

Brochure



Expert guidance on operating & managing your cloud solution

HPE Datacenter Care for Cloud



Hewlett Packard
Enterprise

Be hybrid cloud-ready

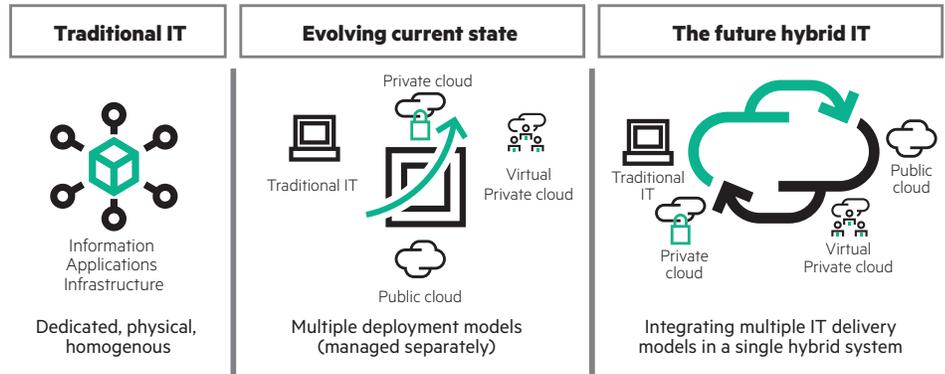
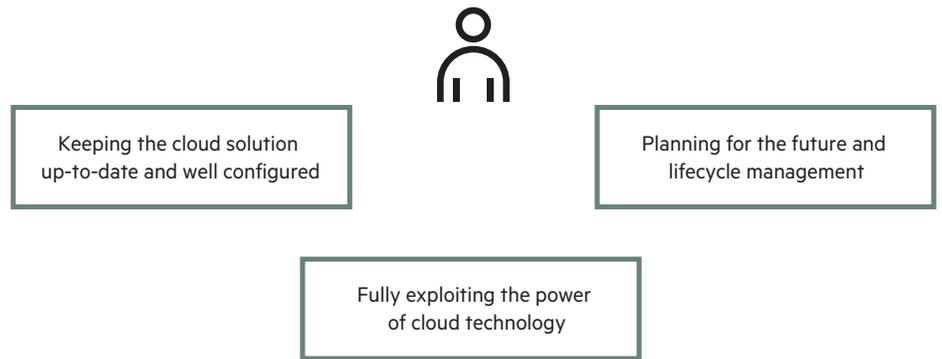


Figure 1: Transform to Hybrid IT

Transitioning to cloud represents a progressive journey rather than a one step process. The journey normally starts with consolidating infrastructure and deploying virtualization as a way to increase agility and utilization. A private cloud software implementation then provides an extra control layer that enables IT organizations to manage resources and implement functionality such as self-service, orchestrated workflows and metering. IT organizations may also choose other deployment models such as managed private clouds and public clouds. Increasingly these multiple IT delivery models will be integrated to form a hybrid IT environment.

