

**Hewlett Packard  
Enterprise**

# **NonStop Technical Boot Camp 2023 TBC23-TB76 NonStop HPE Services**

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September 2023

# Forward-looking statements

This is a rolling (up to three year) Roadmap and is subject to change without notice

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This document contains forward looking statements regarding future operations, product development, product capabilities and availability dates. This information is subject to substantial uncertainties and is subject to change at any time without prior notification. Statements contained in this document concerning these matters only reflect Hewlett Packard Enterprise's predictions and / or expectations as of the date of this document and actual results and future plans of Hewlett Packard Enterprise may differ significantly as a result of, among other things, changes in product strategy resulting from technological, internal corporate, market and other changes. This is not a commitment to deliver any material, code or functionality and should not be relied upon in making purchasing decisions.



# Agenda

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**Service Components**

**NonStop HPE Services**

**Support and Service Details**

**GNSC Spotlight**



# HPE Service Components



## ADDITIONAL HPE CAPABILITIES

HPE GreenLake

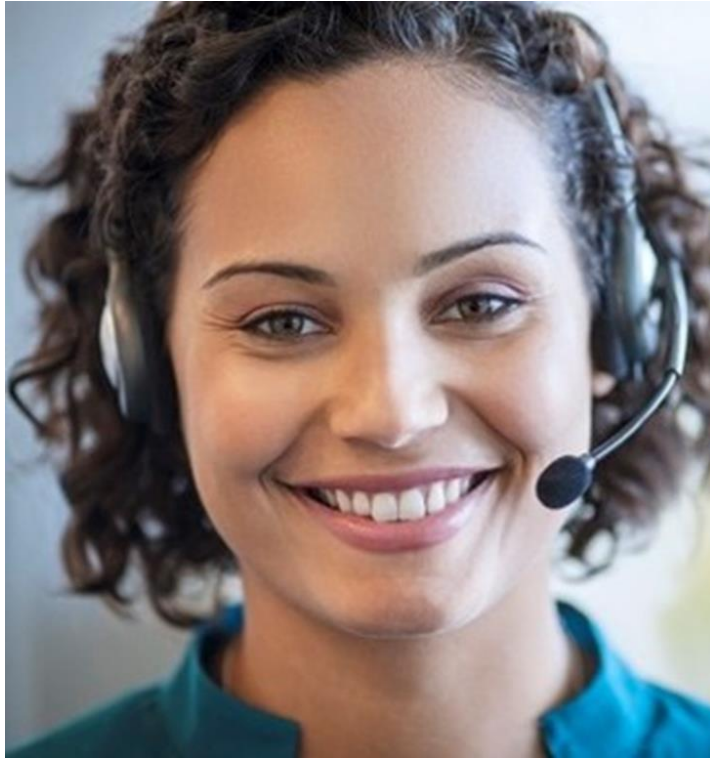
HPE Management Services

Installation & Startup Services

Technical Services

# HPE Services for HPE NonStop Systems


Helping IT and business needs today and into the future



To learn more about HPE Services  
<https://www.hpe.com/us/en/services/overview.html>

### Proactive Services


Proactively avoid problems, improve availability, and optimize performance of my IT



<b>HPE Services Complete Care - NonStop Support</b> Personalized, tailored support to help make the most of your NonStop System and IT environment	<b>HPE NonStop Critical Service (CS)</b> Help minimize the business impact of down-time through proactive services and account management	<b>HPE NonStop Proactive 24 (P24)</b> Helps improve IT stability and operational effectiveness with proactive and reactive support
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### Tech Care

Keep IT running  
Help when you need it



<b>Support Plus 24</b> 24x7 4hr Response support for hardware and 2 HR response software	<b>Basic</b> Next Business Day support for hardware and 24x7 response software
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### Advisory Professional Services & Management Services

Per-event services across the technology lifecycle to help enhance business value of IT

