Hewlett Packard Enterprise

HPE Services for HPE NonStop Systems

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Forward-looking statements
This is a rolling (up to three year) Roadmap and is subject to change without notice

This document contains forward looking statements regarding future operations, product development, product capabilities and availability dates. This information is subject to substantial uncertainties and is subject to change at any time without prior notification. Statements contained in this document concerning these matters only reflect Hewlett Packard Enterprise's predictions and / or expectations as of the date of this document and actual results and future plans of Hewlett Packard Enterprise may differ significantly as a result of, among other things, changes in product strategy resulting from technological, internal corporate, market and other changes. This is not a commitment to deliver any material, code or functionality and should not be relied upon in making purchasing decisions.

We hear you ... and react

We understand customer frustrations and are going to address them :
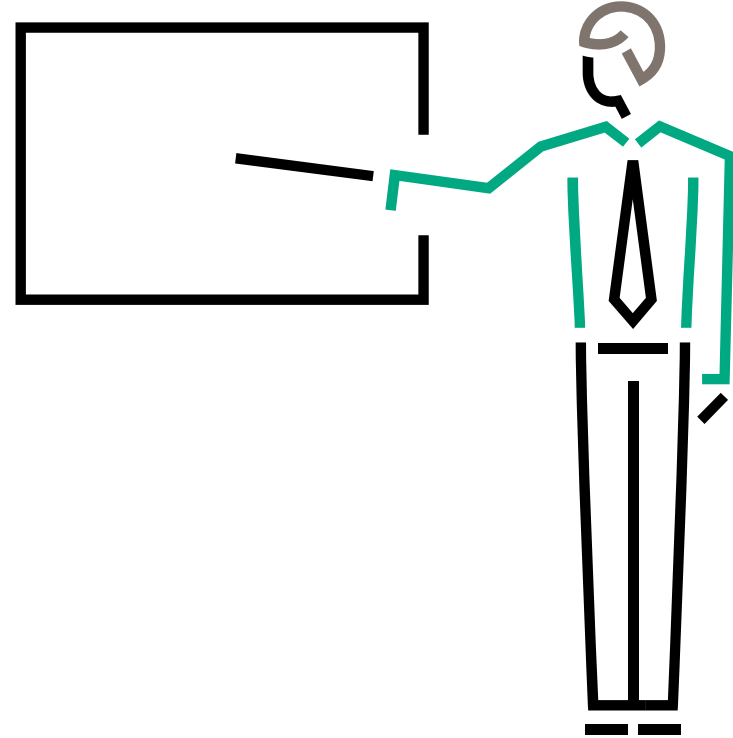
- Fully HPE integrated but not losing the NonStop specials

  - People & Roles
    - Global NonStop Professional Services
    - Client Management
    - Project Management
    - Service Pursuit

  - NonStop Spare part handling
  - eService Portal and HPE Service Center
  - Variety of Support Contracts

... more to come

Agenda

- HPE Services for NonStop
  - HPE Operational Services
  - HPE Professional Services
  - HPE Managed Services
  - HPE Lifecycle Services

Service Components

1 Product Requirement — **Reactive Support**

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2 IT Environment Experience — **Core Complete Care Proactive Services**

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3 Personalization — **Optional Complete Care Services**

