



Focus on your business

HPE Datacenter Care NonStop Support

With HPE Datacenter Care NonStop Support, you receive:

- An enhanced call experience with start-to-finish call management and technical expertise with Critical Event Management
- Mission-critical escalation and elevation on calls
- Communication and proactive status updates
- A single point of contact and ownership
- Proactive deliverables to reduce problems and outages

In a world that never stops, many enterprises can't afford to be unavailable—for any reason. That's where the unique value of HPE NonStop comes in, with fully integrated, fault-tolerant systems delivering massive scalability and operational efficiency. HPE NonStop systems are designed specifically for the highest availability; they offer the flexibility and choice of an unparalleled family of systems for industries that never stop. HPE Datacenter Care NonStop Support delivers collaboration and support to drive business continuity, high availability, massive scalability, and operational efficiency that your enterprise demands.

Engineered for the highest availability

Business processing, online transaction processing (OLTP), and enterprise databases are the most-critical workloads for ongoing success in mission-critical environments; they are driving the need for workload-optimized, proven technology that can deliver business continuity and lower risk. When availability matters, it's time for a new compute approach.

HPE NonStop is designed specifically for the highest availability level. According to the IDC Availability Level 4 definition, that means business processes continue as before.¹ HPE NonStop technology delivers true business resiliency with a highly integrated stack of hardware, software, database, and application services—providing the foundation that HPE NonStop mission-critical customers continue to rely on, including:

- Continuous availability—delivering instant, continuous access to secure, accurate data
- Lowest TCO in class—reducing complexity and operating costs²

- Real-time database—handling high-volume transaction processing and data warehouse environments
- Data integrity—ensuring transaction integrity and reliable handling of data
- Massive scalability—enabling near-linear scaling without degradation

Focus on innovation

As IT environments become more complex, including multivendor, and hybrid IT customers have told us that they need to move quickly to drive the strategic technology initiatives that can impact their business. Knowing that their IT infrastructure is stable and reliable allows more focus on innovation, and not chasing problems.

Service outages and downtime present serious consequences for a business, which is why as much as 80 percent of IT budgets and resources are spent on infrastructure and operations. This leaves little room for innovation. So, what can IT do to meet operational requirements and accelerate technology strategies that deliver real value to the business?

¹ IDC, Worldwide and U.S. High-Availability Server 2014–2018 Forecast and Analysis, Doc #250565

² HPE NonStop offers the lowest TCO in its class for mission-critical applications, Richard Buckle, Pyalla Technologies, Research Note, November 2014

Measurable benefits across vertical applications

HPE NonStop is helping companies throughout industries such as financial services, telecommunications, manufacturing, and healthcare deliver a continuous business environment:

- Processing over 1.4 billion credit and debit cards with a charge volume of over \$3.6 trillion USD
- Servicing over 450 million subscribers in advanced telco network applications
- Powering mission-critical applications at leading global manufacturers
- Supporting several of the world's leading medical institutions

HPE Datacenter Care NonStop Support delivers the expertise, support, and advice you need to provide you with stability for today's IT environment and the expertise to guide you further. It is simplified, personalized, proactive support, and much more. HPE Datacenter Care provides a flexible, relationship-based approach that supports your heterogeneous data center; we will help you break down complexity and provide you with efficient IT support and operations so you can increase agility and operate at peak performance levels. Worrying less about maintaining the status quo means focusing more on innovation, faster time-to-value, and an overall better experience for your customers.

Making the most of your NonStop capabilities

HPE Datacenter Care NonStop Support helps to provide the business continuity, high availability, massive scalability, and operational efficiency that your enterprise demands. Our services are designed to help you maintain your NonStop capabilities, proactively fix problems before they can cause system outages, and keep your IT stable and reliable. HPE experienced IT advisors work with you to achieve specified target performance levels and meet your business goals.

We proactively help prevent service interruptions through a host of available optional services to meet your specific needs, and which can be delivered at any time during the relationship. These are discrete services that address either ongoing needs like firmware management and operating system patch analysis, or one-time enhancements.

Benefit from a single point of contact and ownership

With HPE Datacenter Care NonStop Support, you can rely on one number to call and one Account Support Manager (ASM) who is the single point of contact and accountability for all of your support needs. HPE is a true partner with your IT and business, and understands your goals. While supporting your IT, we know your configuration, your criticality, your history, and your team.

Get consistent support across your IT environment

HPE Datacenter Care can give you consistent, simplified service for your entire IT environment. We can also support your multivendor hardware and software with direct connections to HPE to prevent and resolve problems faster, share best practices, and keep you ahead of the competition.

As your personal advisor, we not only resolve issues, but also guide your journey to the digital economy by helping you visualize longer-term strategic initiatives. This will help you free up resources for innovation so you can focus on technology initiatives that add direct value to your business.

Access the right experts

Contact your HPE NonStop representative or your local HPE Technology Services sales representative to learn more about HPE Datacenter Care NonStop Support.

Learn more at
hpe.com/services/datacentercare



Sign up for updates
