



## HP and Software Concepts International, LLC

Remote Managed Services for HP OpenVMS systems

### Preventing failures before they occur; ensuring the availability, security and reliability of your HP OpenVMS systems

#### Who manages your HP OpenVMS system?

Your HP OpenVMS system takes care of your business every day—you've come to depend on it and without it, you are out of business. But, who is taking care of your HP OpenVMS system? Are you struggling to find qualified HP OpenVMS staff? Let Software Concepts International (SCI) take care of your system management needs – remotely!

#### Remote Managed Services for HP OpenVMS systems

Software Concepts International's Remote Managed Services for HP OpenVMS systems is a comprehensive, proactive support solution designed to perform the day-to-day system administration requirements of sites running the HP OpenVMS operating system. With SCI's tools and consistent management methodology keeping watch over key system resources, we are able to ensure system availability and ensure every system task is executed as scheduled for repeatable results and no surprises. If a problem does occur, our team of industry-leading experts are automatically alerted in real time, allowing them to quickly identify and resolve the issue with minimal to no impact to your business.



#### Solution benefits

- Permanent staffing solution for HP OpenVMS system administration and management
- 24x7 HP OpenVMS monitoring and management to maintain high availability
- Consistent system management tools and methodologies provide predictable, reliable results
- Proactive support prevents system failures before they happen
- Remote administration – the affordable HP OpenVMS system management solution

#### Working together with HP

As a member of the HP Developer & Solution Partner Program, we are able to leverage the sales, marketing and technical resources of HP to create unique solutions across the broad spectrum of HP platforms and operating systems. With access to leading-edge technologies and services, we can meet a wide range of business needs with advanced solutions, developed and delivered quickly, and optimized for reliable performance using the most advanced HP technologies.



## Remote Managed Services

Unlike other vendors who offer a “help desk” to call after a problem occurs, SCI’s Remote Managed Services for HP OpenVMS systems take full responsibility for your day-to-day HP OpenVMS operations and proactively manages your HP OpenVMS systems. Our constant monitoring lets us know about problems and solve them, often times before you or your users know they occurred. We are your fulltime system managers—24x7.

Developed by a team of industry-leading experts, our Remote Managed Services for HP OpenVMS systems are built on a suite of custom system administration tools. These tools are based on best practices for ensuring the integrity, security and recoverability of the system while minimizing the impact to the production environment. Once installed at the client site, the tools continuously send messages back to SCI’s monitoring servers allowing us to monitor the heartbeat of your HP OpenVMS systems, providing information such as critical errors, missing processes, resource depletion and system performance. Running 24x7, our message servers capture and report the information necessary to ensure the smooth operation of your HP OpenVMS system.

### HP products supported

Our solutions are supported on industry-standard HP Integrity servers based on the 64-bit Intel® Itanium® 2 processor. When it comes to 64-bit computing, HP Integrity servers are setting the standard, having demonstrated world-leading performance and price/performance across the industry’s most demanding and diverse workloads. From 1-way entry-level systems to the 64-way HP Integrity Superdome server, this family of servers can take on your most challenging application requirements.

### Operating systems supported

Our solutions take advantage of the unique capabilities of the HP OpenVMS operating system, delivering a highly reliable, scalable and secure platform to the customer. Solutions based on HP OpenVMS systems provide real business value to the customer, protecting their investment in their solution and their data over the long term. By being cluster-aware, our solutions are able to take advantage of the leadership disaster tolerance

features of HP OpenVMS systems and offer protection to customers not available with other platforms. Combining all of the features of our solution and the underlying operating system and hardware architecture, the customer achieves the best return on investment possible in the industry today.

### Building on the value of strong relationships

By working with HP, we have the resources, experience and knowledge of an industry leader to ensure our solution delivers the business results and value your company requires. HP is a company that thrives on innovation, with a proven track record of success in virtually every market, customer segment and region worldwide. Together, we have the technology and services to meet your most demanding needs.

Software Concepts International staff has, on average, over 20 years of HP OpenVMS system experience each, including former members of the HP OpenVMS engineering team. For more than 20 years, HP has been partnering with SCI, offering a tremendous range of experience and expertise servicing Fortune 500 companies worldwide across a wide array of industries.

### Working together to drive success

By combining standards-based and modular technologies with our leading-edge applications and a full portfolio of services, you gain a powerful, flexible solution that meets your business needs today—and adapts dynamically as those needs change. That’s the foundation for building an agile, responsive enterprise to drive better business outcomes for your long term success.

## Technology for better business outcomes

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