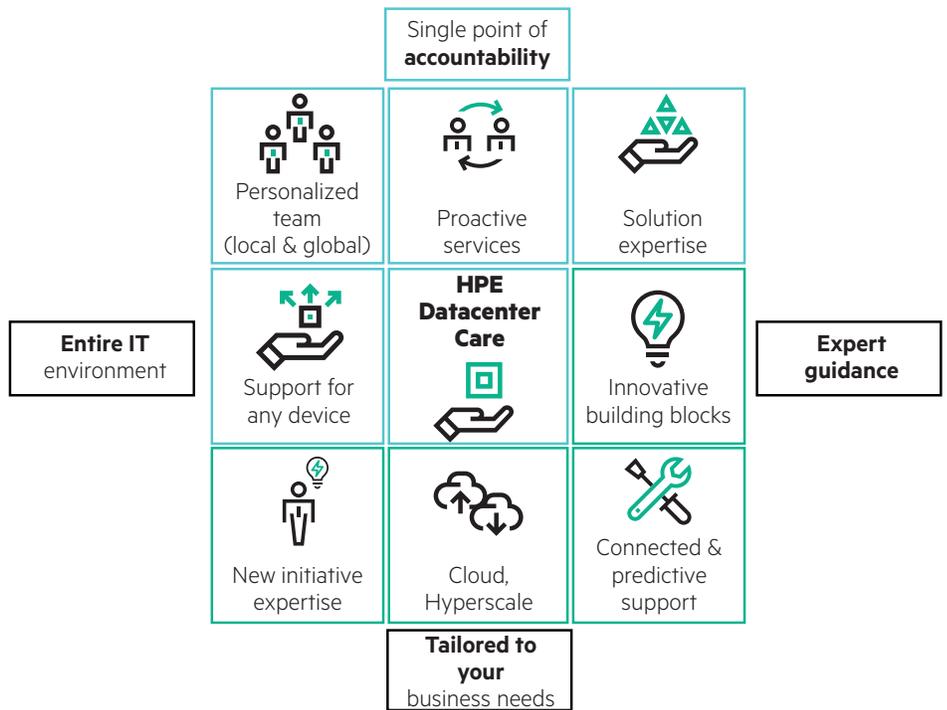
Cloud environments can be complex and many IT organizations lack skills & experience

Cloud environments can be complex. For example, keeping the end-to-end solution current and compatible requires regular attention because there are many different components that get updated regularly. Planning for the future may be another challenge, whether that is estimating capacity requirements or understanding recently released products with a view to upgrading. Where IT organizations lack skills and experience, it may also be difficult to take full advantage of the powerful functionality available with cloud technology. Because of these challenges, IT organizations could benefit from having a trusted advisor join the team who understands cloud solutions and the environment in which it is being deployed.



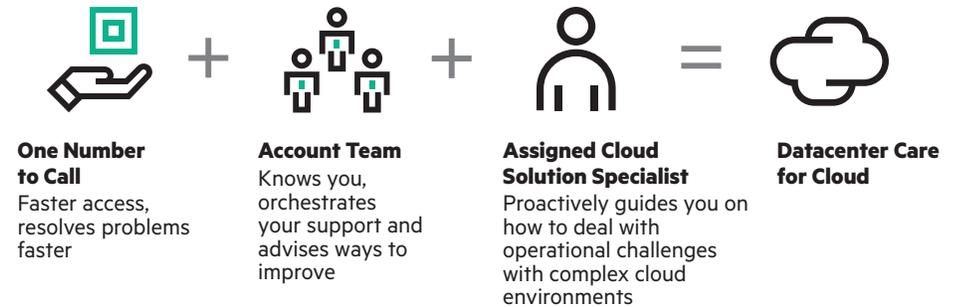
Addressing your operational needs with HPE Datacenter Care

Stability for today's IT environment and the expertise to guide you further



Datacenter Care is a support solution that can cover your whole datacenter under one agreement. Based on decades of experience and a global support infrastructure, Datacenter Care helps you manage complex IT environments, operating IT without disruption. You have one number to call if there is a fault. You get fast access to experts when that is what you need, and we own critical issues from start to finish. In addition, a team of resources is assigned to your account to provide proactive advice that is tailored to your requirements.

