

## Hewlett-Packard HP 3000 Series Product Enhancement

Over the last few business quarters, Hewlett-Packard added several new products to its HP 3000 supermini-computer product line, including network management, and performance management systems and new customer support programs.

New network management tools include:

- HP OpenView, a network management system that provides centralized control of a network composed of HP 3000s and diverse computer systems.
- Network Support Program, a consulting service.

New performance management tools include:

- HP LaserRX, a state-of-the-art analysis tool.
- HP Glance, a realtime performance monitor that provides basic reporting via an easy-to-use interface.

New service and customer support programs include:

- HP TeamLine, HP ResponseLine, and HP BasicLine, a series of software support programs.
- HP SupportLine, an online information service.
- HP LaserRom, a CD-ROM-based service for documentation and subscription materials.
- HP Predictive Support, a program for proactive repair.
- Multivendor Support Operation, a service and support program for computer equipment from other manufacturers and vendors.

### Multivendor Network Management

As networks become more complex, increasingly mixed, and geographically dispersed, organizations face a growing need for effective network management. Customers want simplified and cost-effective ways to monitor, diagnose, and control heterogeneous computers, equipment, and communication pathways within local and remote networks. To meet this need, HP has created OpenView.

### OpenView

OpenView enables network managers to manage and control networks of HP and multivendor equipment from a central site, eliminating the need for multiple control stations and interfaces. With HP OpenView, network managers can use one standard information system to collect network management information and perform fault, performance, accounting, configuration, and security management. HP Openview consists of a central control station that collects and displays diagnostic and performance information, issues commands, and initiates programs. Distributed software on the network allows the central station to access local and remote environments.

HP OpenView operates on CCITT X.25 packet-switched, TCP/IP, and IBM SNA networks as well as dial-up and point-to-point leased-line connections. Key software elements include:

- HP OpenView Status and Diagnostics Monitor. This runs on and monitors the status of remote HP 3000 systems and performs end-to-end network- and protocol-level diagnostics. It provides a color topological map to indicate device status.
- HP OpenView Performance Monitor. This runs on the HP 3000 and collects the network performance information needed to optimize communication traffic.



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- ▷ • HP OpenView Network Command Interpreter. This allows a network manager to issue commands to and execute programs on a remote HP 3000. It also tracks remote system usage and allows fine-tuning of those systems.
- HP OpenView ITMIS Manager. This allows centralized line analysis and fault isolation for telecommunications lines and devices.
- HP OpenView Bridge Manager. This permits network managers to manage and control network bridges, including which computers may send information over the bridge, and improves network security.
- IBM NetView Support. This allows a network manager to access IBM NetView network management information and permits HP OpenView to send alarm and event information about networked HP 3000 computers to IBM NetView.
- HP OpenView Developer's Toolkit. This provides development tools for creating applications for HP OpenView. It contains programming tools, software libraries, on-line help software, documentation, and guidelines for integration.

At the core of HP OpenView is the HP OpenView User Interface from which the entire network can be managed and controlled. The application displays information collected throughout the network and issues commands through a menu-driven system. It features a graphical user interface based on Microsoft Windows and runs on one of HP's IBM PC AT-compatible HP Vectra PC platforms.

#### Network Support Program

In addition to HP OpenView, HP also offers a complete line of network management support services.

Supporting multivendor networks is complex. Customers must deal with an array of diverse equipment from multiple vendors, making network configuration and management time-consuming, complicated, and expensive. To address the need for specialized customer support in the network environment, HP released its Network Support Program.

HP's Network Support Program helps customers plan, design, and install networks within heterogeneous environments. It also assists in operating, administering, and programming the network. Furthermore, it helps customers diagnose network problems and contract with the appropriate party responsible for service and repair. In some cases, HP will run the network remotely for the customer.

HP's Network Support Program addresses network planning, design, installation, and operations through seven services. Included are the following:

- HP Network Planning and Design. This assists customers in analyzing data communications requirements and creating a detailed network design.
- HP Network Prepare. This helps customers develop a network implementation plan to provide a smooth migration of the network into the business.
- HP Wiretest. This evaluates the suitability of existing twisted-pair cable for use with HP's StarLAN local area network. Its objective is to enable customers to avoid additional wiring costs whenever possible.
- HP Network Startup. This assists customers in planning and coordinating the configuration and installation of network components.
- HP NetAssure. This helps customers isolate problems to a specific component, whether it's HP's equipment or another vendor's. It also enables HP to directly work with the party responsible for service if the failed device is not an HP model.
- HP Private Packet Network Operations Support. This enables HP to remotely manage and operate a customer's HP private packet network. Through this service, HP monitors the network, detects faults, and ▷

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- ▷ resolves problems on a full- or part-time basis. Furthermore, HP can provide 24-hour technical support assistance through the HP Customer Network Center. Change management, performance analysis, and growth planning are included with the service.
- HP Customer Education Program. This trains network manager and their programmers in network management, administrations, and programming.

