



# HPE MANAGED SERVICES

Virtualization

## 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.

HPE Managed Services is differentiated in a number of ways. Firstly, as HPE Services, we know HPE technology. No one can design, integrate, support, and manage an HPE environment for you better than HPE. Take advantage of our suite of native tools (such as HPE GreenLake for Compute Ops Management and OpsRamp) to leverage and deploy AI at every step of the journey through our [award-winning delivery platform](#), ITIL process framework, and best practices. Secondly, we recognize that the majority of environments are heterogeneous. For customers who have invested in HPE alongside other technologies, HPE has built significant multivendor expertise to effectively manage and operate those environments. HPE Managed Services is well-positioned to manage your HPE GreenLake cloud in hybrid cloud and multicloud environments.

## Managed virtualization

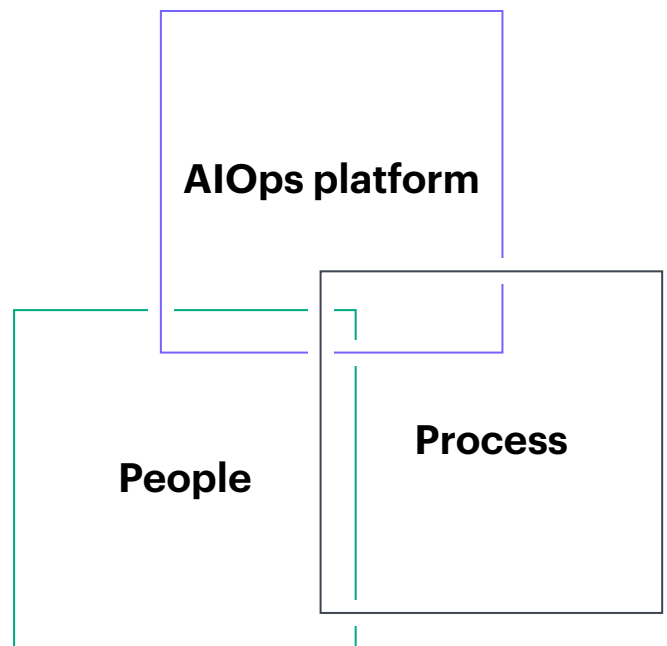
**Simplify the management of your virtualization environment using proven technology leadership and IT operational and management services from HPE Managed Services**

Virtualization has become the fundamental basis of the business ecosystem today. Businesses are looking to optimize their IT with virtualization for better performance and scalable growth, at the same time, the right skills and resources at the right time are key to effectively manage the virtualization platform.

HPE Managed Services for virtualization provides ongoing virtualized infrastructure IT service and operations management through a network of globally connected HPE IT Operations Centers (ITOCs) that remotely monitor, manage, and optimize your virtualized environment.

Utilizing the HPE ITOC allows your operational team to capitalize on the experience of HPE in conjunction with ITIL-based management systems and processes to provide efficient monitoring and management services for your IT infrastructure, virtualization, and operating systems. Our engagement model is specifically crafted to integrate into your IT operations to provide flexible, agile IT operations.

Availability and service quality thresholds are monitored by our enterprise monitoring solution and AIOps-enabled 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.