HPE Datacenter Care for Cloud

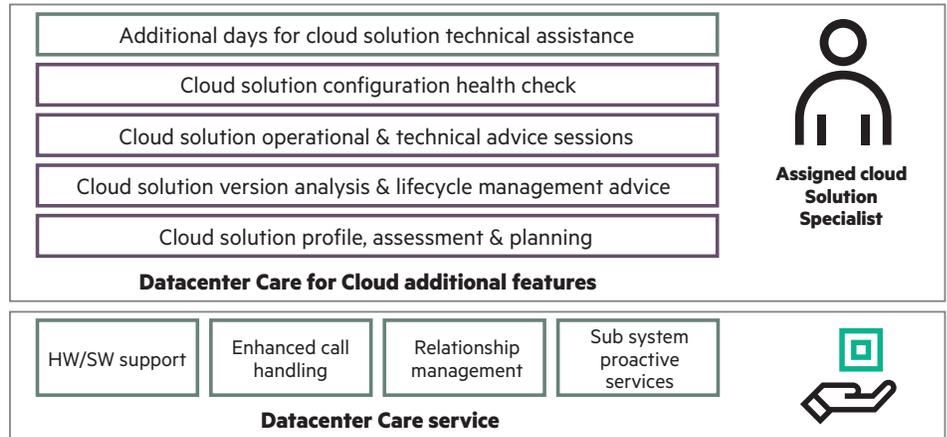


HPE Datacenter Care for Cloud adds features to HPE Datacenter Care

HPE Datacenter Care for Cloud is a set of new features that enhance HPE Datacenter Care. In addition to the one number to call and assigned account team, IT organizations can add a cloud solution specialist to provide guidance on dealing with the operational challenges associated with complex cloud environments. The specialist is assigned to work with you on an on-going basis, enabling them to provide technical guidance and advice that is tailored to your cloud solution. Through HPE's expert guidance, an IT organization can mitigate risk, free resources for innovation and accelerate time-to-value.



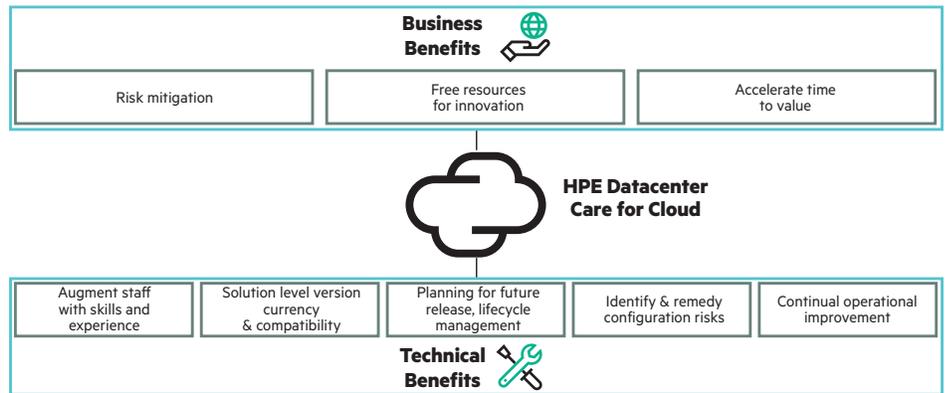
Features of HPE Datacenter care for Cloud



The assigned cloud solution specialist will work with you to address the operational challenges associated with complex cloud environments.

- **Cloud solution profile, assessment & planning:** Solution configuration profiled and used to set up reactive & proactive support. Assessment of the solution, operational processes & skills to identify improvement opportunities.
- **Cloud solution version analysis & lifecycle management:** Solution level report that provides analysis and update recommendations on dependent solution components. Guidance on latest available and upcoming product releases. Advice on applicable notifications and bulletins.
- **Cloud solution operational & technical advice:** Operational and technical advice sessions on general topics relevant to the cloud solution.
- **Cloud solution configuration health check:** A solution level report and discussion that highlights configuration issues on dependent components.
- **Additional days for cloud solution technical assistance:** Used for activities related to the cloud solution that fall outside of the standard features of the Datacenter Care Cloud service e.g. version update implementation.

Benefits of HPE Datacenter Care for Cloud



Datacenter Care for Cloud provides a range of potential benefits for your organization.

