



HPE Managed Services

HPE NonStop

Introduction

The heterogeneous nature and growing complexity of an IT environment make it difficult for organizations to run, maintain, and improve systems for better business outcomes. HPE Managed Services offloads the heavy lifting of running modern IT, when and where you need it. With unique IP and automation, along with a team of over 15,000 global experts, HPE Managed Services provide day-to-day operational support services that include 24x7 monitoring, operations, administration, as well as AI-driven continuous optimization services for your IT environments, covering core to cloud to edge, from infrastructure to applications and workloads. Focused on driving your business forward, HPE experts partner with you to help you run your IT with optimal performance, reliability, cost, and efficiency.

For more than 50 years, HPE NonStop has been providing fault-tolerant computing and has been a proven, reliable, and trusted platform used by many of the world's Fortune Global 500 enterprises for mission-critical computing. No downtime and no data loss or corruption are the goals that have been part of the HPE NonStop design and DNA from Day 1 and delivered consistently to our customers for almost five decades. While Tandem, the original company, was first with the idea, the industry has now reached a point where high availability is at the forefront of any product tagline.



Managed HPE NonStop

Simplify the management of HPE NonStop using proven operational and administration services of HPE Managed Services

HPE Managed Services managed HPE NonStop provides ongoing IT service and operations management through a network of globally connected HPE IT operations centers (ITOCs) that remotely monitor and manage your HPE NonStop solution.

Utilizing the ITOC allows your operational team to capitalize on the experience of Hewlett Packard Enterprise in conjunction with ITIL-based management systems and processes to provide efficient monitoring and management services for your HPE NonStop IT infrastructure, virtualization, operating systems (OS), middleware, database, and applications. Our engagement model is specifically crafted to integrate into your IT operations to provide flexible, agile IT operations and system administration. Figure 1. provides a summary of its key service features.



Figure 1. Key service features

Availability and service quality thresholds are monitored by our enterprise monitoring solution and IT service management (ITSM) platform. Events are automatically routed to the 24x7 technical service desk, where the incident is managed and resolved by automation, HPE resources, or partnership with third-party support providers.

HPE Managed Services—Service features for HPE NonStop

The service provides reliable, managed, and centralized services for your HPE NonStop solution that includes:

Table 1. Summary list of service deliverables

Service layer	Service features	HPE	Customer
HPE Managed Services—startup services	Service design, transition, and implementation services	A/R	C/I
	Secure connectivity and management	A/R	C
	24x7 service desk (optional)	A/R	N/A
	Proactive monitoring	A/R	I
	Incident resolution	A/R	I
	Day-to-day operations and administration activities	A/R	I
HPE Managed Services—monitor, operate, administration, advise, and optimize	Configuration backup and restore	A/R	C/I
	ITSM services, for example, incident, problem, change, service request management	A/R	I
	Lifecycle updates and management (Patch/firmware/software updates)	A/R	C/I
	Capacity, performance management	A/R	C/I
	Configuration management	A/R	I
	Engage and collaborate with product support	A/R	I
	HPE Managed Services reporting	Operational reports	A/R
HPE Managed Services governance	Service relationship management	A/R	I

Legend: R = Responsible, A = Accountable, C = Consulted, I = Informed



Figure 2 shows the scope of service provided by HPE Managed Services.

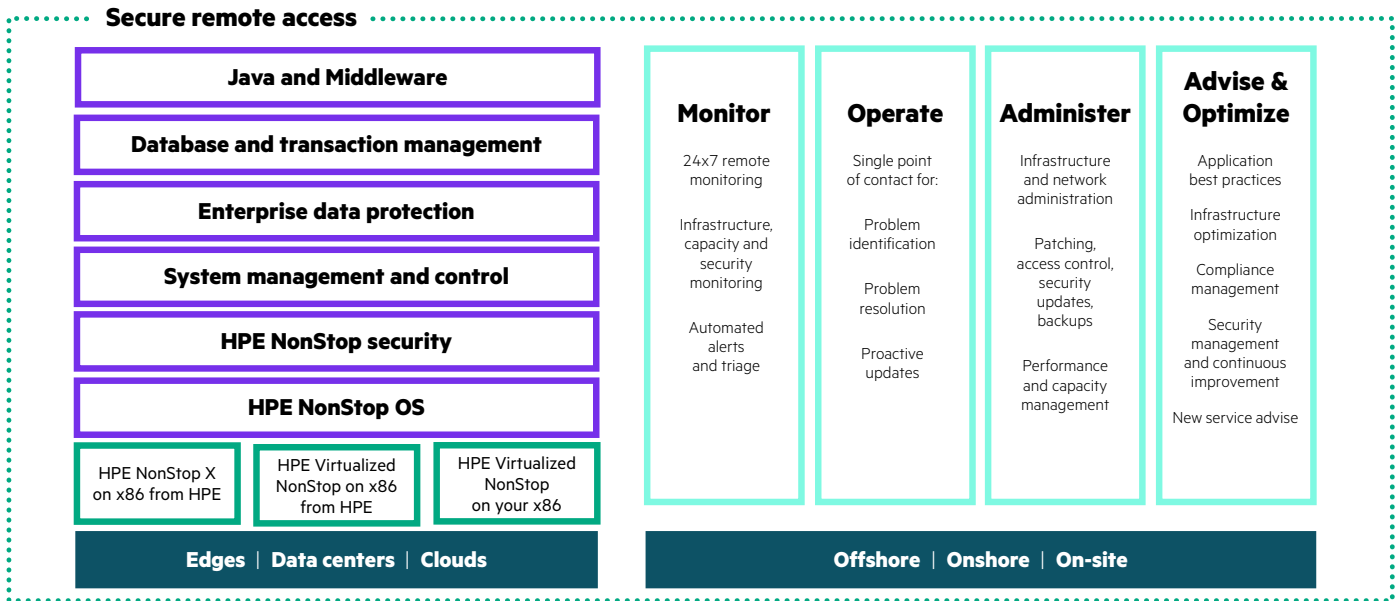


Figure 2. Service ownership

HPE Managed Services benefits

- System health, availability, capacity, and performance monitoring
- ITSM platform based on world-class leading technologies
- A secure remote connectivity solution, privileged access management, audit trails, and lifecycle management of users and their permissions for the managed environment
- An assigned relationship manager, accountable for delivery of the HPE Managed Services solution and the solution’s transactional activities
- Monthly operational reviews and recommendations for areas of improvement
- Problem identification, trend analysis, and investigation to remediate with a workaround or a permanent solution to prevent recurrence of similar future service impact
- Infrastructure planning, performance, and capacity metrics designed to drive improvements, and corrective actions resulting in better overall performance of your HPE NonStop systems



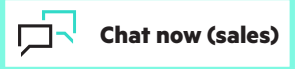


Supported systems

- HPE NonStop hardware
- HPE NonStop OS
- HPE NonStop network
- HPE NonStop security
- HPE NonStop backup
- HPE NonStop middleware
- HPE NonStop database
- HPE NonStop applications
- HPE Virtualized NonStop

Learn more at

[HPE.com/managementservices](https://hpe.com/managementservices)



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