"Follow the sun" support—24x7x365

Keeping your HP NonStop systems and software up and running

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The HP Global Customer Support Center (GCSC) is an elite, worldwide technical support team that serves HP NonStop customers 24 hours each day, every day of the year. Count on GCSC experts to quickly detect and resolve system issues, prevent problems before they occur, and share value-added knowledge.

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Support for a broad range of products

The global GCSC team supports this portfolio of products:

- HP NonStop S-Series servers
- HP NonStop K-Series servers
- HP NonStop Kernel Operating System
- HP NonStop ServerNet clusters
- HP S5000 servers
- HP NonStop-UX Operating System
- NonStop-UX middleware and SS7 communications products
- Third-party middleware and communications products
- HP carrier grade servers for the telecommunications industry
- Linux®

Keeping your mission-critical systems running 24x7 is crucial to business success. The challenge is to do so in an environment where unexpected change, unplanned events, and shifting priorities are the norm rather than the exception. Through the GCSC, we help you make sure your IT and business environment is agile and flexible enough to deal with whatever comes your way. This is central to HP's vision of the Adaptive Enterprise—where business and IT are synchronized to capitalize on change.

A worldwide team focused on your immediate needs

The GCSC is built on a unified, worldwide structure and process that relies on three GCSC expert centers across the globe—in the Americas, Asia Pacific, and Europe. These centers create, in effect, a virtual call center and worldwide problem management system.

You can call a single phone number—day or night—from anywhere in the world, and your call is transparently routed to the open center that is best able to take immediate action. For the GCSC, there are no second or third shifts. You can count on only the best technical experts—in their offices—ready to take quick action regardless of your time zone or location. To make sure you receive a consistent level of high-quality service, GCSC is under the leadership of one worldwide director, who is assisted by managers in the U.S., Europe, and Asia Pacific.

Think of the GCSC as your direct link to technical knowledge and support for HP NonStop and S5000 systems. You receive immediate response to product-related questions, as well as in-depth analysis of your hardware and software issues. And, because the GCSC is tightly integrated with HP's development teams, our experts can readily troubleshoot even the most difficult problems.

Hong Kong Stock Exchange—China
"The GCSC has been providing the Hong Kong Stock Exchange with top quality service throughout the years. Prompt service response time is crucial in supporting our mission-critical systems, and with good knowledge of our environment, the GCSC delivers service that meets these needs . . . We believe the GCSC is among the top tier in vendor support." *Charles Tang, System Manager, Hong Kong Stock Exchange*

Much more than just technical support—value-added knowledge

Traditional technical support models follow a linear process that relies on individuals who solve problems themselves or hand them off as needed. Typically, this model creates a service system where "one size fits all." Technical problems might be quickly solved—but with minimal understanding of the customer's business needs.

In contrast, the GCSC Knowledge Continuum model is aligned to serve the specialized requirements of different customers, with a strong focus on knowing and understanding your business. Instead of a departmentalized approach to problem resolution, GCSC follows a "collective ownership" approach to responding to and solving each unique issue. Your NonStop Support Agreement means that you have ready access to a wealth of expertise, from highly trained experts who know not just technology—but your business as well.

Knowledge managers vs. problem solvers
In any technical support environment, problems are solved and then documented. The GCSC goes well beyond this approach—partnering with customers to gather and share valuable technical information. Our knowledge managers capture the entire process of how a problem is resolved, so that others might learn from the experience. We consider every customer contact an opportunity to gather and share knowledge and experience. This collective experience is stored in the GCSC's knowledge repository, which is continually enhanced and improved.
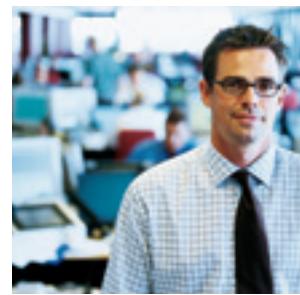
At the GCSC, we've found that efficiently sharing our knowledge and experience results in a world of benefits. Redundant effort declines. Problem resolution accelerates. Skill levels and technical proficiencies rise. And your opportunity to get the most from your mission-critical systems grows.

