



INSIDE SUPPORT



HP SOFTWARE SUPPORT CUSTOMER NEWSLETTER | ISSUE 1 | OCTOBER 2008

Welcome to Inside Support: the first edition of HP Software Support's customer newsletter

Published quarterly, it'll update you about changes we're making to improve service, provide a heads-up on forthcoming events and detail new services. Most importantly, forthcoming issues will provide the forum for you to feedback on what you need from HP Software Support – and we'll do everything in our power to deliver.

We'll talk much about changes designed to enhance the service you receive as we deliver on our promise to provide the best

support available. The objective is backed by major investment and commitment from the top. As Mark Hurd our Chairman and CEO explains: *"We want HP Software to be the best in software, innovation and support, but most of all we want to be the best in solving our customers' problems. We don't just measure our success in market share. Customer satisfaction is more important to us than being the biggest in the industry."*

We trust that you enjoy Inside Support and look forward to your comments.

Meet the Experts to Drive Optimum Value from HP Support

How to make the most of HP Software, hints and tricks to optimise key applications, and ensuring that you derive utmost benefit from HP Support's extensive resources: these and other subjects will be covered during a series of 'Meet the Experts' events convened worldwide by HP's Global Services Delivery team. Full details of the schedule and program can be found here: www.hp.com/go/swcustomerconnection

The sessions are led by senior HP technical support experts – consultants in touch daily with customers across the world – and involve live demonstrations in interactive and entertaining forums. Upcoming dates and events include:

- **October 29:** NNMi Installation and Deployment
- **November 12:** How to interact with HP Software Support
- **December 3:** Data Protector Tips and Tricks

All Meet the Experts sessions are recorded so if you're unable to join the live sessions please listen to the playback facility. The first three events on 'ServiceCenter Knowledge Management Search Engine' – held on 24 September, 'Common Performance Center Problems and Solutions' – held on 1 October, and 'Enterprise Manager, Features & Functionality' – held on 15 October are now available as follows:

- [GSD Meet the Experts Series – Service Management](#)
- [GSD Meet the Experts Series – Performance Center](#)
- [GSD Meet the Experts Series – Enterprise Manager](#)

For further information and advance notification on registering for these events why not become a member of HP Software Customer Connection? It's free to join for existing HP Software customers. Sign up at:

www.hp.com/go/swcustomerconnection

Making SSO So Much Better: Progress Update

We know that any downtime of the HP SSO portal impacts your ability to quickly solve business issues with our tools. And we understand that creating a ticket online in a few minutes is far preferable to phoning in issues. We apologise therefore for any interruptions to the HP SSO portal that some of you may have experienced in recent months. Rest assured that we're investing considerable resource to enhance its performance with the goal of achieving 99.5 percent availability.

Through a programme of improvements implemented throughout this year we've attained uptime in recent weeks of 96.7%. And with teams dedicated to improving the SSO's portal performance, we're confident of reaching our availability objective in the near future.

We apply real-time intelligence to drive improvements to the portal. The data is gleaned from transactional monitoring at several global points. These assess all end-users activities and ensure that systems that deliver content and services are performing as they should. Any service issues are immediately escalated for resolution; in keeping with our commitment to ensure that HP SSO delivers exceptional performance and remains your preferred choice for support at HP Software.



You can view highlights of improvements to HP SSO at <http://support.openview.hp.com>

Web 2.0: Making the SSO more Personal and Valuable

Among many advantages, Web 2.0 promises to enhance knowledge collation and sharing, and extend users' freedom to dynamically tailor online services to their needs: advances that we're planning to embrace through the SSO portal. A programme of changes to the site will fuel on-going service enhancements and are focused on the following areas:

- **Knowledge Centric Support:** all Support engineers will have access to a growing knowledge base with data in part collated from new user forums
- **Empowerment:** customers will become partners in the support process with the facilities to manage their own experience and contribute knowledge and content
- **Personalisation:** the portal will dynamically serve you with information and capabilities relevant to your individual preferences
- **Collaboration:** collective intelligence will be applied with all parties able to easily work together to quickly address complex issues

- **Integration:** context aware technology will pull together information from multiple channels to provide easy access to relevant knowledge and expertise



We'll keep you up to date with enhancements to the portal which include:

Web Handling: On-line Tomorrow Web 2.0 Roadmap

Key themes over the next 24 months

Target dates	Dec 08	Sep 09	May 10
Theme	<ul style="list-style-type: none"> Community platform integrated with support experience and processes 	<ul style="list-style-type: none"> Collaborative and participative support environment 	<ul style="list-style-type: none"> Personalized support experience
Value	<ul style="list-style-type: none"> Better access and leverage of the community wisdom Customers can shape their support experience Peer-solve efficiently supplements Self-solve Connect customers to each other 	<ul style="list-style-type: none"> Faster problem resolution Better knowledge quality & findability Customers are trusted & engaged Improved knowledge sharing and reuse 	<ul style="list-style-type: none"> Customer adapted user experience Personalized proactive notifications One stop shop to access all SSO functionality 360 view of the customer
Key Capabilities	<ul style="list-style-type: none"> Forums with advanced capabilities Federated knowledge search Blogs, chat rooms, webcasts Most Valuable contributions program 	<ul style="list-style-type: none"> Knowledge enrichment and annotation Social tagging Community Wiki-based KB Framework for collaboration amongst engineers Remote support, chat 	<ul style="list-style-type: none"> RSS enabled support portal Profile management Customizable informational portal Guided & contextual search

Providing the Best Support Available

Industry analysts already define us as a: 'a leading provider of enterprise software services' (Elaina Stergiades and Matt Healey IDC, "Top Performers in Software Support Services," March 2008). But we're committed to going further and aim to deliver the industry's best Support offering, bar none. Or as Tom Hogan, Senior VP of HP Software Support, puts it: 'we want to be legendary in the industry for exceeding our customers' expectations.'