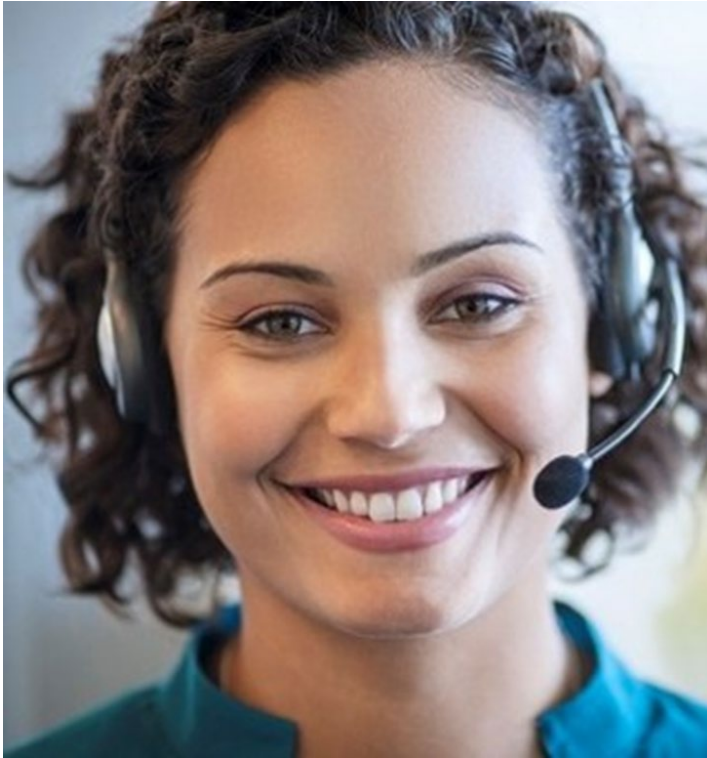| ADDITIONAL HPE CAPABILITIES		
HPE Professional Services	HPE Managed Services	HPE Lifecycle Services

HPE Services for HPE NonStop Systems
Helping IT and business needs today and into the future

HPE Complete Care

Proactively avoid problems, improve availability,
and optimize performance of my IT

Personalized, tailored support to help make the most of your NonStop System and IT environment

Reactive Support
Keep IT running
Help when you need it

HPE Support Plus 24

24x7 4hr Response support for hardware and 2 HR response software

HPE Basic

Next Business Day support for hardware and 24x7 response software

Professional Services & Managed Services & Lifecycle Services

Per-event services across the technology lifecycle to help enhance business value of IT

To learn more about HPE Services

https://www.hpe.com/us/en/services/overview.html

HPE NonStop Support Portfolio at a Glance

Feature	HPE Basic	HPE Support Plus 24 (SP24)	HPE Complete Care
On-site Hardware Support & Response Time	NBD Response	24x7 4hr Response	24x7 4hr, 8-5 NBD, or 6hr CTR
GNSC Software Support and Response Time	24x7 within 2 hours	24 x7 within 2 hours	24x7 within 2 hours (immediate access for critical system down)
Account Support Manger (ASM)	Not Included	Not Included	Included
Technical Account Manager (TAM)	Not Included	Not Included	Included
Assigned Customer Engineer (ACE)	Not Included	Not Included	Included
Account Support Plan & Review	Not Included	Not Included	Quarterly or Custom
Support Activity Review	Not Included	Not Included	Optional
Enhanced Call Handling	Not Included	Not Included	Included
OS/OE Patch Analysis	Not Included	Not Included	Optional
ITSM Quick Assessment	Not Included	Not Included	Optional
HPE Service Credits	Not Included	Not Included	Optional

To view full comparison of all HPE Nonstop Services

https://www.hpe.com/us/en/collaterals/collateral.a50004915enw.html

HPE Services Portfolio
Enabling a differentiated delivery experience

Reactive Support	
GNSC	• E2E case ownership and resolution • Remote diagnosis • Part identification • Keeping customer informed
Onsite Field Delivery	• Onsite break/fix service • Onsite installation service • Part availability & action plan
Supply Chain	• Parts planning and supply for install base • Parts escalation

PROACTIVE Support

ACCOUNT SERVICES

• Named Account Services owner – knows customer's business, strategies & priorities
• Partner with Sales and/or Partner to retain and expand HPE account revenue and portfolio mix
• Maximize relationships with key stakeholders to enable customer and HPE success by achieving customer's desired IT outcomes
• Account delivery management with a focus on assisting customers in adopting and efficiently leveraging HPE solutions

+

| **GNSC** **+** enhanced incident management	**Onsite Field Delivery**	**Supply Chain** **+** Account Services team partnership

GNSC : a wealth of knowledge & experience

The **Global NonStop Solution Center (GNSC)** is a single point of contact for <u>all</u> NonStop hardware and software product enquires or service requests

- **85** NonStop support employees worldwide providing L1, L2 and L3 support.

- Follow-the-sun support team spread across multiple time-zones in 10 countries, with experienced Engineers <u>always</u> online and available.

