



## HP ServiceONE EXPERT PARTNERS

HP's premiere service providers offer the highest levels of local expertise backed by HP's global resources

Brochure

### HP is helping its valued partners do more, and do it better.

Innovative technologies like cloud are creating a global marketplace in which everything and everyone are always connected. To succeed in this new world, IT departments will need to shift from supporting business to empowering it. HP's vision for the IT-empowered business is the Instant-On Enterprise, a business that can easily create, deliver, and manage always-on services in response to ever-changing market requirements.

HP has introduced HP ServiceONE, a PartnerONE specialization designed to give our partners the tools they need to help businesses make the transition to Instant-On Enterprise. HP ServiceONE is also part of HP's Always-On Support evolution, a global initiative for creating a responsive, highly available support experience.

### What can HP ServiceONE Expert partners do for you?

The HP ServiceONE Expert classification is HP's premiere level of partnership, accessible only to top-performing partners that meet HP's most stringent requirements. HP ServiceONE

Expert partners can sell HP Contractual Services, Professional Services, and Care Pack Services. Many HP ServiceONE Expert partners are authorized to both sell and deliver these services. All HP ServiceONE Expert partners offer a high-quality user experience and service level guarantees.

ServiceONE Expert partner capability matrix		
Sales		
Packaging	HP commercial products	HP enterprise products
HP Care Pack Services	Yes	Yes
HP Professional Services	Yes	Yes
HP Contractual Services	Yes	Yes
Delivery		
Packaging	HP commercial products	HP enterprise products*
HP Care Pack Services	Yes	Yes
HP Professional Services	Yes	Yes
HP Contractual Services	Yes	Yes

\*Selected models only



## Reasons to choose an HP ServiceONE Expert partner

### 1. Find solutions spanning the entire IT solution lifecycle.

HP ServiceONE Expert partners are qualified to plan and deliver even the most ambitious projects spanning the entire IT solution lifecycle. Every HP ServiceONE Expert partner enjoys HP's full backing and support and offers the kind of experts you need on your side to succeed in today's rapidly changing environment.

HP ServiceONE Expert partners:

- Meet HP's highest standards, including a commitment to customer satisfaction and continuous improvement.
- Plan and deploy a range of solutions, from basic break-fix services to more extensive cloud and virtualization projects.
- Know HP solutions and enjoy HP's full confidence and support.

### 2. Reduce project risk.

Project implementations can be nerve-racking—especially when your project is complex and requires many skills to make it happen. When you choose an accredited HP ServiceONE Expert partner, you don't have to worry. You can feel confident that your project will be delivered on time and on budget—because you are working with the experts. Highlights include:

- HP ServiceONE Expert partners can rapidly assess and implement new technologies like cloud or virtualization.
- HP ServiceONE Expert partners offer proactive support options to optimize system-wide performance and improve business results.
- HP ServiceONE Expert partners offer service level commitment backed by HP.
- HP ServiceONE partners are the only service providers trained, backed, and authorized by HP to deliver HP lifecycle services.

### 3. Work with highly qualified, HP-certified experts.

HP ServiceONE Expert partners are staffed by HP-certified engineers and sales professionals who have gone through HP's rigorous ExpertONE learning program. HP ExpertONE career certifications provide a broad and deep understanding of open technology standards and multivendor environments. They prepare IT professionals to work effectively with vendors and business units by combining rigorous technical knowledge, business insights, real-world experience, and easy access to a dynamic community of leading IT professionals. HP ServiceONE Expert partners provide:

- Top-notch engineers with a broad and deep understanding of HP's product portfolio.
- Exceptional support services backed by highly qualified staff with career certifications.
- Custom multiproduct solutions to meet your unique business needs.



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### 4. Benefit from your partner's close relationship with HP.

HP ServiceONE Expert partners are not just our partners in name. They also work closely with HP to address technology challenges and solve critical integration issues for their customers. When you choose an HP ServiceONE Expert partner, you can feel confident that they have full, ready access to HP's industry-leading technology experts worldwide, and the ability to harness those resources for you. Qualified HP ServiceONE Expert partners:

- Have ready access to HP's extensive technical resources.
- Act as a single point for contact for complex solutions involving HP equipment, software, and services.
- Offer a wide variety of service contracts and access HP's tools and resources to make service delivery faster and more efficient.

## Look for the HP ServiceONE Expert logo

When you see the HP ServiceONE Expert logo, you know you're working with a premiere service provider that has HP's complete confidence and support.

## For more information, contact:

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