# HPE NonStop Support Portfolio at a Glance

Feature	HPE Basic	HPE Support Plus 24 (SP24)	HPE Proactive 24 (P24)	HPE Critical Service (CS)	HPE Services Complete Care – NonStop (CC)
<b>Reactive Support</b>					
On-site Hardware Support & Response Time	NBD Response	24x7 4hr Response	24x7 4hr Response	24x7 6hr CTR	24x7 4hr, 8-5 NBD, or 6hr CTR
GNSC Software Support and Response Time	24x7 within 2 hours	24 x7 within 2 hours	24x7 within 2 hours	24x7 within 2 hours (immediate access for critical system down)	24x7 within 2 hours (immediate access for critical system down)
<b>Assigned Account Team</b>					
Account Support Manger (ASM)	Not Included	Not Included	Included	Included	Included
Technical Account Manager (TAM)	Not Included	Not Included	Not Included	Included	Included
Assigned Customer Engineer (ACE)	Not Included	Not Included	Not Included	Included	Included
<b>Core Proactive Features</b>					
Account Support Plan & Review	Not Included	Not Included	Semi-annual	Quarterly	Quarterly or Custom
Support Activity Review	Not Included	Not Included	Quarterly	Quarterly	Optional
Enhanced Call Handling	Not Included	Not Included	Included	Included	Included
OS/OE Patch Analysis	Not Included	Not Included	Semi-annual	Quarterly	Optional
ITSM Quick Assessment	Not Included	Not Included	Not Included	Semi-annual	Optional
HPE Service Credits	Not Included	Not Included	30 Credits	60 Credits	Optional



To view full comparison of all HPE Nonstop Services

<https://www.hpe.com/us/en/collaterals/collateral.a50004915enw.html>

# HPE SERVICES PORTFOLIO

Enabling a differentiated delivery experience

## TECH CARE

### GNSC

- E2E case ownership and resolution
- Remote diagnosis
- Part identification
- Keeping customer informed

### Onsite Field Delivery

- Onsite break/fix service
- Onsite installation service
- Part availability & action plan

### Supply Chain

- Parts planning and supply for install base
- Parts escalation

## PROACTIVE SERVICES

### ACCOUNT SERVICES

- Named Account Services owner – knows customer’s business, strategies & priorities
- Partner with Sales and/or Partner to retain and expand HPE account revenue and portfolio mix
- Maximize relationships with key stakeholders to enable customer and HPE success by achieving customer’s desired IT outcomes
- Account delivery management with a focus on assisting customers in adopting and efficiently leveraging HPE solutions



### GNSC

+

enhanced incident management

### Onsite Field Delivery

### Supply Chain

+

Account Services team partnership

# Advisory & Transformation Services / Technical Services

Helping make the most of your NonStop solution

Start-up & Upgrade Services	Review & Planning Services	Availability Services	Storage Services	Remote Performance Services	Custom Services
<ul style="list-style-type: none"> <li>• Installation and Startup Services</li> <li>• NonStop Server OS Upgrade</li> <li>• Evolution Assessment</li> <li>• CME/Telco Deployments</li> </ul>	<ul style="list-style-type: none"> <li>• Capacity Planning</li> <li>• Operations Review</li> <li>• Performance Review &amp; Analysis</li> <li>• System Review</li> <li>• Migration &amp; Planning</li> </ul>	<ul style="list-style-type: none"> <li>• Availability Assessment for NonStop Servers</li> <li>• Availability Partnership for NonStop Servers</li> <li>• Remote Database Facility</li> </ul>	<ul style="list-style-type: none"> <li>• NonStop XP Implementation</li> <li>• Virtual Tape Solutions</li> <li>• Data Sanitization</li> </ul>	<ul style="list-style-type: none"> <li>• System performance reports and Analyses</li> <li>• Network Monitoring</li> </ul>	<ul style="list-style-type: none"> <li>• Relocations</li> <li>• Advisory Consulting</li> <li>• Custom Site Planning and Deployment</li> <li>• Staff Augmentation</li> <li>• Specialized Training</li> </ul>
<p><b>Security Services</b></p>	<ul style="list-style-type: none"> <li>• Security Review</li> <li>• Volume Level Encryption</li> <li>• SSH and SSL</li> <li>• Merged Audit</li> </ul>	<p><b>Cloud Services</b></p>	<ul style="list-style-type: none"> <li>• Virtualized NonStop Planning Service</li> <li>• Virtualized NonStop Foundation Service and Startup Service</li> <li>• VMware vSphere Installation &amp; Startup service</li> <li>• Virtualized NonStop Planning &amp; Migration Services</li> <li>• Virtualized Tape for Virtualized NonStop</li> <li>• Storage &amp; Ethernet switch installation &amp; Startup service</li> </ul>		