- Once a shift ends, a warm hand-off takes places between two time-zones to ensure continuity. Problems are resolved faster by ensuring 24x7 around-the-clock support until resolution is reached.

- 2,547 customer contracted systems across 521 customers in 73 countries.

24x7x365 follow-the-sun (FTS) support

EMEA

AMS

AP
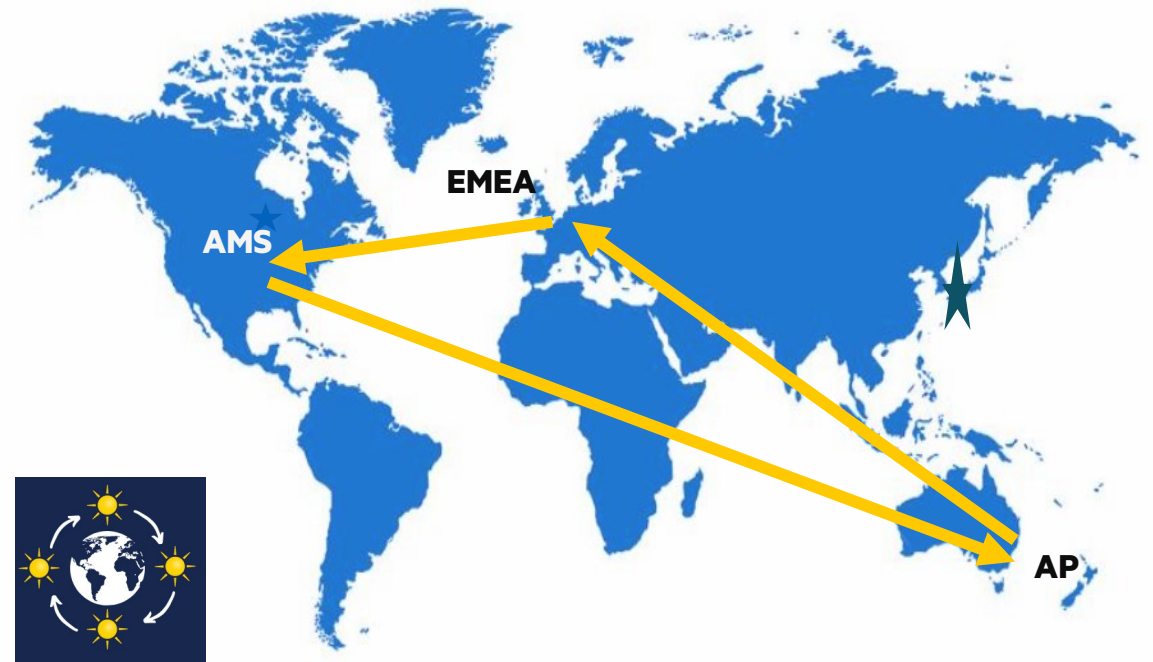
Each NonStop Solution Center is supported by a regional NonStop Leader reporting to a single Global Leader

Personalized and Tailored for your HPE NonStop environment
HPE Complete Care

- Account Support Team
  - Account Support Manager expert in HPE NonStop
  - Technical Account Manager
- Support plan with personalized escalation
- Support planning and review with support activity review
- Global HPE NonStop Solution Center
- HPE NonStop system hardware and software support

- Ongoing operational and technical advice
- Specific services to help get the most from your IT environment and operations
- Proactive hardware maintenance review

- Optional for HPE NonStop:
  - Operating system patch analysis and management
  - Escalation management for major and critical impact cases

Evolving HPE NonStop for Hybrid Cloud

HPE Complete Care—HPE Virtualized NonStop

Centralize your HPE NonStop and HPE Virtualized NonStop support by leveraging one partner for your IT environment with the specialized expertise and methodologies needed for complex IT environments

What is HPE Virtualized NonStop?