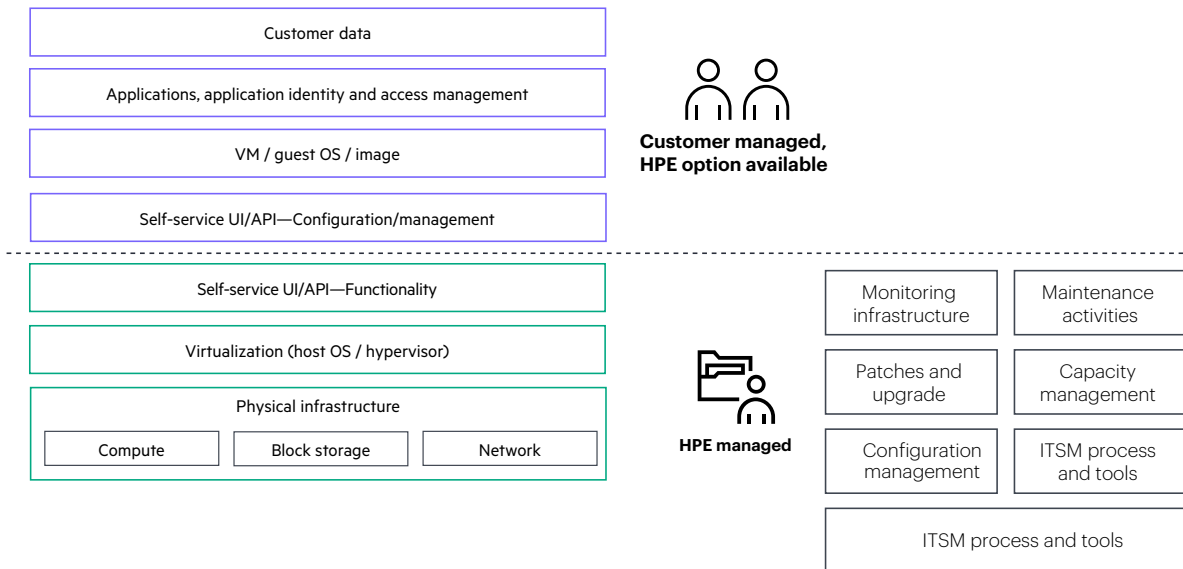


## Scope

24x7x365 monitoring and flexible support—Services can be tailored to meet unique requirements:

- Compute + virtualization/hypervisor management (optional VM management)
- Add-on services: Managed security, backup, disaster recovery, compliance, and software asset management

Figure 1 shows the ownership of service between HPE Managed Services and the customer.



**Figure 1.** Service ownership

## HPE Managed Services—Service features for virtualization

HPE Managed Services for virtualization provides a reliable, managed, and centralized services for your infrastructure including the following services.

**Table 1.** Summary list of service deliverables

Service features	Customer	HPE
24x7 service desk	n/a	A/R
Service design, transition, and service implementation	C/I	A/R
Secure connectivity and management	I	A/R
Proactive monitoring (compute, network, storage, hypervisor)	I	A/R
Lifecycle updates and management (patch and firmware management)	C/I	A/R
Incident resolution (compute, network, storage, hypervisor), engage/collaborate with product support	I	A/R
Day-to-day operations and administration activities	C/I	A/R
Capacity and performance management	C/I	A/R
Configuration management	C/I	A/R
Optimize VM host load distribution per hypervisor cluster	C/I	A/R
Perform hypervisor configuration backup and restore as required	I	A/R
Operational reports	I	A/R
Service relationship management	C/I	A/R

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



## HPE Managed Services benefits

- System health, availability, capacity, performance monitoring, and AI-powered predictions for proactive incident response
- A secure remote connectivity solution into the customer environment alongside privileged access management, provision of audit trails, and lifecycle management of users and their permissions for the managed environment
- A single pane of glass to understand end-to-end visibility related to system health, availability, performance, and capacity for the managed environment
- Enablement of a self-serve service catalog, knowledge base, dashboards, and service request submission through the HPE Managed Services hybrid operations console
- Proactive patch, firmware, and software updates
- An assigned relationship manager, accountable for the 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
- Monitoring and management of infrastructure performance and capacity aligned to a capacity management process
- Perform hypervisor management

## Supported Systems

### HPE Server portfolio

- HPE ProLiant servers
- HPE Synergy
- HPE Edgeline Systems
- HPE Superdome Flex Servers
- HPE Integrity Superdome 2 Servers
- HPE Apollo

### Virtualization

- HPE VM Essentials (HPE VME)
- VMware vSphere®<sup>1</sup>
- Hyper-V
- SLES KVM
- Red Hat® Virtualization
- Citrix Hypervisor

### Multivendor Products<sup>2</sup>

<sup>1</sup>Customer must provide their own VMware vSphere license.

<sup>2</sup>Subject to custom availability. Please check with your sales representative



## Also consider

**HPE Managed Security:** Provides compliance adherence, security event and incident monitoring and remediation, vulnerability management and remediation, and an account security officer [HPE Managed Security](#)

**HPE Software Asset Management and HPE Managed Hybrid Cloud Economics:** Drive cost reduction and avoidance through optimizing software usage and costs across multiple corporate entities while gaining control and visibility of cloud costs and reducing costs through recommendations [HPE Software Asset Management](#)

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