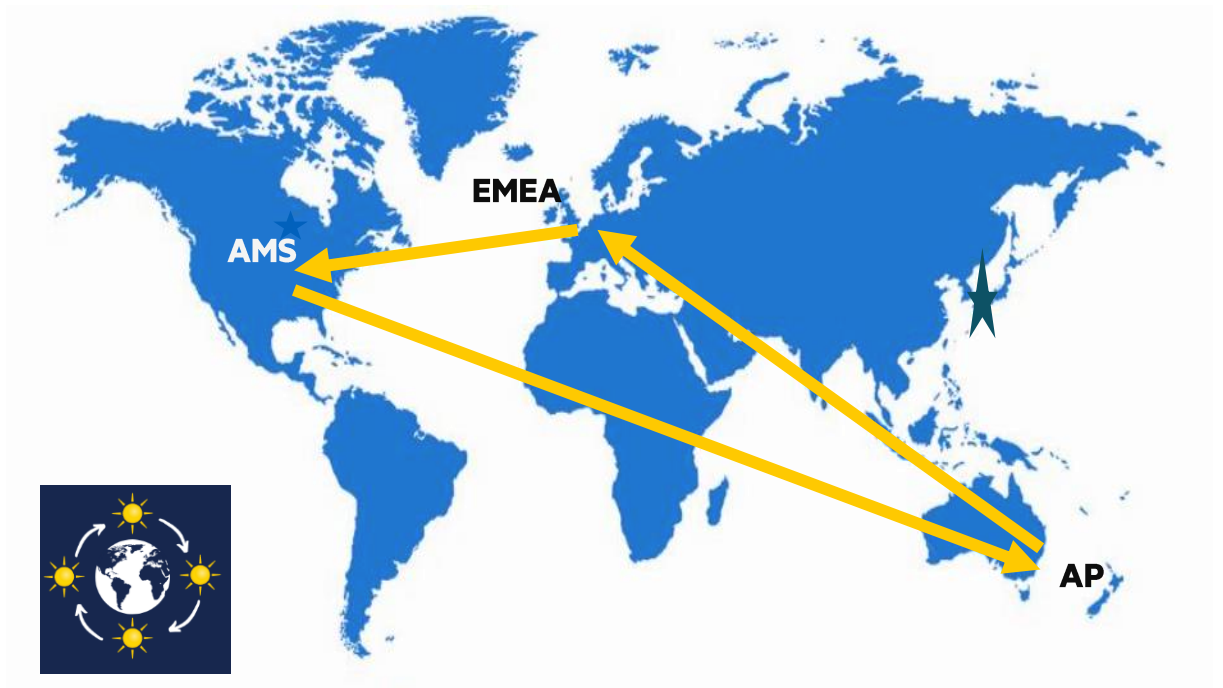


# HPC delivery – GNSC : a wealth of knowledge & experience

The **Global NonStop Solution Center (GNSC)** is a single point of contact for all NonStop hardware and software product enquires or service requests

- **85** NonStop support employees worldwide with average of **22.3 years** experience providing L1, L2 and L3 support (total : 1,899 years of experience).
- Follow-the-sun support team spread across multiple time-zones in 10 countries, with experienced Engineers always online and available.
- Once a shift ends, a warm hand-off takes places between two time-zones to ensure continuity. Problems are resolved faster by ensuring 24x7 around-the-clock support until resolution is reached.
- 2,547 customer contracted systems across 521 customers in 73 countries.