- The HPE NonStop Operating System runs as a guest OS in a virtualized private cloud VMware® environment
- Has the same fault tolerance, security, and scalability as HPE newest NonStop X Platform
- Will run on a variety of x86 hardware (HPE or non HPE)
- A software-only solution

Applications
HPE Virtualized NonStop
VMware
Hardware Infrastructure
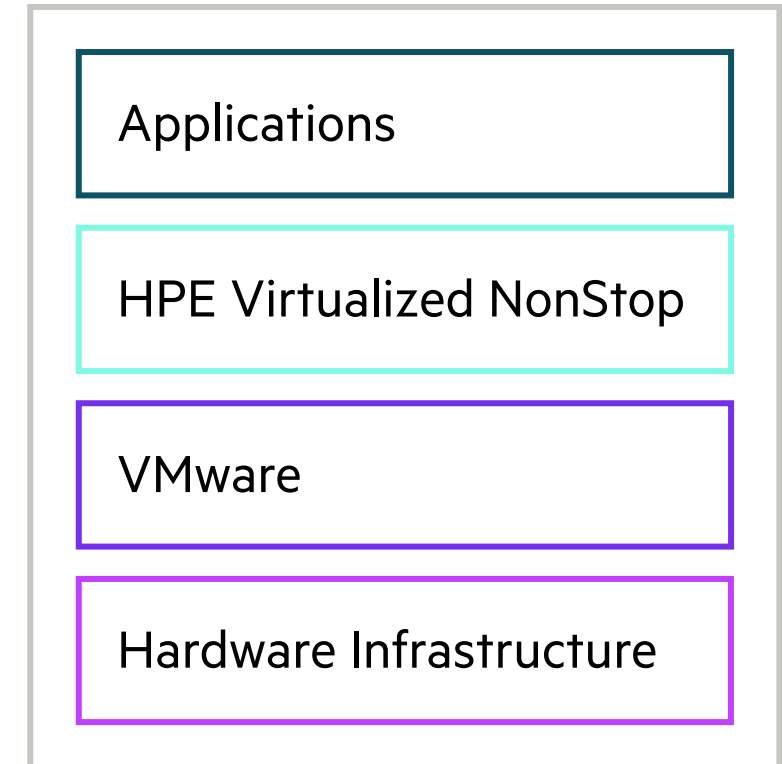
HPE Complete Care—HPE Virtualized NonStop on HPE x86 Servers

Experience a personalized, tailored service that is designed to help you consistently meet your service-level targets and other business objectives.

- Assigned Account Team
  - Account Support Manager
  - HPE NonStop Technical Account Manager
  - Technical Account Manager
  - Data Center Hardware Specialist
- Personalized Account Support Plan
  - Support Planning and Review
  - Support Activity Review
  - HPE Education Planning and Assistance
- Operation and technical advice
- Service credits
- OS Patch Analysis and Management
- Server Firmware and Software Analysis and Version Report
- Reactive software and hardware support

HPE Complete Care—HPE Virtualized NonStop on non-HPE Servers

- Assigned Account Team
  - Account Support Manager
  - HPE NonStop Technical Account Manager
- HPE Education Planning and Assistance
- Personalized Account Support Plan
  - Support Planning and Review
  - Support Activity Review
- Operation and technical advice
- Service credits
- OS Patch Analysis and Management
- Reactive software support only

Designed to help you maintain your HPE NonStop capabilities, proactively fix software problems before they can cause system outages, and keep your IT stable and reliable

NonStop Professional Services
Helping make the most of your NonStop solution

Start-up & Upgrade Services	Review & Planning Services	Availability Services	Storage Services	Remote Performance Services	Custom Services
• Installation and Startup Services • NonStop Server OS Upgrade • Evolution Assessment • CME/Telco Deployments	• Capacity Planning • Operations Review • Performance Review & Analysis • System Review • Migration & Planning	• Availability Assessment for NonStop Servers • Availability Partnership for NonStop Servers • Remote Database Facility	• NonStop XP Implementation • Virtual Tape Solutions • Data Sanitization	• System performance reports and Analyses • Network Monitoring	• Relocations • Advisory Consulting • Custom Site Planning and Deployment • Staff Augmentation • Specialized Training

