



OPERATE AND IMPROVE

HPE Lifecycle Services



Operation and Improvement Services enable you to get the best performance from your existing IT and stretch your budget further.

Keep pace with changing business

requirements. Your organization is working faster and smarter than ever before to stay relevant in today's ever-changing market. IT needs to move at business pace so full advantage can be gained. At the same time, IT must overcome the increasing complexity that is inherent with IT operations today. Budgets are under pressure as IT organizations are asked to do more with less and at the same time the skills and expertise to drive new initiatives are scarce and costly to acquire.

Leverage proven services and methodologies from the experts at HPE Pointnext Services to get the best performance from your existing IT and stretch your budget further. Our tools and expertise can help you improve operational efficiency, address skill

and resource gaps and help with projects as and when you need them, using on-site HPE Pointnext Services technical resources.

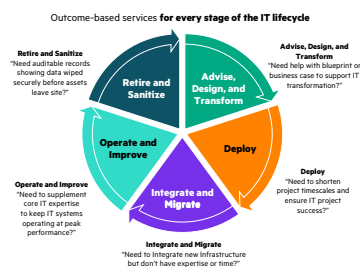
ASSESSMENT AND HEALTH CHECK SERVICES

Keeping your IT systems in peak condition can be complex and time consuming. HPE Pointnext Services will analyze your IT equipment using our expertise, IP, and tools, then provide a report which highlights the performance and status of your IT infrastructure. We also provide a set of recommendations to help maintain or enhance the performance of your IT infrastructure and enable you to achieve maximum return on investment. If you need help implementing some or all of the recommendations, HPE Pointnext Services experts are available to scope and assist on the work.

Solution brief

WE'RE WITH YOU EVERY STEP OF THE WAY

Boost your IT performance today, modernize for the future, and maximize your return on investment over your entire IT lifecycle.



[See the brochure for details](#)

ITSM SERVICES

Rather than infrastructure, people and processes are the primary cause of downtime. It's imperative that your IT teams and processes operate correctly. Our IT Service Management experts can provide a range of cost-effective assessments to address people, process, and technology concerns involved in the delivery of your critical IT services.

FIRMWARE UPDATE SERVICE

Minimize risk of downtime due to firmware issues by leveraging known issues, keep your IT running at optimal performance with latest features and critical defect/security vulnerability fixes and maintain platform supportability and compatibility.

IT PERFORMANCE SERVICES

Leverage the expertise knowledge and specialist skills to successfully resolve performance incidents through environment wide analytics. This is where the HPE expertise can help speed up your organization's IT performance on your large and complex environments.

The HPE IT Performance Services specialists are experienced technical consultants, experts in the areas of performance consulting and capacity planning, that will help you rapidly understand and resolve problems, get periodic updates and trending, provide analysis and recommendations to proactively maintain your IT environment at peak performance.

HPE SERVICE CREDITS

These are the simplest and most flexible way to purchase and consume technical, operational, and professional services from HPE Pointnext Services and can be purchased in quantities of 10 or 30 credits, over one, three, four or five years.

The HPE Service Credit menu of services provides a wide range of standard and custom services that you can select from. Our Remote Credit Advisor will guide you through the wide range of services within the credit menu and help you select the service that is most suitable to solve your challenge. If you have a level of service that provides an Account Support Manager (ASM) they will provide service selection assistance and credit.

WHY CHOOSE HPE POINTNEXT SERVICES?

Benefit from innovation built on HPE intellectual property. This lowers your risks and costs using proven best practices, automation and methodologies that have been tested and refined by HPE experts through 11,000 IT projects a year.

Work with best-in-class ecosystem partners. Accelerate your business with experienced, certified experts who can assist with a wide range of HPE and multivendor technology.

Get help when, where, and how you need it. Tap into a global delivery organization in more than 80 countries. Integration and Performance Services are available directly from HPE Pointnext Services or via our global channel partner network.

Choose from customized, standard, or turnkey solutions. Get the ultimate in flexibility with standard deliverable packages for an off-the-shelf solution, or custom services tailored to meet your individual needs.

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