24x7x365 follow-the-sun (FTS) support



Each NonStop Solution Center is supported by a regional NonStop Leader reporting to a single Global Leader

# Megan Schmidt

<b>Role:</b>	Americas NonStop Remote Delivery Engineer
<b>Experience:</b>	<ul style="list-style-type: none"><li>• 2.5 years with the NonStop GNSC</li><li>• Completed BCS degree UGA in 3.5 years</li><li>• HPE Global Labs Summer Internship</li></ul>
<b>Products:</b>	<ul style="list-style-type: none"><li>• NSDEE</li><li>• SQL/MX, SQL/MP, ODBC/MX, ODBC/MP</li><li>• C, C++,</li><li>• Java</li></ul>
<b>Fun Fact</b>	<ul style="list-style-type: none"><li>• Console Gamer (PS5, XBOX)</li><li>• Minor in Spanish</li></ul>



# SHANE CHO – GNSC AP

<b>Role:</b>	<b>Master Engineer</b> - Software Support Specialist
<b>Experience:</b>	<ul style="list-style-type: none"><li>• 10,470 days since starting NonStop System career.</li><li>• Started in KCI (Korea Computers Inc.) – former largest Tandem/NonStop distributor Korea.</li><li>• Working as Software Engineer in GNSC AP (Melbourne) since Oct 3<sup>rd</sup>, 2000.</li><li>• Promoted to MASTER Engineer in 2020.</li></ul>
<b>Products:</b>	<ul style="list-style-type: none"><li>• NonStop Software products</li><li>• vNS products</li><li>• AWS and Azure trained</li></ul>
<b>Fun Fact</b>	<ul style="list-style-type: none"><li>• Initially questioned his destiny when he was assigned to the NonStop team in KCI, but instantly fell in love with NonStop systems – the most reliable systems in the world!! Now, dreaming NonStop Invasion to Mars.</li><li>• Loves to search Google Maps of where the customer calls came from. Mauritius was a surprising finding with it's location.</li><li>• Table Tennis champion!</li></ul>



**Relaxing with some ‘Tandem’ Skydiving**

# JIAN ZHU (Joe) – GNSC AP

<b>Role:</b>	<b>Hardware Engineer and Team Lead</b>
<b>Experience:</b>	<ul style="list-style-type: none"><li>• Joined HPE GNSC supporting Neoview in 2009.</li><li>• Led and managed the Callcatcher team.</li><li>• Currently supporting NonStop Hardware products.</li><li>• Promoted to EXPERT engineer in 2022.</li></ul>
<b>Products:</b>	<ul style="list-style-type: none"><li>• NonStop Hardware products</li><li>• Callcatcher cases</li><li>• VTC</li></ul>
<b>Fun Fact</b>	<ul style="list-style-type: none"><li>• Previously led local site ISO27001 project and was successfully granted ISO certification</li></ul>



# Azucena UblErna --- (a θu 'θe na w 'βjer na)

<b>Role:</b>	Global NonStop Software Support Specialist
<b>Experience:</b>	<ul style="list-style-type: none"><li>• Joined TANDEM family 4<sup>th</sup> July 1988, my first job</li><li>• Most of my working life devoted to NonStop business in PreSales and Marketing roles in Spain and sometimes WorldWide (NonStop vs Linux TCO)</li><li>• Joined GNSC 19<sup>th</sup> Nov 2019</li></ul>
<b>Products:</b>	NonStop OS, TMF, TS/MP, OSS, Safeguard, Enscribe, SQL/MP, TACL and Operations utilities, Compilers, debuggers, NSDEE, Programming languages...
<b>Fun Fact</b>	<ul style="list-style-type: none"><li>• Tried to run away from the NonStop world a couple of times, (1) in the early '90s to Digital signal Processing and (2) in 2016 to HPE Cloud business...</li><li>• NonStop is the longest living product in the HPE portfolio ( including HPE, hp, digital and Compaq)</li><li>• NonStop is always suited for innovation</li><li>• Nowadays I am relearning to play the piano and I can play almost as badly as I used to 😊</li></ul>



# HPE Services: Customer Feedback Forum

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# NonStop Partnership– It’s a Beautiful Thing!



# Thank you for attending this talk

## TBC23-TB76 NonStop HPE Services

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