Security Services		Cloud Services		
	• Security Review • Volume Level Encryption • SSH and SSL • Merged Audit		• Virtualized NonStop Planning Service • Virtualized NonStop Foundation Service and Startup Service • VMware vSphere Installation & Startup service	• Virtualized NonStop Planning & Migration Services • Virtualized Tape for Virtualized NonStop • Storage & Ethernet switch installation & Startup service

Installation-Services for HPE NonStop X

Advisory & Transformation		Professional		Operational
Evaluate	**Plan and Design**	**Integrate and Install**		**Support**
TL061AG/ TL062AG	**TL063AG**	**TL059AG/ TL060AG**		**Complete Care SP24/Basic**
NonStop X Migration Assessment Services	NonStop X Migration Planning Service	NonStop X Installation and Startup Services		Ongoing support plans

HPE Managed Services
Enabling customers to be more efficient

Monitoring	Operational tasks

HPE Complete Care

Governance	Relationship
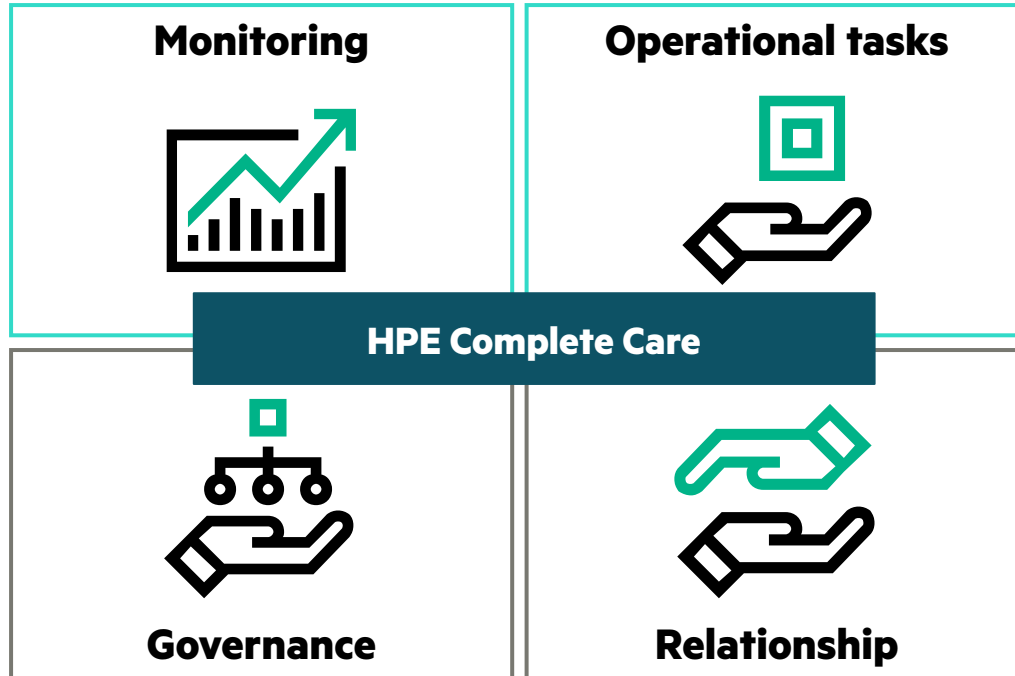
Remote Monitoring & Operations

- Integrated Infrastructure Mgmt Tool Framework
- Best practices for IT Operation – based on ITIL Process
- Access to more than 5000 HPE Solution Center experts

Based on HPE Complete Care

- Worldclass Reactive and Proactive Support Services
- Assigned Account team backed by global resources
- Tailored to your business needs

Currently there are 11 NonStop customers who have chosen HPE Managed Services, world-wide

HPE Managed Services for NonStop overview

HPE Managed Services Team for NonStop

Customer site

HPE IT Operations Center ITOC

User

Datacenter

- Servers
- Storage
- Network

Management Environment

Multi-Site Resilience

Secure internet

Service request

Auto Events

Tools

ITSM Integration ServiceNow

Event Correlation

Event Consolidation

| SolarWinds Monitors | Network Node Manager (NNMI) | Custom Connectors |

Assigned Account Team

- Relationship Management
- Governance
- Reports
- Processes and Improvement

Resources

L1- Monitor

L2- Operate

L3- Administer

HPE Managed Services for NonStop overview

Service Level 1 – Monitor	Service Level 2 – Operate	Service Level 3 – Admin
– Health checks – Monitoring – Report generation – Escalation of urgent requests – Escalation of business-critical requests – Basic troubleshooting, coordination with Support teams for issue resolution	– Remediation based on listed resolution – Backup and restore – Service request management – First Step Incident management – First Step Problem Management – Change management	– Business critical issue troubleshooting and resolution – In-depth Incident management – In-depth Problem management – Root Cause Analysis and Determination – Performance and capacity management

