



**Hewlett Packard**  
Enterprise

Brochure

# Operate in the New Style of Business

HPE Datacenter Care Operational Support Services



# Operations in an era of innovation and fast changes

Every 7–10 years, technology delivery undergoes a tectonic shift: one that opens up new business and access models. A shift that changes the way technology is consumed and the value that it can bring. A change in what is possible. Today, digital business-mobility, social, Big Data, and the advent of cloud computing offer new ways for IT to help organizations innovate and gain competitive advantage. And while IT focuses on innovation, there is a need to keep the operations up and running in this new complex environment.

## Datacenter Care Operational Support Services top benefits

- Improve agility and accelerate innovation
- Reduce operational complexity and risk with one accountable partner
- Maintain control and security
- Improve operational efficiency across your solutions and IT environment
- Rely on a structured approach based on standards and proven processes

## Changes in the IT environment

The IT organization is going through a sea change as it adopts cloud, mobile, social, and Big Data and analytics technologies. These technologies transform the IT organization from an organization that delivers IT systems to one that delivers IT services, from an organization that is focused on IT agility to one that focuses on business agility, and from an organization that produces information to one that drives innovation.

In addition to innovation, most IT organizations have specific, detailed service-level agreements (SLAs) with their internal and external customers. In most cases it means that IT is now tasked not just with “keep it running” but making sure that the environment perform appropriately to achieve consistent availability of mission-critical business processes.

The challenge IT organizations face is how to manage the IT environment while introducing so many solutions, technologies, and services, while decreasing cost and being more responsive. The race to simplify the life of the end user makes the life of the IT organization much more complex.

## Augment your capabilities and accelerate innovation

With HPE Operational Support Services (OSS), you can leverage the tools, people, and processes of HPE Operation Center to monitor and operate your infrastructure. A component of HPE Datacenter Care, OSS enables you to focus on strategic initiatives by allowing the OSS team to take on routine infrastructure tasks and simplify the complexity for you.

Whether supporting cloud, mobility, Big Data, or traditional workloads, and whatever the technical infrastructure is, with HPE Datacenter Care, you rely on one accountable partner to help, operate, and evolve your IT environment. Operational Support Services offer ways to extend the value of Datacenter Care so that you can free your resources for more business-specific and innovative projects.



**Operational Support Services**

Augment your IT capabilities and keep it safe and under your control

**Flexibility, it's your choice**

OSS is made up of a large catalog of services so that you can augment the IT organization's capabilities to operate your entire data center or specific environments within it (e.g., SAP® HANA environment) or focus on certain layers of the infrastructure (e.g., storage operations). It's your choice.

**Flexibility, even more**

With HPE Flexible Capacity, resources are provided to the hybrid cloud including servers, storage, networking, and software on premises, with the ability to meter and price usage per virtual or physical machine. You pay only for the capacity actually used<sup>1</sup> taking into account user demand, as well as changing market conditions.

**Augment capabilities, keep the control**

Operational Support Services leverages HPE's best practices for operating on-premises infrastructure by delivering 24x7 remote infrastructure monitoring (RIM) and administration services. The framework addresses the operational challenges through the service operations stage of the infrastructure, covering servers, storage, networking, hypervisor, backup/restore, and security elements based on HPE and selected non-HPE assets.

Once your IT infrastructure is connected to HPE, we can monitor and perform the tasks that you need us to do. Connecting to HPE also enables us to proactively diagnose, analyze, and improve the environment to make the most of your resources.

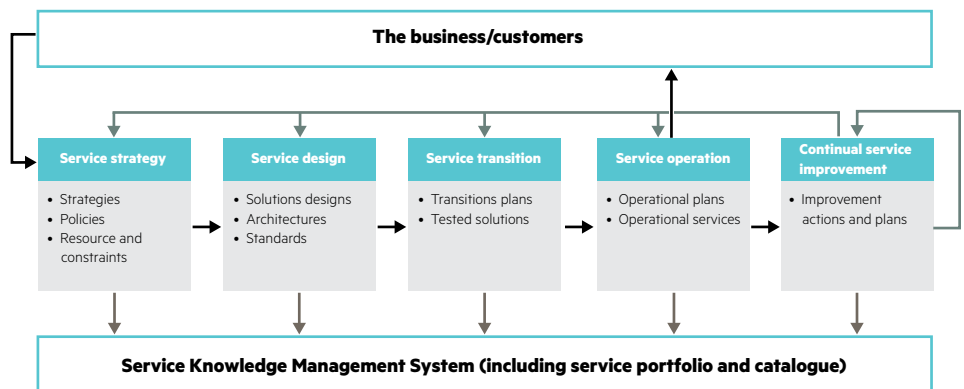


Figure 1: Operational Support Services—focus on the service operation stage

**Improve operational efficiency with standards-based services**

Operational Support Services offers a cost-effective operations model with the flexibility to scale IT costs based on infrastructure volumes. HPE Operation Center is available 24x7 to facilitate that efficiency is achieved by following industry standards, tools, and best practices, e.g., IT Infrastructure Library (ITIL®), ISO certifications for quality (ISO 9001:2008), security (ISO 27001:2005), and business continuity (ISO 22301:2012).

**Reduce complexity and risk, increase innovation**

The rapid adoption of new technologies and solution (i.e., cloud, Big Data, and mobility) creates a complex environment for the IT organization. Adding HPE expertise can augment IT capabilities to resolve many issues—lack of knowledge on legacy products, adoption of new solutions and technologies, or the need to devote more in-house resources to strategic initiatives rather than on simple infrastructure operations. Operational Support Services can provide the resources so that you can face your own challenges.

<sup>1</sup> Subject to agreed-upon minimum capacity or 80 percent of forecasted software licenses needed.

### Gain flexibility, keep the control

As an extension of HPE Datacenter Care, Operational Support Services leverages the assigned account team to tighten the relationship with various levels in your IT organization. The assigned account team engages with you on different layers: operational, tactical, and strategic to discuss operational aspects such as disruptive incidents, operational improvements, approaching events, user satisfaction, annual plans, SLA, business-IT developments, and many more, and you have the flexibility to use the services that meet your business need. It's your infrastructure, you manage it.

## The big picture: HPE Datacenter Care

HPE Datacenter Care is designed to support your IT environment from ground to cloud, providing services that help you adapt to rapid IT change and respond to pressure for constant innovation. You get a flexible, comprehensive, and relationship-based experience delivered globally that provides for personalized support and management of heterogeneous data centers. The structured framework incorporates repeatable, tested, and globally available service building blocks—with Operational Support Services being one component.

With our approach to HPE Datacenter Care, you can start with the core building blocks of relationship management and enhanced call handling backed by centers of expertise. A mix of proactive and reactive support is configured to deliver the level of support needed by the different components in your data center, to meet both SLAs and cost targets.

Additional service bundles are also available, including training, access to expert advice on virtualization and cloud, and security awareness and assessment services.

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## Technology with a human touch

You rely on technology to run your business efficiently. To stay competitive and capitalize on new revenue opportunities, you have to learn how to access technology in new ways. Team with the HPE technology consulting and support experts to help you take full advantage of technology to drive your business. Combining technology expertise with business intelligence, our service professionals help organizations across the globe meet their evolving needs. They can do the same for you. Connect with our service experts to explore ways to do more with your technology investments and move your business forward. Visit: [hp.com/go/tsconnect](http://hp.com/go/tsconnect).

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