#### New Performance Management

HP provides more powerful tools for performance management by introducing HP LaserRX and HP-Glance.

##### HP LaserRX

HP LaserRX is a PC workstation-based tool that monitors, tracks, and analyzes the system performance of an HP 3000. A software module running under the HP 3000 operating system collects performance data and downloads it to the workstation for analysis.

HP LaserRX provides system managers with the essential data and analysis needed to identify and isolate bottlenecks, evaluate corrective actions, and balance components for maximum efficiencies. The application program reports on system resource usage, transaction throughput, and response time. Reviews can be conducted at several different levels. The analysis can focus on components and subcomponents as well as on subsystems and systems. Available functions create summary reports, analyses, and in-depth studies.

HP LaserRX runs on a HP Vectra PC, which provides faster computations, quicker response, and easier access to information. The software user guide are stored on a CD-ROM disk; using a disk or diskettes would consume too much storage space. Multitasking and simplified user interfacing are provided through Microsoft Windows, and data can be presented in detailed graphical form. System managers can download performance data into PC spreadsheets, such as Lotus 1-2-3, for further analysis. Because HP LaserRX is workstation-based and supports HP networking, it can be configured to monitor several computers.

##### HP Glance

HP Glance is a host-based, realtime interactive performance measurement and reporting application accessed from an interactive terminal. It is primarily used when immediate pictures of system resource utilization are required and fast access to basic information is needed. Reports contain basic information on system usage in a form which helps identify bottlenecks more quickly. An on-line help facility and function-key driven commands simplify user interaction.

#### New Product Servicing and Customer Support

Service and support play a major role in HP's strategy. HP realizes today's enterprises rely more than ever on effective product servicing and customer support to keep vital systems running and available. So, HP constantly strives to make service and support more productive while streamlining costs.

Featured new service and support programs are improved software support services, an online information service, new software support contracts, new documentation and subscription materials, proactive hardware repair, and multivendor support. These programs can increase system performance and uptime as well as simplify system administration.

#### New Software Support Program

HP redefined its software support program for the HP 3000 with the release of HP TeamLine, HP ResponseLine, and HP BasicLine. These new services provide more problem resolution, software maintenance, and usage assistance than previously available and effectively replace present support services. They include entirely new features, extensions to present features, and a repackaging of present services. Because the new

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- ▷ support services are based upon present offerings, all current software support contracts can be upgraded to the new support program. HP TeamLine or HP Response are provided at no additional charge to present applicable contract holders. HP BasicLine will be available when current contracts are renewed and to new customers at time of purchase.

*HP TeamLine.* The HP TeamLine service delivers premium software consulting along with a comprehensive set of software maintenance services. Customers using HP TeamLine have access to a team of HP engineers which examines a customer's business goals, operating environment, and applications, and recommends methods to improve system utilization. Customers can have HP engineers conduct management and technical reviews to determine if further changes are necessary to meet objectives. Reviews cover system performance, application design, operating procedures, and system administration. Customers also can receive assistance on system growth planning and personnel development. Customers also get assistance when implementing software updates. HP TeamLine gives customers an account-assigned consultant to ensure they have access to all the services they need. In addition, HP TeamLine provides all of the software maintenance and support services offered by HP ResponseLine and HP BasicLine, including unlimited telephone access to a remote support center, on-line access to a database of HP product and support information, and on-site assistance for critical situations.

*HP ResponseLine.* HP ResponseLine provides problem resolution, user assistance, and software maintenance out of HP's 32 worldwide response centers (remote support centers). Based on HP's proven telephone assistance system, the program includes remote diagnostics services and extensions to existing problem resolution, user assistance, and software maintenance offerings.

HP has significantly expanded the time the HP response centers are available to answer questions and resolve problems. Customers now can receive assistance 24 hours a day, 365 days a year.

In addition, customers now have three options for resolving a problem or researching an inquiry. Customers can:

- Send a question or a description of a problem by electronic mail. An HP engineer will respond by telephone within two hours.
- Access databases containing information on problems and their resolutions.
- Call the HP response center and leave all relevant information with support personnel. An HP engineer will return the call within two hours.

A problem escalation management program is integral to HP ResponseLine. If a remote support center cannot solve a problem, the staff can call on worldwide information databases and product development personnel for help. They can model the customer's system and run a simulation. If necessary, HP staff will go to the customer's site.

HP ResponseLine gives customers an option to access HP PowerPatch, a service which notifies customers of the problems other customers have experienced with a particular software release and presents the known solution. Customers can install the solutions before their systems experience the same problems. This preventive maintenance increases uptime by eliminating the probability that the system will experience the same problems.