HPE IT Operations Center ITOC

HPE Managed Services Team for NonStop

HPE NonStop Managed Services & current IT Operational Centers
Operational Support

	Bangalore	Tunis	Sofia	Costa Rica	Alpharetta	Japan	Australia
L1+2 Monitor Operate	**24x7** *English*	**24x7** *French English*	**24x7** *German English*	**24x7** *Spanish English*	**24x7** *English*	**24x7** *Japanese*	**24x7** *English*

	Spain		Germany		Alpharetta	India	Australia
L2+3 Operate Admin&	*FTS English*		*FTS German English*		*FTS English*	**24x7** *English*	*FTS & 24x7 English*
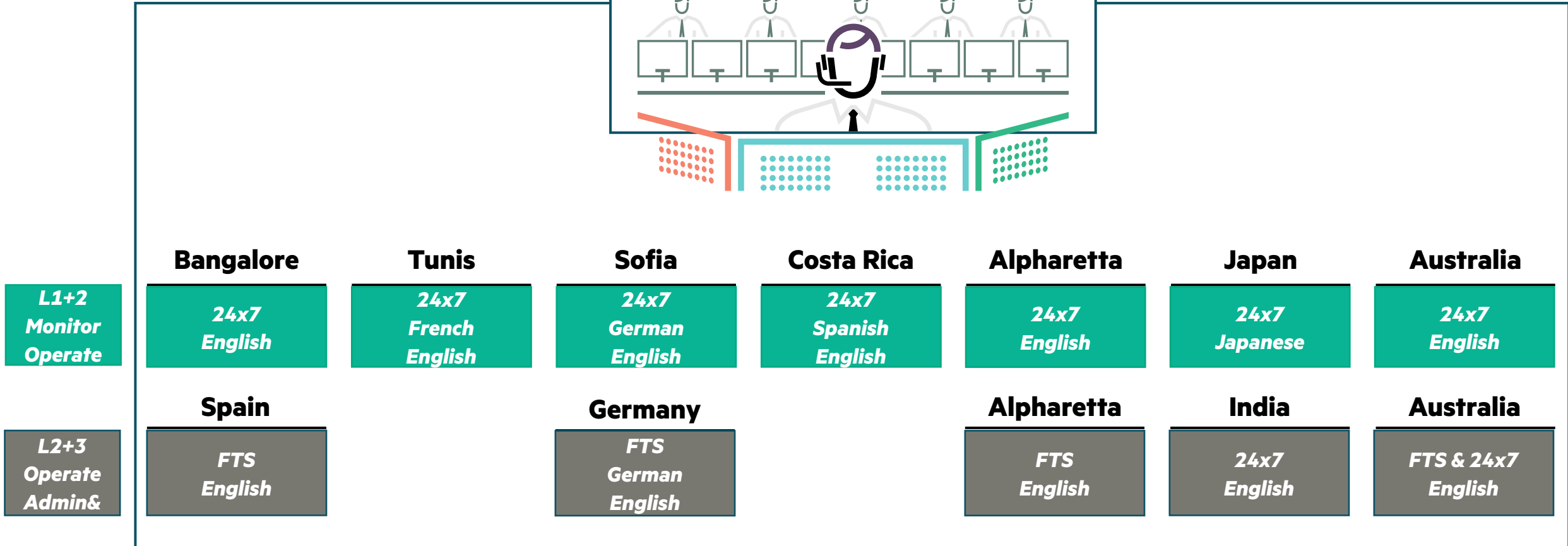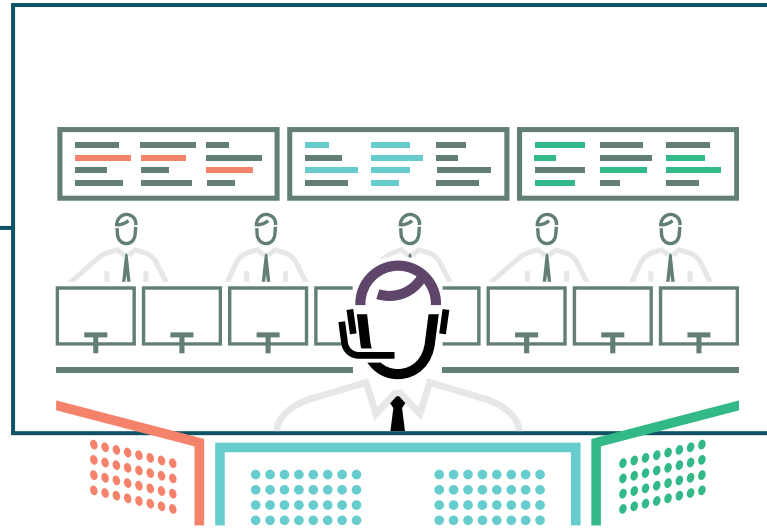
HPE NonStop Services when you need them
HPE Service Credits addressing your IT needs today and into the future

