



**Hewlett Packard  
Enterprise**

# **NonStop Technical Boot Camp 2023 TBC23-TB68 - HPE Managed Services for NonStop environments**

Isaac Deeb, Mark Flanigan  
September 2023

# Forward-looking statements

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

---

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.



A dimly lit server room with several computer monitors. In the foreground, a man with a headset looks intently at a screen. Behind him, another man points at a monitor displaying a dashboard with various charts and data. In the background, a woman is also working at a computer. The overall atmosphere is one of focused technical work.

**CRITICAL ALERT**  
**Connection to DB lost**

---

# Agenda

---

**Compelling events - Today's reality and impacts to your business**

**HPE GreenLake**

**The power of HPE Managed Services**

**HPE Managed Services for HPE NonStop environments**

**Data security**

**Customer success stories**



# Today's reality

**IT environments are more complex than ever before**

**Specialized skills are more difficult to acquire and retain**

**Compliance requirements are more stringent**

**Competitive pressure and business demands are higher**

**Security threats are more prevalent and costly**

**Any outage impacts business and reputation**

# Impact to your business broad skills and resources are now required to run IT

## Run infrastructure

“I have routine IT tasks that are mission critical but I need to free up my IT team to be more aligned to the business.” we need.”

## Run complex apps

“I don’t have the right breadth or depth of skills on my team to run my key HPE NonStop systems, applications and workloads appropriately.”

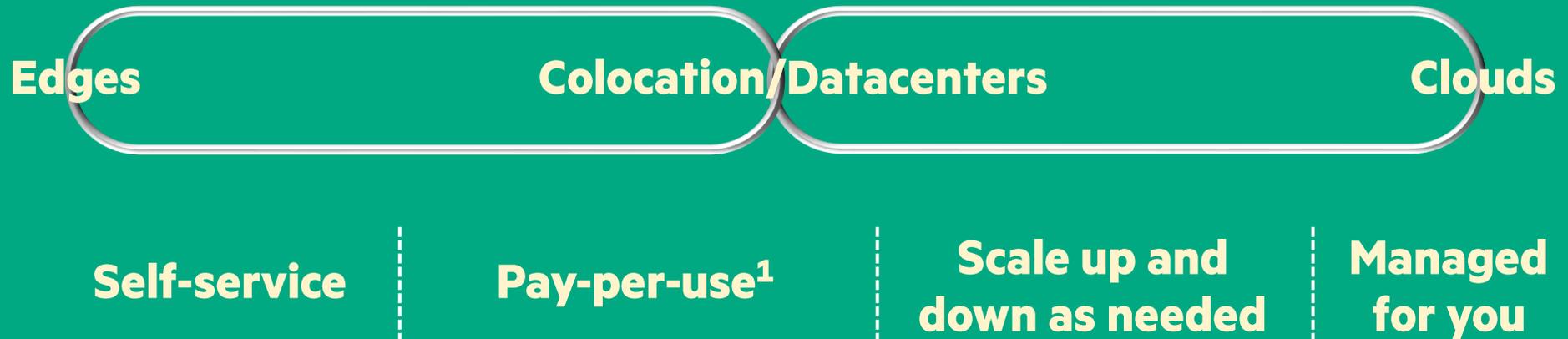
## Run highly available systems and applications as they grow

“Our HPE NonStop systems are always on and always adapting. We need insights, tools and skills to manage the platform as it expands.”



# HPE GreenLake

the cloud experience everywhere



<sup>1</sup>Reserve may apply

# The power of HPE Managed Services

A unique combination of people, process, and platform

**Full-stack expertise across  
core to cloud to edge**

**Managed as-a-service  
experience**

**Holistic monitoring,  
remediation, and insights**

**Security and compliance  
management**



# Easing the IT burden to enable business innovation.

## HPE Managed Services offers...

The specialized

### **SKILLS & RESOURCES**

Experienced with the fault-tolerant, always-on HPE NonStop technology

Simplified, centralized

### **INSIGHTS**

To effectively manage mission critical, business critical HPE NonStop systems, applications and database

