

Why just remediate when you can prevent problems?

How HP and our partners are winning by moving customers toward Proactive Care

By Scott Weller, WW General Manager, Support services, HP Enterprise Group

Customer support requirements are changing and the IT industry is evolving to meet the needs of the contemporary IT ecosystem. Over the past decade, we have seen an evolution in service provision from break-fix services for just hardware to remediation for the entire system.

Much of what we call infrastructure today is actually software. Customers want us to remediate issues that may occur anywhere in the technology stack. This is why we have put in place the full breadth of back-to-back service relationships so that customers don't need to worry about where the issue occurs.

But there is another shift under way to proactive services, and we can prevent problems before they arise. To fulfill the vision of this new service delivery model, it's important that HP and its partners work closely with customers to move them into the world of connected products.

When customers connect their products to HP, we are able to monitor and analyse the health of systems, and when a problem does occur, quickly dispatch solutions – sometimes before the customer even knows there is an issue.

Our analysis of customer sites with connected products shows some clear and remarkable benefits. Customers find that their problems are being solved faster than ever before because we are able to provide near 100 percent diagnostic accuracy. They are better informed and more in control because they now have a single consolidated view of their operations – this is not just about the support experience,

it is also about the ownership experience. We have a very robust portal so that when customers connect their products to HP they can view all kinds of information, including their entitlements and the overall health of their data centre.

And customers who also have a Proactive Care arrangement can experience up to 66 percent less downtime.

Proactive Care is a fast growing business, and that's because customers want to capture the benefits of better uptime, faster and more accurate diagnosis, and a more holistic view of their technology environment.

And it is not just customers. Our channel partners see great benefits from the program. Our experience is that our resellers love Proactive Care.

We know our resellers want to partner with companies that are truly innovative. Our service programs provide partners with capabilities that expand their own. Our partners know that their customers will get a better service experience and a better ownership experience when they work with HP.

And they know they're going to win with HP.

We have moved from product remediation to system remediation, and from remediation to prevention. The future is to move from prevention to pre-emption where, by using big data analytics, we can sense issues that are percolating across the whole technology ecosystem.

That's why we say, Get connected and get back to business – and that's what customers want to hear.

Reduce Downtime

As IT health can have direct effect on the health of the business, CIOs are under pressure to



Speed time to resolution



Minimize downtime



Reduce operating costs

Proactive Care Services

An IDC research conducted to understand the benefits of HP Proactive Care show that:

- HP Proactive Care can spot potential problems using remote support technology
- The service can prevent and respond effectively to IT events using advanced diagnostic tools
- Provides best practice advice through an onsite account support manager

This results in



66% less unplanned downtime
43% fewer unplanned downtime incidents



95% first-time fix

Numbers that sum up the cost benefit of HP Proactive Care*

Annual savings per 100 users	Enabled by
\$31,798 USD	Boost in productivity
\$21,300 USD	Remote management capabilities
\$59,013 USD	Two-thirds reduction in unplanned downtime management capabilities

\$112,000 USD Total cost benefit per 100 users annually: (approx.)

Learn more about HP Proactive Care at www.hp.com/go/supportservices



Fix problems before they become problems

HP Proactive Care