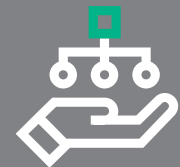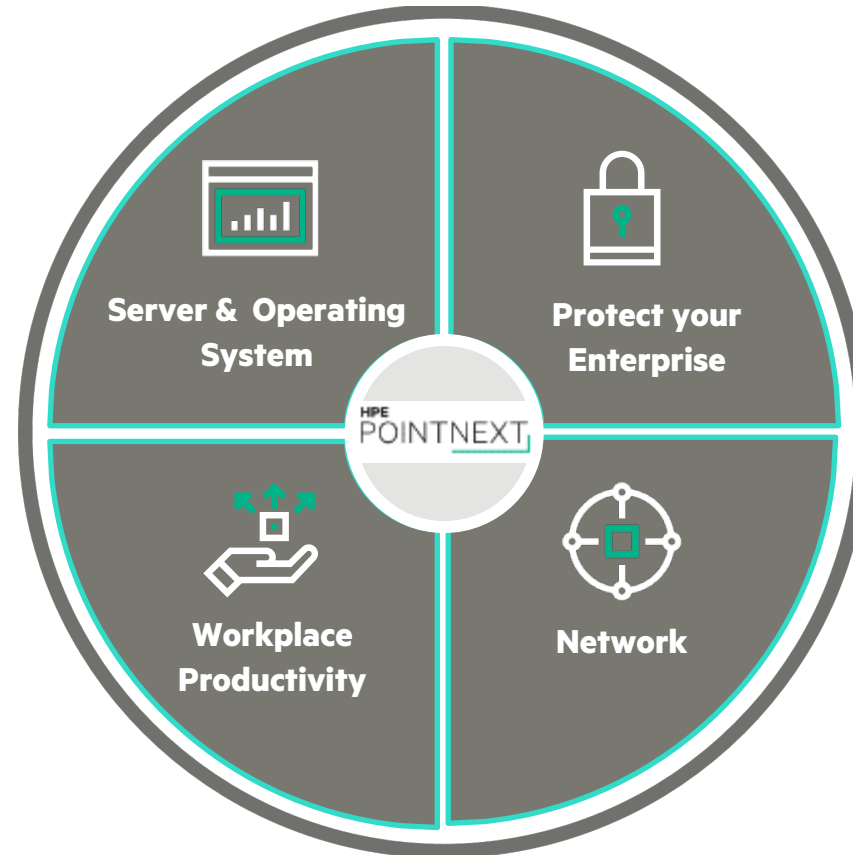| HPE Service Credits	— Flexible prepaid services — One-year credits to proactively schedule when services are needed — Cost effective and easy to redeem — Complementing IT staff	
Menu of 100+ Services	— Wide range of predefined and custom-scope services — Services delivered by trained and certified HPE experts globally	
Account Support Manager	— Advice and assistance for credit usage and service choices — Fast access to technical resources — Offer personalized support experience	

