



**Hewlett Packard
Enterprise**

Brochure

Make it easier to operate hybrid IT and enable disruptive innovation

HPE Datacenter Care





In the digital economy, the speed from idea to reality can mean the difference between success and failure. The ability to continuously improve the digital experience will keep customers, partners, and employees engaged and loyal. This business imperative is putting pressure on IT to improve quality, agility, and speed of the services IT delivers, and to lead the organization into new opportunities. HPE Datacenter Care makes it easier to operate hybrid IT and enables disruptive innovation—giving you a partner that knows you, the data center, and hybrid IT.

HPE Datacenter Care enables agility and innovation

We use experience and knowledge to help you:

- Make it easier to operate hybrid IT
- Remove the “heavy lifting” that doesn’t differentiate your business
- Free up resources for disruptive innovation
- Gain faster time to value
- Enable more developer-centric IT
- Optimize cash flows
- Scale without worrying about capacity
- Gain a partner that knows you, the data center, and hybrid IT

Addressing the complexity of hybrid IT

Hybrid IT is the new reality, delivering services at the right cost, performance, and scale with the right management. A successfully deployed hybrid infrastructure lets you optimally place a workload or application during its lifetime, ultimately leading to the “right mix” of on-premise IT, private cloud, and public cloud services. The outcome is agility, speed, and quality—an IT operation that can support business needs for time to value and innovation, and at the same time provide a quality experience to their customers with the right financial model.

The complexity of hybrid IT can be daunting. Many vendors are involved both on premise and in the cloud. The pace of change has accelerated dramatically. And there’s a need to rapidly incorporate changing technology. The public cloud is thought to offer new levels of simplicity—including moving from capital- to consumption-based expense, eliminating the need to predict capacity and scale rapidly, providing a developer-centric architecture, and offloading the “undifferentiated heavy lifting” that comes with operating a data center. On-premise infrastructure provides many advantages from security to governance, and potentially lower costs.

Place new and legacy workloads optimally in the “right mix”

HPE believes that IT will need to provide all of these capabilities in the data center and support the use of public cloud, enabling workloads to be placed optimally in a “right mix” of infrastructure with both on-premise and cloud sources for the right business reasons. At HPE, we have examined these qualities closely and have translated them into capabilities that dramatically simplify our customers’ experiences whether they are running traditional or cloud-based workloads. Those capabilities are delivered with HPE Datacenter Care.

HPE Datacenter Care is a service for hybrid IT that can help you optimize costs and IT resources while retaining control and security. We help you take advantage of the simplicity and speed of the cloud model so that you can move quickly to seize new opportunities and compete effectively. We make it easier to operate your data center today, removing the “heavy lifting,” freeing up your resources for innovation that differentiates your business. And we continually introduce new capabilities to deliver what hybrid IT requires for the future—to improve the speed and flexibility of IT delivery and to enable disruptive innovation.

“We have a complex infrastructure with vendors pointing fingers. With HP [now Hewlett Packard Enterprise], one team handles everything so we can devote more time to innovation, which is a better use of our skills and experience.”

– Colin Miles, IT Director, Technical Services, Virgin Media

Make it easier to operate hybrid IT

You can remove the “heavy lifting” that doesn’t differentiate your business and double your capacity for sustainable innovation with HPE Datacenter Care. The advantages gained from operating from your data center are clear: security, control, governance, choice, latency, and (if used efficiently) costs.

Rely on one partner for your entire IT environment

With HPE Datacenter Care, you can simplify IT operations by relying on one partner for expert help when you need it. Your dedicated account team provides a personalized relationship—a single point of accountability, backed by HPE experts and our very large ecosystem of partners. The relationship with your Account Support Manager or Datacenter Care Delivery Manager is a key driver of the high customer satisfaction that Datacenter Care enjoys. This team knows you and how you operate, as you rely on one partner for your entire IT environment, including systems from HPE as well as other vendors.

Make the most of technology

Get specific support to get the most out of a range of technologies, such as HPE 3PAR storage, SAP HANA, HPE NonStop, and HPE and third-party software. And introduce new technologies, such as composable infrastructure, quickly and effectively. Datacenter Care can be tailored to include specific services and expertise—for example with Datacenter Care for SAP HANA TDI, or Datacenter Care support for 3PAR.

Tailor services to meet your needs

With HPE Datacenter Care, you can tailor the service to cost-effectively meet your business needs, adding or subtracting standardized services “building blocks” that are delivered consistently and globally, making for a cost-effective service. These are selected from hundreds of available services to address specific needs, such as storage optimization or firmware management.

Your assigned HPE account support team, backed by HPE’s advanced global call expertise and device support, helps you simplify and get more out of day-to-day operations. Together with your Datacenter Care team, you include the services that you need based on how you operate. You pay only for what you need, and you can devote scarce resources to developing the next IT-based business breakthroughs.

Reduce costs, offload routine tasks

Reduce costs and focus your resources on technology initiatives that contribute direct value to your business with Datacenter Care. Gain more benefits by adding HPE Datacenter Care–Operational Support Services (DC-OSS). Offload routine IT tasks with these services, which complement HPE’s best practices for operating on premise or in the cloud by delivering 24x7 remote infrastructure monitoring and management services as an integrated part of your support experience.

