

## American Digital and HP — Your Support Services Resource

Today's IT systems are vital to business operations. When a business-critical system goes down, sales are lost, opportunities are missed and productivity is derailed. Help ensure acceptable service levels for your organization with installation and operational support from HP and American Digital.

Elite Partner



HP Services Sales

**We offer you a choice among 3 tiers of service levels that act like “building blocks” to help you achieve the right amount of support for your data center environment.**

### 1 Application Foundation Standard Support Level

This basic service meets the needs Of HP BladeSystem, ProLiant and other server customers who do not require extensive support. These are standard services that minimize downtime at minimal expense.

**This Service Includes:**

- Pre-Site Inspection
- Server and Storage Installation and Set-Up
- Operating System Set-Up
- 24x7 Hardware Support with 4-hr Response Time

### 2 Application Ready Proactive Support Level

Application Ready is the perfect solution for enterprises requiring higher levels of IT service. Working directly with your software vendor, we make certain your infrastructure is reliable and 100% ready to run your business critical applications. You benefit from improved system utilization and zero down-time.

**This Service Includes all Application Foundation Services, plus:**

- Infrastructure Assessment
- HP Server and SAN Design, Implementation and Verification
- HP Server Firmware Update and Analysis
- HP Insight Control Software Set-Up
- System Insight Manager Software Set-Up
- OS-based Remote System Health Check
- SIM Health Check / 1 per year
- 48-hour Burn-In
- Assigned HP Account Support Manager –on-going monitoring, diagnostics and on-site service calls
- 24x7 Hardware Support with 6-hr Call to Repair

### 3 Application Optimization Critical Support Level

This highest level of services provides comprehensive support for vital production environments. This level combines American Digital's planning and implementation expertise with HP's unrivaled support. You benefit from the maximum possible uptime and rapid resolution to unavoidable outages.

**This Service Includes all Application Foundation and Application Ready Services, plus:**

- Immediate Dispatch of HP Engineer for all Mission Critical Issues
- 24-hr Dedicated Phone Line for Immediate Connection to Level 2 Support
- Quarterly Analysis and Management for:
  - Server and Storage/SAN Firmware
  - HP Software Review
  - OS Patching
- Quarterly Support Plan and Activity Reviews
- Annual Storage Array and SAN Support Assessment
- Annual System Health Check
- Annual ITSM (ITIL) Quick Assessment
- An Assigned Response Center Account Advocate at HP's Global Mission Critical Solution Center



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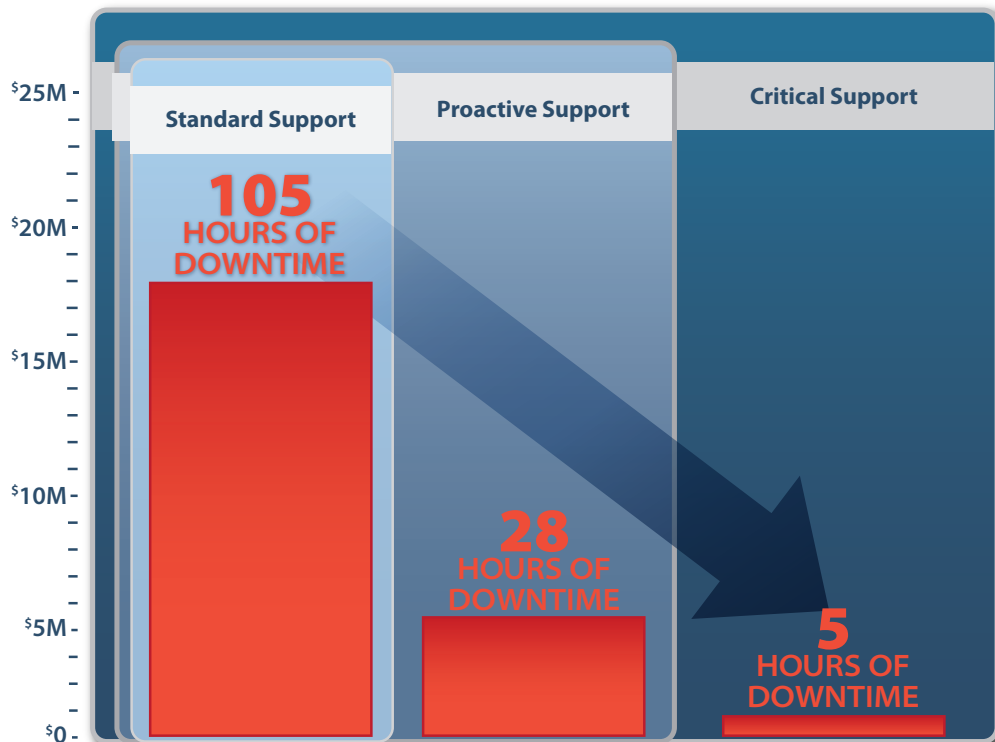
Do you know your cost of downtime? Most IT executives do not.

Top technology research data has reported that the average cost of downtime is approximately \$180k/hour.\* In addition, over the last 5 years, mission critical downtime has been increasing. American Digital offers HP Support Services that move you from reactive to proactive support for your mission critical environments. You can reduce your risk of downtime by 95% and subsequently the cost of downtime is minimized.

### Cost of Downtime:

@ \$180k/hr for 105 hrs = Over \$18 million

@ \$180k/hr for 5 hrs = \$900,000



### Why American Digital?

#### American Digital has multiple HP Elite Partner designations:

- Virtualization Solution Elite
- Oracle Solution Elite
- SAP Solution Elite
- Enterprise Server Elite
- Blade Elite
- Enterprise Storage Elite
- Services Sales Elite
- Networking Elite

#### With American Digital you benefit from:

- A successful track record in planning, designing, implementing and managing all data solutions
- A leader who delivers IT solutions supported by reliable hardware, software and services from HP
- A collaborative IT partner who offers a single point of responsibility and accountability
- An industry certified team of veteran engineers who are always technology current

Count on HP and American Digital to help you maximize the benefits of your HP BladeSystem solutions. With locally-based service technicians backed by the expertise and global resources of HP, it's the ideal partnership for the entire lifecycle of your vital infrastructure. Contact American Digital today:

**Phone: 877.220.5321**

**[www.americandigital.com](http://www.americandigital.com)**

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\*Based on data from over 3,000 companies in 25 industries gathered over the last 5 years.  
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