HPE Services NonStop service Credit Menu
Easy access to cost effective and flexible services

- Operating System Patch Report
- Operating System Upgrade Planning
- Firmware Report & Implementation
- Proactive Maintenance Review
- Console Recover Planning
- Distributed System Management/Software Configuration Manager update workshop

- System Consoles Hardening
- Data Sanitization
- Security Review
- XYGATE Merged Audit/User Authentication Startup Services
- Safeguard Startup
- Management of user accounts
- iTP Secure Webserver Security

Server & Operating System

Protect your Enterprise

HPE POINTNEXT

Workplace Productivity

Network

- Education planning assistance
- HPE Technical On-line Seminars
- Insight Remote Support
- Insight Control configuration & Maintenance
- Custom deliverable

- Maintenance LAN Security
- Advanced Security I CLIMs & IPSec/IP Tables
- Network (IP) CLIMs Configuration Workshop
- Cluster I/O protocols (CIP) subsystem failover and high availability workshop

Our mission is to help our customers get the most from their IT today, modernize for the future and deliver a seamless ownership experience over their unique journey

Datasheets

	Location
HPE Complete Care – NonStop and Virtualized NonStop	https://www.hpe.com/psnow/doc/a50004861enw
HPE NonStop Critical Service	https://h20195.www2.hpe.com/V2/getdocument.aspx?docname=4aa0-1613enw
HPE NonStop Proactive 24 Service	https://h20195.www2.hpe.com/v2/Getdocument.aspx?docname=4AA0-1614ENW
HPE NonStop Support Plus 24	https://h20195.www2.hpe.com/v2/Getdocument.aspx?docname=a50000193enw#
HPE Basic Support for HPE NonStop Servers	https://www.hpe.com/us/en/collaterals/collateral.5982-6669enw.html
HPE Service Credit Menu NonStop focused Credit Menu coming soon	https://h20195.www2.hpe.com/v2/Getdocument.aspx?docname=4aa4-3393enw
HPE Complete Care - Virtual NonStop Service Brief	https://h20195.www2.hpe.com/v2/GetDocument.aspx?docname=a50001875enw
HPE Contractual Support Portfolio for HPE NonStop Systems	https://h20195.www2.hpe.com/v2/Getdocument.aspx?docname=a50004915enw

Datasheets

	Location
HPE NonStop Operating System Upgrade Planning Service	https://www.hpe.com/psnow/doc/a50005419enw
HPE NonStop DSM/SCM and NSE Workshop	https://www.hpe.com/psnow/doc/a50005220enw
HPE NonStop X System Firmware Update Analysis Service	https://www.hpe.com/psnow/doc/a50004857enw
HPE NonStop X Firmware Update Implementation Service	https://www.hpe.com/psnow/doc/a50005130enw
HPE NonStop X Proactive Maintenance Review Service	https://www.hpe.com/psnow/doc/a50005418enw
HPE NonStop System Host Disk Sanitization	https://www.hpe.com/psnow/doc/a50004860enw
HPE NonStop Security Review Service	https://www.hpe.com/psnow/doc/a50005171enw
XYGATE Merged Audit Start-up Service for HPE NonStop L-Series	https://www.hpe.com/psnow/doc/a50005218enw
XYGATE User Authentication Start-up Service for HPE NonStop L-Series	https://www.hpe.com/psnow/doc/a50005198enw

Datasheets

	Location
HPE NonStop Safeguard Start-up Service	https://www.hpe.com/psnow/doc/a50005133enw
HPE NonStop iTP Secure Webserver Security Workshop	https://www.hpe.com/psnow/doc/a50005398enw
HPE NonStop Network (IP) CLIMs Configuration Workshop	https://www.hpe.com/psnow/doc/a50005105enw
HPE NonStop Internet Protocol Security (IPSec) Workshop	https://www.hpe.com/psnow/doc/a50004953enw
HPE NonStop X VLAN Workshop	https://www.hpe.com/psnow/doc/a50005475enw

Thank you

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