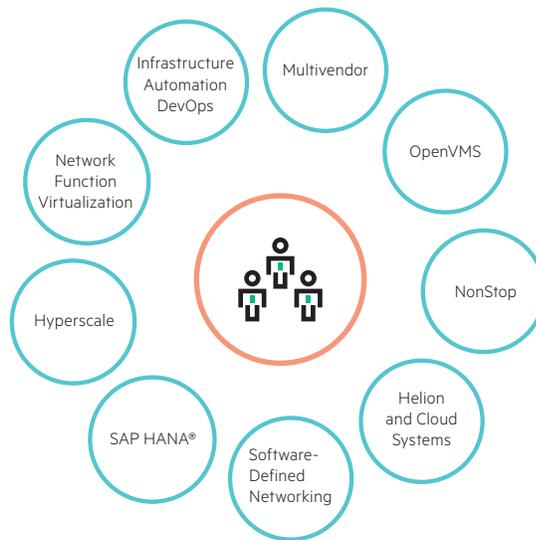


Figure 1: HPE Centers of Expertise

For response to incidents or for coaching and advice, you get fast access to our experts with HPE Centers of Expertise (CoE). Our hands-on approach allows us to understand your business goals, systems, and solutions. We orchestrate service delivery, actively collaborate with other support parties, and own your case through problem resolution as well as provide coaching for your solutions.

Enable disruptive innovation: Gain faster time to value

With HPE Datacenter Care, you can enable disruptive innovation and gain faster time to value—enabling more developer-centric IT, optimizing cash flows, and scaling without worrying about capacity.

Enjoy consumption-based IT

Now you don't have to make the impossible choice between the pay-as-you-go scalability of the cloud and the reassurance of on-premise IT. HPE Flexible Capacity is a hybrid IT service that combines the freedom of the public cloud and the security of on-premise IT. It's fast, cost-effective, scalable, and secure.

Don't guess about your capacity when growth occurs or a new project arises; add capacity in minutes, not months with HPE Flexible Capacity. Pay only for what you use based on actual metered usage.¹ In addition, you can:

- Move to consumption-based payments to align costs with usage monthly via advanced metering
- Eliminate up-front capital outlays, optimizing cash flows
- Gain infrastructure capacity that never runs out
- Enjoy enterprise-quality, multivendor support as Datacenter Care is included
- Be hybrid-ready by including certain Microsoft Azure services

Enable more developer-centric IT

Build high velocity, developer-centric IT with better collaboration between developers and IT by adopting Infrastructure as Code capabilities. HPE Datacenter Care—Infrastructure Automation (DC-IA) delivers the advice, coaching, and best practices with a variety of open source and HPE tools to help you quickly move to a continuous integration/continuous delivery (CI/CD) model. And by combining the expertise and automation of DC-IA with the extensive monitoring and management capabilities of DC-OSS, you can greatly accelerate the speed and reliability of both traditional IT and a DevOps environment, all within one integrated service experience.

Gain scalability and support

Get the most from your private cloud and one partner to help you operate IT with HPE Datacenter Care for Cloud. And gain the scalability, expertise, and support for your operating model—when and where you need it—with HPE Datacenter Care for Hyperscale.

¹ Subject to a minimum commitment for hardware and software.

Exceeding industry norms

Introduced in 2012, Datacenter Care now has more than 4,000 customers in 180 countries. We offer a superior customer experience, resulting in customer satisfaction rates that greatly exceed industry norms.²



Numbers speak

Here are just a few benefits and outcomes that our customers have achieved through HPE Datacenter Care:

- Improved data center management operations by 28%
- Achieved 89% less unplanned downtime
- Gained 99% diagnostic accuracy
- Gained 88% more productivity annually with less unplanned downtime (from 5 hours to only 0.6 hours)
- Sped application development by 14% and application deployment by 50%
- Spent 50% less time remediating security issues
- Recovered from failures 24x faster
- Achieved a three-year ROI of 904%
- Averaged three-year discounted business benefits per customer of \$1.37M
- Saved 140 hours with health monitoring and proactive health checks per year



² ORC, 2016.



Sign up for updates

Superior customer satisfaction rates

How is HPE Datacenter Care unique?

Experienced and trusted experts provide stability and guidance through one relationship:

- **Global:** Unique approach to build your solution from globally available services for a consistent quality experience
- **Available:** Unmatched presence and global scale—180 countries, 24 time zones, 30+ languages, 7x24x365
- **Connected:** Analytics, tools, and IP to diagnose, prevent, and provide advice for operational excellence
- **Accountable:** One accountable partner for your IT environment backed by the broadest ecosystem of ISV and open source partners
- **Expert:** Leveraging experience and best practices from more than 4,000 HPE Datacenter Care customers, with 40,000 customer interactions daily
- **Flexible:** Unique approach to IT consumption for on-premise pay-per-use, rapid scalability, and technology transition

Find out more

Make it easier to operate hybrid IT and enable disruptive innovation. Start with a personalized workshop to scope your coverage, align to business needs, and identify people, process, and technology improvements.

Learn more at
hpe.com/services/datacentercare

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