HP Trend, available through HP ResponseLine, allows HP engineers to remotely monitor system resources and generate usage reports. The reports identify performance bottlenecks and provide information that leads to more effective capacity planning and application sizing.

HP ResponseLine also contains all of the maintenance and support included in HP BasicLine: software updates, documentation updates, subscription services, and on-line access to HP's SupportLine electronic database.

*HP BasicLine.* HP BasicLine for customers who support their own systems. The service provides:



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- ▷ • Software updates.
- Documentation and updates to reference information.
- Product bulletins, newsletters, and periodicals.
- On-line access to the HP SupportLine database.

#### On-Line Information Service

Ongoing success with computer systems requires that customers receive up-to-date, comprehensive product and support information in a timely manner and in an easily accessible and easy-to-use format. HP meets this requirement with SupportLine, HP's new on-line method of distributing information to customers.

HP SupportLine, accessed via terminals and modems, provides up-to-date information on HP products, support programs, and services.

NewsPage contains information on new products, training schedules, and newly developed workarounds. The Software Status Bulletin lists all reported software bugs and errors in manuals and information on fixes and workarounds. Engineering Notes contains the most current problem resolutions prepared by HP service personnel. Application Notes presents usage assistance and configuration information. Search and browse mechanisms allow quick searches.

In addition to the electronic publications, HP SupportLine contains a broadcast service and electronic mail. The broadcast service alerts customers to critical news. E-Mail permits customers to send messages to the remote support center and receive responses.

#### CD-ROM Subscription Service

HP LaserROM, a CD-ROM-based documentation and subscription service, simplifies the use of technical publications. Delivered with information retrieval software, LaserROM includes manuals, bulletins, catalogs, and other technical publications. Each LaserRom disk contains up to 200,000 pages of information. The full-text retrieval software helps pinpoint needed information. Customers have direct access to information and do not have to work with numerous printed manuals and publications.

#### Proactive Hardware Repair

HP Predictive Support increases system uptime by providing proactive hardware repair instead of reactive repair. Potential problems are identified and corrected before they turn into serious malfunctions.

Predictive Support comes from the remote support center. HP remotely monitors the HP 3000 and regularly runs a series of tests. Data collected from the monitoring and testing are analyzed to pinpoint hardware problems that will affect performance or cause system failures if left unattended. Computer-based models, rules, statistics, and historical information are used to help forecast and define problem areas. Once identified, HP and the customer determine a time to correct deficiencies during off-peak hours.

#### Multivendor Support

*Fortune* 1000 companies, large public services, and an array of smaller enterprises and government agencies often employ computers, peripheral equipment, and workstations from multiple manufacturers. Servicing this broad range of computers and related devices is difficult. The customer must maintain a separate service contract with each manufacturer or vendor represented in the system. This situation leads to a logistical nightmare of managing multiple maintenance contracts, inconsistent servicing, overlapping service calls, and delays in troubleshooting problems when more than one component must be examined. Today's customer would rather work with one service provider that can solve any computer maintenance or repair problem, regardless of manufacturer. By using a single-source supplier, customers reduce total maintenance costs, simplify maintenance administration, receive timely and consistent servicing, and eliminate conflicts in troubleshooting.



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- To address this need for a one-source service provider, HP released its Multivendor Support Operation (MSO). MSO allows a customer to contract with HP to maintain, service, and support computers, peripherals, and workstations, regardless of brand.

Presently, MSO provides direct support for the following:

- Industry-standard PCs.
- UNIX-based PCs.
- Apple PCs.
- Industry-standard ASCII and EBCDIC terminals.
- Various mass storage peripherals.
- Popular printers.
- Local area networks.

Some of the services provided by MSP include:

- Single-source support. One toll-free telephone number is available for hardware, software, and network support.
- Repair and restoration. HP provides all labor, parts, and materials necessary to maintain the multivendor equipment covered in the agreement.
- PC hardware and software diagnosis. HP provides answers to common PC hardware and software questions through on-site or off-site help.
- LAN support. HP assists with the design, installation, integration, and maintenance of a customer's multivendor network.
- Flexible coverage periods and response times.
- Loaner equipment. In the event a system cannot be fixed within a specified amount of time, HP provides loaner equipment capable of running the customer's applications while the original unit is repaired.
- Preventive maintenance. Activities such as cleaning, adjusting, lubricating, inspecting, and testing are performed on a regular basis.
- Repair reporting. A variety of customer-specified reports on product failures and downtime, parts inventory, support activity, and customer product history will be provided as a management tool for future product acquisition.
- Installation and relocation management. HP provides all labor, parts, and materials necessary to maintain the multivendor equipment and devices during installation and relocation.

MSO, however, does not provide service directly. MSO manages the customer's contract but assigns the maintenance, repair, and other support work to subcontractors, including third-party maintenance affiliates and vendors who sign joint maintenance agreements with HP. □