



HP ServiceONE SPECIALIST PARTNERS

Highly qualified local service providers with the expertise and global reach of HP

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 Specialist partners do for you?

HP ServiceONE Specialist partners offer a broad range of HP solutions and services. Some Specialist partners are authorized to sell services, and others are authorized to sell and deliver services. All HP ServiceONE Specialist partners offer a high-quality user experience and service level guarantees.

ServiceONE Specialist 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 | — |
| HP Professional Services | HP Care Pack Services only | — |
| HP Contractual Services | — | — |

*Selected models only



Reasons to choose an HP ServiceONE Specialist partner

1. Find solutions spanning the entire IT solution lifecycle.

HP ServiceONE Specialist partners are qualified to plan and deliver even the most ambitious projects spanning the entire IT solution lifecycle. Every HP ServiceONE Specialist 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 Specialist partners:

- Meet HP's strict 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 projects.
- Know HP solutions and enjoy HP's full confidence and support.

2. Reduce project and technology risk.

Project implementations can be nerve-wracking—especially when your project is complex and requires many skills to make it happen. When you choose an accredited HP ServiceONE Specialist 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 Specialist partners can rapidly assess and implement new technologies.
- HP ServiceONE Specialist partners offer proactive support options to optimize system-wide performance and improve business results.
- HP ServiceONE Specialist partners offer service level guarantees backed by HP.
- HP ServiceONE partners are the only service providers authorized, trained, and backed by HP to deliver HP services.

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

HP ServiceONE Specialist partners are staffed by HP-certified 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 Specialist partners provide:

- Sales professionals with a broad and deep understanding of HP's product portfolio.
- Support services backed by qualified staff with career certifications.

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

HP ServiceONE 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 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 Specialist 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.
- Access HP's tools and resources to make service delivery faster and more efficient.

Look for the HP ServiceONE Specialist logo

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

2012
ServiceONE



Specialist

INTEGRATED COMPUTER SYSTEMS, INC.

3rd Floor Limketkai Bldg., Ortigas Ave., Greenhills San Juan City, Metro Manila 1502
Tel. No.: +632 7443000 | 727 3801 • Fax No.: +632 721 4502 | 726 3506

www.ics.com.ph • info@ics.com.ph

We See You Through from End to End



An IT Solutions Provider