security

HPE CTS is also very well equipped for this area. The secure handling of sensitive data and the corresponding treatment of your products are very important to us.

We have already been able to prove this in many projects.

#### Training

HPE CTS will also define individual, project-specific training concepts for you, including documentation creation. This project-specific training enables the customer to train their own personnel specifically and to carry out the repair and maintenance of the products on their own. The advantages are cost savings and preservation of in-house know-how, thus minimizing risk.

### The advantages of HPE CTS support

- Projects with very long running periods (> 5 years) are feasible and precisely what we specialize in
- Individual, non-standard service contracts are tailored to your needs
- Many years of project experience in projects with clients in the public and industrial sectors

#### Feasibility analysis and individual project costing

- Costs
- Technology
- Know-how
- Contract duration
- Spare part availability
- Location

- Employees trained in security
- An experienced team that harmonizes the HPE service processes with your individual needs, ensuring a high level of customer satisfaction
- Specific product knowledge of the deployed technicians allows hardware and firmware specials, e.g. "frozen system" and/or "frozen revision"
- The CTS team is available to you as a single point of contact for your HPE CTS service, your queries, and all products
- Creation of case reports and statistics for your service orders
- A partner that has been providing EOSL support and implementing complex service projects with demonstrable success for many years.



### These services are available to you

Where the standard HPE service options do not fit, customer-specific CTS support solutions come into play. To achieve this, HPE deploys a proven combination of processes, technologies, and experienced employees. Almost any conceivable requirement can be covered – with cooperation, initiative, and innovation, wherever and whenever.

Standardized and proven service concepts form the basis, adapted individually to your needs or combined.

#### Full EOSL service

Even after the time limit for standard support (EOSL) of your devices has been reached, HPE continues to provide support. The possible hardware "Break&Fix Service Levels" can be agreed individually, from response times on the "next working day" all the way to a defined repair time of four hours.

#### Mixed service (standard + EOSL service)

Once the standard service has expired, the devices pass seamlessly into long-term service: Even heterogeneous IT environments consisting of EOSL and non-EOSL products can be safeguarded using **one** contract at HPE CTS. This also applies to products that go past their EOSL date within the contract validity period. Regular checks of the EOSL status by HPE CTS ensure a transition of the EOSL products into an agreed long-term service concept.

#### Material exchange service

Do you have own service capacities? We provide the parts and ensure spare part availability over the complete duration of the contract, even if the devices have already reached the EOSL date. On request, we will also train your technicians individually for the technology in each case, thus enabling your technicians to carry out repair work themselves.

#### Bring-in service

You are not under time pressure and want to cut additional costs? Then send us your defective devices. We will return them within the agreed period, repaired and tested.

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**HPE CTS projects since 2005**

- More than 200 project enquiries
- More than 100 successfully implemented long-term projects
- 30 ongoing projects
- 70 successfully concluded projects since 2005
- 15 security projects (5 active and 10 concluded projects)

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## HPE data privacy – mechanical destruction of data media and paper documents

Security and sensitivity are also important when handling your storage media and paper / file material.

What to do with storage media (hard drives, CD-ROMs, DVDs, magnetic tapes, floppy disks, etc.) if they contain sensitive data and are to be destroyed with recognized verification?

HPE CTS offers a certified solution:

- The most secure method is and remains mechanical destruction using shredders.
- Our shredder service uses a shredder certified in line with TL 03420 by the BSI and is carried out by a certified HPE service partner.
- Destruction takes place in compliance with DIN 66399.
- You state the security level you require.
- The destruction process takes place on your company premises, which means that sensitive data do not leave your sphere of influence.
- We ensure environmentally compatible disposal and you receive a data destruction certificate in accordance with DIN EN ISO 14001:2009 (environmental management)

**Whatever you need, contact us – we can find a solution.**



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