London Stock Exchange—London, England
"In a rapidly changing market, traders need to know that their trades have been executed. Our HP NonStop platform provides the scalability to keep up with increasing volumes—or deal with unexpected peaks when they occur—without compromising response times. But it takes more than just technology to compete in this market—it takes knowledge of our system and our business. The GCSC knowledge managers know our business, inside out." *Jonathan Wittman, Head of Information Technology, London Stock Exchange*

A unique balance of reactive and proactive support
Delivered by HP's 200 worldwide specialists, HP Support Services for NonStop Systems help you fix problems fast and anticipate future needs. Our technical experts have an average tenure of ten years and attend at least four weeks of technical training each year. We provide a broad range of reactive and proactive services—leveraging the GCSC repository of knowledge and expertise—to bring exactly the right level of support to your enterprise.

Reactive services include state-of-the-art debugging tools, memory dump analyzers to quickly identify the cause of operating system problems, and trace analysis tools to isolate and detect communication errors. GCSC technical labs have the hardware and software required to simulate your situation, dial into your system if needed, and run diagnostics online. This minimizes the need for you to collect and submit data yourself.

Proactive services help you prevent problems before they occur—relying on specialists who are experienced in virtually all IT environments and can apply best-practices knowledge. A response center advocate will work proactively with your IT staff to enhance the performance of your system based on business objectives, applications, and operations. This advocate will help keep your system current with regular software product release (SPR) audits and evaluations. In addition, the advocate monitors your software services activity; provides periodic reports to identify trends, problem areas, and performance issues; and schedules regular phone meetings with you to discuss open issues and future plans. By remaining in close contact with you, the advocate stays current with changes in your IT and business environment—and creates a roadmap for continuously improving your operations.

DataCentric—Texas, USA
"DataCentric's e-business solution enables its customers to use a single portal to gain access to the Internet, corporate intranets, e-mail, and any number of online applications. Essentially, the company Web-enables the business of its clients. When we discovered that the GCSC has a single worldwide problem management system, we realized how closely our two business philosophies really do align. Their service model really does help enable the ongoing success of our business." *Larry Hammond, President, DataCentric*
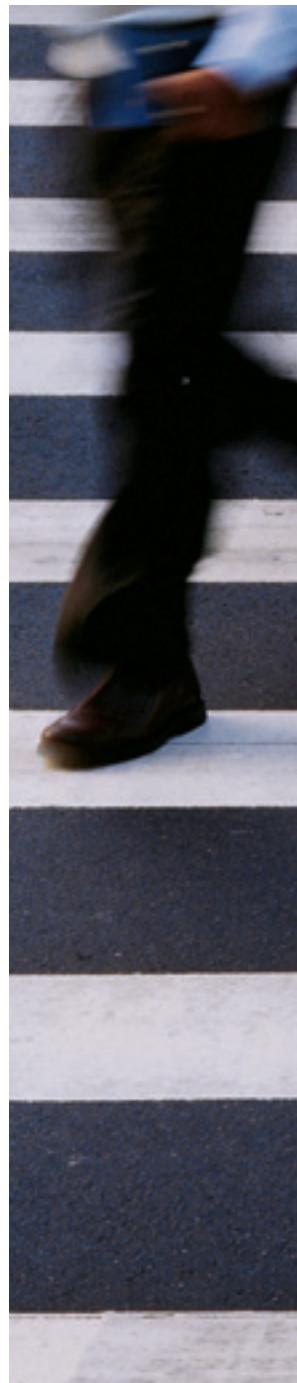
St. George Bank—Melbourne, Australia
"We have been a customer for almost 15 years, and we have had a very good experience with GCSC support. The response time has been excellent. We have not had to wait for a specialist to work on our issue; someone always responds promptly. The technical ability of GCSC specialists has been very good. Overall, we believe this service is a world-class capability." *Frank Tamas, Manager Systems—NonStop, St. George Bank Limited*

For more information

To learn more about how the GCSC can assist with knowledge and support for your HP NonStop servers and software, visit **http://h71014.www7.hp.com**

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To learn more, visit www.hp.com

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