Backed by a major investment programme, the campaign to deliver an exceptional Total Customer Experience (TCE) is progressing at pace. It's designed to emphasize that we see our business as being dedicated to the success of your business – we'll do everything in our power to deliver the exceptional services you need to accelerate time to value and resolve any problems fast.

The commitment is explained in more detail in this video that includes insights from our senior team: [here](#)

On the subject of changes we're implementing now, as well as enhancements to SSO detailed previously, we're also focusing on call handling, incident management and project unity. We detail changes we're making now and plans for the future below:

Call handling: we're improving your first point of contact with

HP Support. Changes are seeing calls routed more quickly and to the right destination first time. Hold times are being reduced. And we're simplifying services. So for instance it's easier to request help in specific areas via the telephone keypad. Moving forward, we'll continue to improve call routing. We're also evaluating the potential of an online chat option.

Incident handling: our work here is focused on decreasing time to resolution. Enhanced training for our engineers combined with extended hours ensures we're providing fast resolutions, round the clock. A dedicated team has been set-up to deliver ongoing improvements in incident-handling processes. And moving forward, we're ramping up the expansion of our engineer teams and accelerating the training of new hires to ensure they deliver top-notch service.

Project unity: we've implemented initiatives to ensure close communication between our support and R&D teams. Formal procedures have been adopted to track field-discovered defects and enhancement requests through a closed-loop resolution system. Keep an eye out for the forthcoming facility to track and view status of a reported defect or enhancement request from the HP SSO portal.

We'll update you in future newsletters on new services as they launch as we progress towards building the best Support services available.

Software Universe Waltzes into Vienna

We're dedicated to helping you achieve desired business outcomes; a subject that's the focus of HP Software Universe EMEA, taking place in Vienna from 9-11 December. We are excited to announce the launch of the Support Zone to our EMEA event. The Support Zone is specifically for Support customers – a place where you can meet our senior team and technical staff, provide feedback on what we're doing well, where we can improve and listen to a number of presentations. The presentations will keep you up-to-date on a range of topics from service delivery: now and the future, to the changes in our solutions portfolio. We look forward to seeing you there.

Registration is open now at:

www.hp.com/eur/software/universe2008

Software Universe Russia is a Great Success

The Vienna showcase follows September's Russia Software Universe which attracted close to 1,500 delegates over two days. The event provided the opportunity for us to introduce new elements of our Support offering. And our team met with many customers on a one-to-one basis to understand their experience of HP Software Support.



Share Your Successes

The IT industry has long fostered a sense of collaboration among its professionals. And with the HP Software Customer Success programme it's even easier than ever to communicate your successes with peers. Through written case studies and brief videos you can share your experiences in using HP Software solutions to support IT teams working towards similar results.

Why not check out the latest customer video: Post Danmark explains how HP Software Premier Support helps to ensure a high level of availability from the company's critical BTO products: [here](#)

Rewards for participating in the programme are available including:

- Points redeemable for HP products and services
- Priority access to HP Software information and technical experts
- Opportunities to network with peers and share experiences and successes via web seminars and other events
- Opportunities to raise the profile of your company through HP publications, press releases, analyst briefings and other HP-related industry events

The Customer Success Programme is part of a wider range of initiatives that form our HP Software Customer Connection campaign. Customer Connection is designed to develop a strong community among users of HP Software and encompasses invites to exclusive events, prestigious awards to honour innovative customers and a range of focus and advisory groups.

Why not take a look at the HP Software Customer Connection programme at

www.hp.com/go/swcustomerconnection

We'll also provide greater detail on the range of Customer Connection activities in our next issue.

HP and EDS

For the latest information on the progress of the EDS acquisition please visit: <http://www.hp.com/hpinfo/newsroom/press/2008/080826xa.html>

And finally: Don't Forget, Obsolescence!

After handy and comprehensive information about how to conduct product obsolescence and migration (O&M)? Look no further! In the two sections below you'll find a round-up of O&M announcements made in the last quarter and, reminders about planning and executing migrations announced earlier.

Recently Announced HP Software Product Obsolescence & Migrations

- [HP Application Recovery Manager 6.0x](#)
- HP Application Security Center Product Structure & Pricing Change
- [HP AssetCenter 4.3x and prior versions](#)
- [HP Business Process Insight 2.1x](#)
- [HP Network Node Manager 7.0x](#)
- [HP Operations OS/390 Management & OS/400 Management](#)
- [HP Service Desk Process Insight \(all versions\)](#)
- HP SOA Systinet 2.5x to HP SOA Systinet 3.00 Migration
- [Mercury Business Availability Center 6.8x and prior versions](#)
- [HP Configuration Value Pack 3.1](#)

Reminder for HP Software Product Obsolescence & Migrations Announced Earlier

NOTE: Please note that the list below is not exhaustive and is provided only as a reminder. The end of support dates for these products are in the near future and we urge you to consider migration options available to you if you haven't done so already.

- [HP Internet Services 5.01 JPN, 5.2](#)
- [HP Internet Services 6.0, 6.1](#)
- [HP Internet Services 6.11 JPN, 6.2](#)
- [HP Service Desk 4.5](#)
- [HP Service Center 1.0.x - 5.0.x](#)
- [HP WinRunner](#)

Technology for better business outcomes

© Copyright 2008 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

To learn more, visit: www.hp.com/go/software

October 2008