Business benefits

- Risk mitigation – Proactively addresses issues & helps optimize platforms for availability
- Free resources for innovation – Allows IT staff to spend more time meeting new business needs, as less time is spent on maintaining the cloud solution
- Time to value – Helps IT organizations deploy changes faster and use more of the functionality available from the cloud technology

Technical benefits

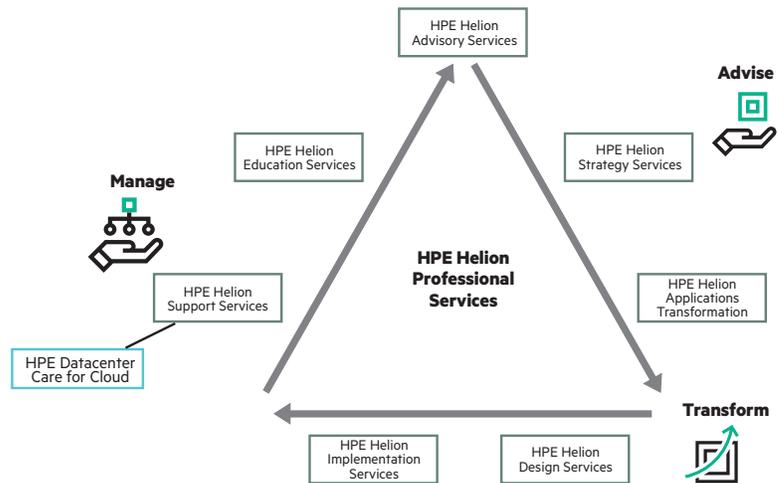
- Augment staff with skills and experience by having a cloud solution specialist become an extended member of your team
- Solution level version analysis and lifecycle management helps keep the solution current and compatible
- Guidance and advice on new product releases to help plan for future upgrades
- Solution level configuration health checks to help identify and remedy configuration risks
- Continual operational improvement through assessment and planning that helps identify operational process deficiencies and skill gaps
- Operational and technical advice provides guidance on questions, issues or topics relevant to your cloud solution

Complimentary building blocks to Datacenter for Cloud

HPE Datacenter Care for Cloud is complemented by a range of optional services available within HPE Datacenter Care Service that enable customers to cover additional components or service needs that may be relevant to their HPE cloud solution. For example:

- **HPE Datacenter Care Flexible Capacity** enables IT organizations to apply a pay-per-use¹ model to private cloud infrastructure, enabling you to shift Capex to Opex²
- **HPE Datacenter Care Infrastructure Automation** tools and advice that enables an IT organization to treat infrastructure as software code. The tools can work together with HPE cloud solutions to further automate the cloud environment
- **HPE Datacenter Care Operational Support Services** helps you better utilize your IT staff, by having HPE perform monitoring, day-to-day system administration and change execution tasks on the infrastructure used by the cloud solution

Simplify the journey to cloud with experts you can rely on



HPE Datacenter Care for Cloud is part of a comprehensive professional services portfolio HPE has built for HPE Helion CloudSystem and OpenStack solutions. With these seven sets of services, HPE is taking an end-to-end, lifecycle approach in helping you confidently move to the cloud, and to ensure your investment is future proof.

¹ Above a minimum commitment

² Customers must obtain their own financial advice on the treatment of flexible capacity and pay per use

Why HPE?

Only HPE brings together an unmatched portfolio delivered by experienced and trusted experts who provide prescriptive guidance through your cloud journey. We offer a full range of innovative professional services, practical customer experience, deep knowledge of HPE and partner technology, data center, Big Data, and cloud capabilities.

1000+

Converted infrastructure and CloudSystem Implementations

1200+

VMware - certified professionals

13,500+

ITIL - certified professionals

95%+

Highest mission critical customer loyalty

48,000+

Microsoft trained professionals

6000+

High availability experts

90%+

of the Fortune 100 companies use our services

7100+

Customers for mission critical high-end services

5100+

Linux trained professionals

Learn more at
hpe.com/services/dccloud



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