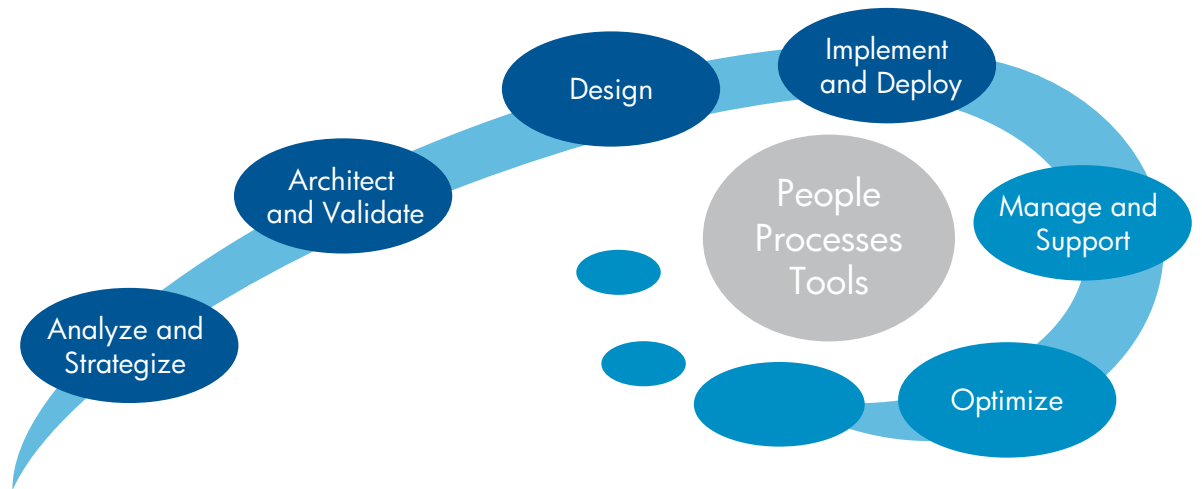


A suite of HP ProCurve Enterprise Network Services

Increase availability, performance, and agility across the network



## Services for HP ProCurve products

HP ProCurve Networking strives to give you the benefits of our industry-leading Lifetime Warranty\*, which features next business-day advance replacement support. While these benefits provide a robust platform for ongoing network support, many customers have advanced support needs. We provide services for the entire lifecycle of your extensible network to increase availability, performance, and agility.

We can address your specific needs with both packaged and custom network lifecycle services. HP solutions bring advanced networking technologies together with proven consulting, integration, and support services.

\* For as long as you own the product, with next-business-day advance replacement (available in most countries). The following hardware products and their related series modules have a one-year hardware warranty with extensions available: ProCurve Routing Switch 9300m series, ProCurve Switch 8100fl series, and ProCurve Network Access Controller 800. The following hardware mobility products have a one-year hardware warranty with extensions available: HP ProCurve M111 Client Bridge, HP ProCurve MSM3xx-R Access Points, HP ProCurve MSM7xx Mobility and Access Controllers, HP ProCurve RF Manager IDS/IPS Systems, HP ProCurve MSM Power Supplies, and HP ProCurve 1 Port Power Injector. Disk drives in the HP ProCurve ONE Services zl modules have a five year hardware warranty. Standalone software, upgrades, or licenses may have a different warranty duration. For details, refer to the ProCurve Software License, Warranty, and Support booklet <http://www.procurve.com/warranty>

HP offers a wide range of optional services to increase uptime, protect your technology investment, and assist you with services. You have the flexibility to choose the service levels, response times, and coverage periods to meet your IT and business requirements.

## Overview of HP ProCurve Service offerings

- Hardware and Software Maintenance Services
- HP ProCurve Environment Direct Access Service
- HP Mission Critical and Proactive Services
- Custom Network Lifecycle Services

## Hardware and Software Maintenance Services

Increase uptime, protect your network infrastructure investment, and enable your business to grow with support that is affordable, personal, and scaled to your needs. When you want to extend your ProCurve hardware lifetime warranty coverage with higher levels of service, hardware and software maintenance services are available as HP Care Pack and Contractual services. Hardware support services provide advanced levels of hardware replacement response times. The onsite contractual service provides a service technician dispatched with your replacement hardware. The software support offers device-specific 24x7 phone-in support.

### **Onsite Hardware support options**

- Next business day
- 4-hour same day from standard business hours to 24x7
- 6 hour Call-to-Repair (Critical Support)

### **Software support options**

- SW phone-in assistance
- Coverage from standard business hours to 24x7
- Software license-to-use updates

### **Combined Hardware/Software Support**

HP offers Hardware and Software maintenance services that can easily be purchased simultaneously with “combination service packages” like Support Plus and Support Plus 24.

## **HP ProCurve Environment Direct Access Service (EDAS)**

HP understands the importance of helping Enterprise customers maintain business continuity of their ProCurve network infrastructure. HP ProCurve EDAS enables you to improve network performance, reduce the risks associated with unplanned downtimes and outages, and above all, manage your HP ProCurve environment with expert assistance.

The HP ProCurve Environment Direct Access Service (EDAS) is an advanced technical support offering for ProCurve network environments. For expert level support of your ProCurve products,

HP ProCurve EDAS provides remote access to expert level engineers to resolve your post-sales support needs and features an optional remote assigned technical account manager. The service provides the advantage of 24x7 direct access to expert-level phone support in addition to efficient technical account management. The dedicated remote Technical Account Manager (TAM) will act as a primary point of contact for all your post sales support needs.

HP ProCurve EDAS is an environment based service. Under EDAS, there is no additional cost to the customer for the service when additional HP ProCurve products are added to the environment during the contractual period.

## **HP Mission Critical and Proactive Services**

### **HP Proactive 24**

Using value-based delivery methodology, HP certified experts help you understand your existing environment, identify improvements, and provide technical and operational assistance to augment your existing capabilities. HP Proactive 24 service is an integrated hardware and software support solution that combines efficient proactive problem prevention with responsive technical assistance whenever you need it. HP service coverage may be extended to include other components of your IT infrastructure, such as storage and servers as well as networks.

## HP Critical Service

HP Critical Service provides you with:

- An Account Support Manager that provides proactive onsite expertise
- Priority reactive assistance from the HP worldwide network of mission-critical response centers; and
- Remote support tools to monitor your environment for potential problems

Your dedicated HP team evaluates how well your existing infrastructure meets availability requirements, recommends how you can improve service levels, and helps you implement changes to improve management and control to technology processes and applications.

## Custom Network Lifecycle Services

We work closely with you throughout the full network lifecycle, from network assessment, planning, architecture and design, implementation and integration, management and support. All these services are provided by industry certified consultants and project managers.

## What HP offers

Many of our customers consider HP as their Trusted Advisor who can identify the best solution for their IT environment, including the ProCurve network infrastructure. Our integrated business solution ties people, policies, and products together and enables you to implement an open standards-based network that adapts to the changing needs of users, applications, and organizations. With over 40 years of experience in delivering networking solutions, and 69,000 Services Professionals in 170 countries providing a high-quality, responsive, and consistent service delivery experience across the globe, HP is positioned to serve your enterprise networking needs across the lifecycle.

## For more information

To learn more about HP ProCurve Network Services contact your HP Representative today, or visit:

[www.hp.com/go/networks](http://www.hp.com/go/networks)

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**Technology for better business outcomes**

To learn more, visit [www.hp.com/go/networks](http://www.hp.com/go/networks)

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