Hewlett Packard Enterprise

Enable operational success

HPE NFV Solution Support

HPE Network Functions Virtualization (NFV) Solution Support simplifies the overall support process and provides the environment-wide support coverage that communications service providers (CSPs) require for their NFV journey.

With HPE NFV Solution Support, you can:

- Improve NFV platform stability
- Free up your resources for innovation
- Access the right experts with personalized service
- Help reduce costs and save time resolving issues
- Increase uptime

Measurable benefits across the enterprise

In an analysis of the challenges and opportunities associated with supporting and operating mission-critical business processes, IDC found that HPE Datacenter Care Service can reduce:

- The cost of delivering mission-critical business processes by 23 percent[1]
- IT staff time devoted to sustaining and completing mission-critical tasks by 23 percent [2]
- Downtime by 88 percent[3]

[1,2,] [3] "The Business Value of HPE's Datacenter Care Service," Randy Perry, IDC white paper sponsored by HPE, August 2014.

Transforming to NFV

CSPs are looking for ways to adapt to the new NFV telecommunications environment, and they need to focus on improving costs, growing new business, and innovating to reach digital customers while reducing the time to resolve issues and increasing uptime.

NFV implements many core network functions—including content accelerators, session border gateways, routers, firewalls, load balancers, and more—as software running on virtualized, commercial off-the-shelf (COTS) hardware and industry-standard platforms. This shared and common infrastructure helps increase agility and scalability, improve time to market for new services, and save costs.

Get the right support for your NFV environment

HPE NFV Solution Support addresses support needs with proactive and reactive services for your NFV infrastructure environment, including hardware and software. It also provides advice and quick response, which is coordinated by your personalized account team. We provide our highest level of service for your NFV infrastructure, including support for select HPE ISV partners and third-party products supplied by HPE. In addition, we offer a specialized Center of Expertise (CoE) that's staffed with highly experienced technical specialists who are knowledgeable about Telco applications and infrastructure.

Because this is based on HPE Datacenter Care, you get a support team that's trained in your environment, so that no time is wasted getting up to speed. This is in addition to the resources, knowledge base, and processes that the team draws on to support the most demanding customer implementations.

A key part of the HPE Trusted NFV Platform Transformation approach

As you transform to NFV, one of the key considerations is that you can be operationally successful. HPE NFV Solution Support addresses this concern, and it's an important element of operational considerations within the HPE Trusted NFV Platform Transformation approach.

The HPE Trusted NFV Platform Transformation is an end-to-end approach that's aimed at managing risk in your transformation journey. We've built this approach based on our own network transformation process and our experience with global customers in many industries across a wide range of environments.

Improve platform/ infrastructure stability and gain support for NFV

With HPE NFV Solution Support, you can rely on one accountable partner offering you a consistent, simplified service relationship. We bring the people, processes, and expertise to deliver NFV support, which scales to cover any size NFV infrastructure, for your demanding environment.

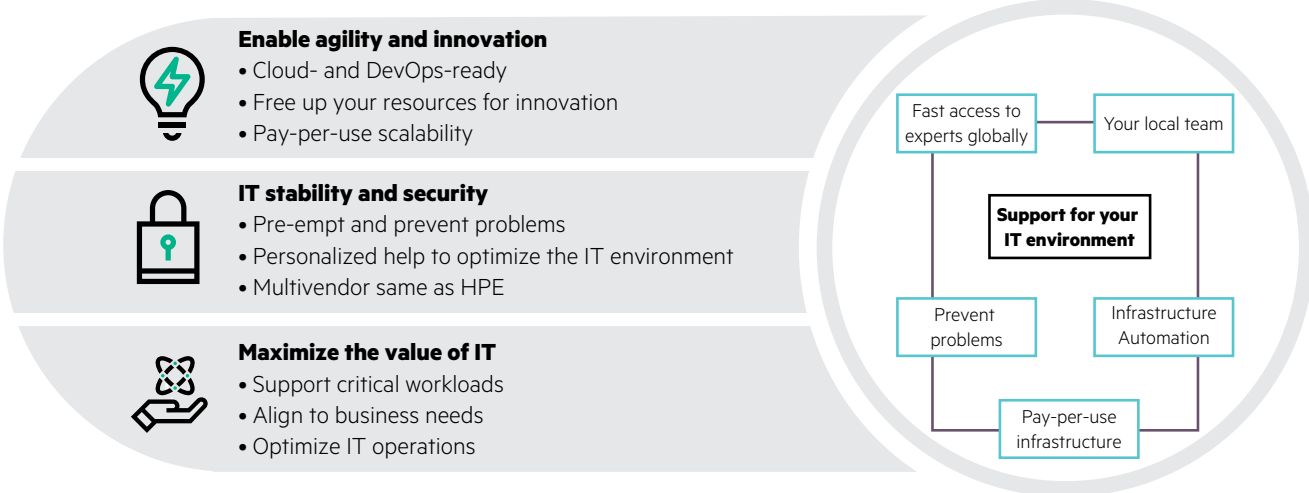**HPE's most flexible service, tailored to your business needs**

Enable agility and innovation
- Cloud- and DevOps-ready
- Free up your resources for innovation
- Pay-per-use scalability

IT stability and security
- Pre-empt and prevent problems
- Personalized help to optimize the IT environment
- Multivendor same as HPE

Maximize the value of IT
- Support critical workloads
- Align to business needs
- Optimize IT operations

Fast access to experts globally

Your local team

Support for your IT environment

Prevent problems

Infrastructure Automation

Pay-per-use infrastructure

Figure 1. HPE NFV Solution Support is built on HPE Datacenter Care and tailored for NFV.

Free up resources for innovation

NFV is a leap forward in efficiency and functionality, but only if you can successfully operate it. With HPE NFV Solution Support, you can reduce potential risks involved with transitioning to the New Style of Business—which is all about being open, service oriented, automated, information driven, and cloud enabled.

The advice and expertise of the HPE team can help you streamline operations, and in many cases, we can take on routine tasks so that your staff can turn to business-related work. An optional set of services, HPE Operational Support Services, can add the remote monitoring and management of devices and processes to NFV Solution Support, taking on more of the tasks in your operations center.

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Access the right experts with personalized service

NFV environments can be complex. As a result, they require high levels of availability and support with short resolution times. Because of this, it's especially important to have one partner who is responsible for your entire NFV environment.

HPE NFV Solution Support gives you the personalized support you need from one partner, connecting you quickly to the right experts, when you need them. It provides a comprehensive end-to-end support agreement that covers all NFV components supplied by HPE, so you get:

- Enhanced call handling with a dedicated support team

- Experts who manage and resolve complex critical problems in collaboration with HPE OpenNFV technology partners

- Specialists knowledgeable about NFV and telecom technologies, protocols, and applications

- An assigned account team backed by significant global resources, including the CoE that specializes in NFV

- Proactive services on HPE infrastructure and support for third-party components supplied by HPE, increasing availability and preventing problems

- HPE Foundation Care break/fix services for the HPE infrastructure components, and quick response and restoration/repair times for critical issues

- Factory integration services for installation and implementation

For further value, you can add these additional services to your agreement:

- Onsite or remote customer help desk services

- Dedicated onsite engineers

- Custom spares solutions

- Monitoring and management of your NFV platform

Contact HPE today to begin discussing your transformation to NFV. Start with our one-day HPE NFV Transformation Experience Workshop.

Learn more at
hp.com/services/datacentercare

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