An agile

### **AS-A-SERVICE**

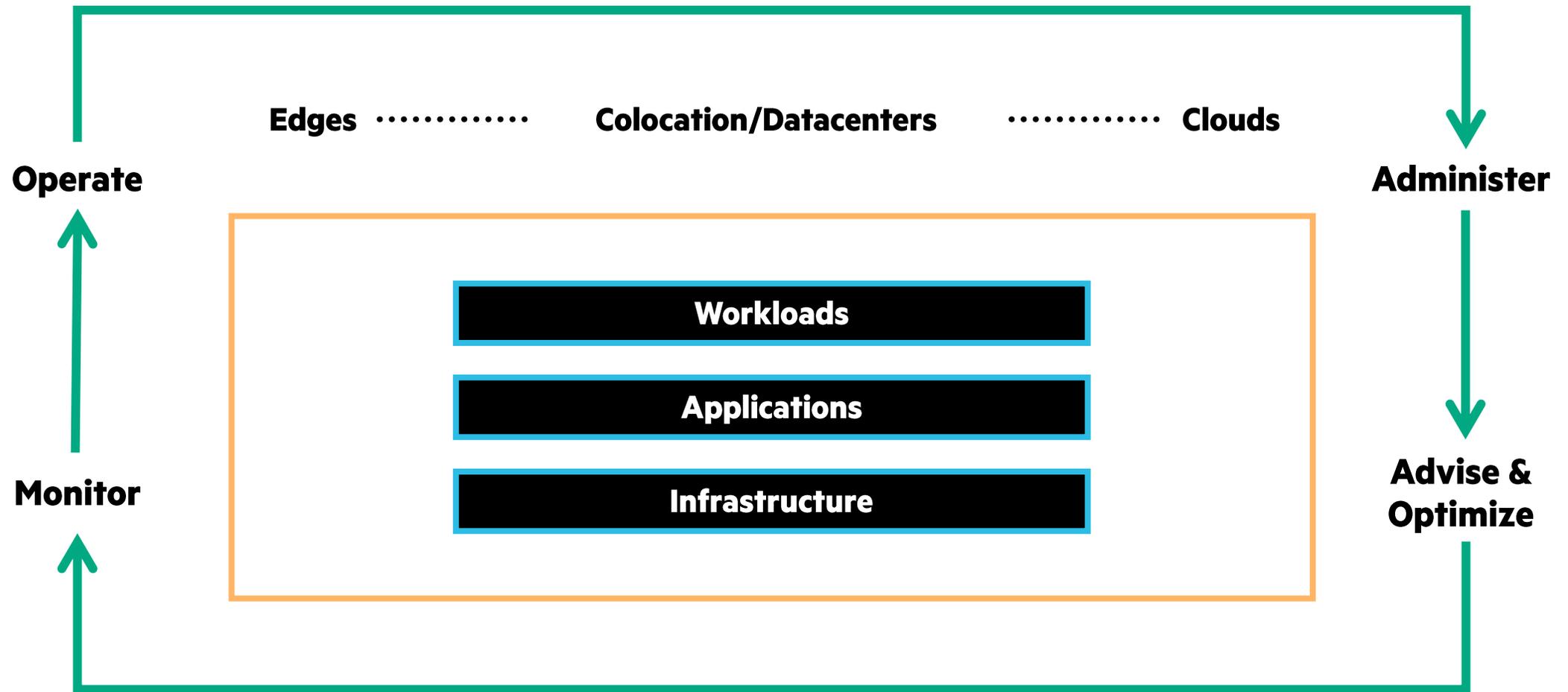
Experience for businesses that take advantage of HPE NonStop's scalable, high performance systems.

### **SECURITY & COMPLIANCE**

tools and expertise to reduce risk, ensure transaction integrity.



# HPE Managed Services



# HPE Managed Services for HPE NonStop systems



- Health checks
- Monitoring
- Report generation
- Escalation of urgent requests
- Escalation of business-critical requests
- Basic troubleshooting, coordination with support teams for issue resolution



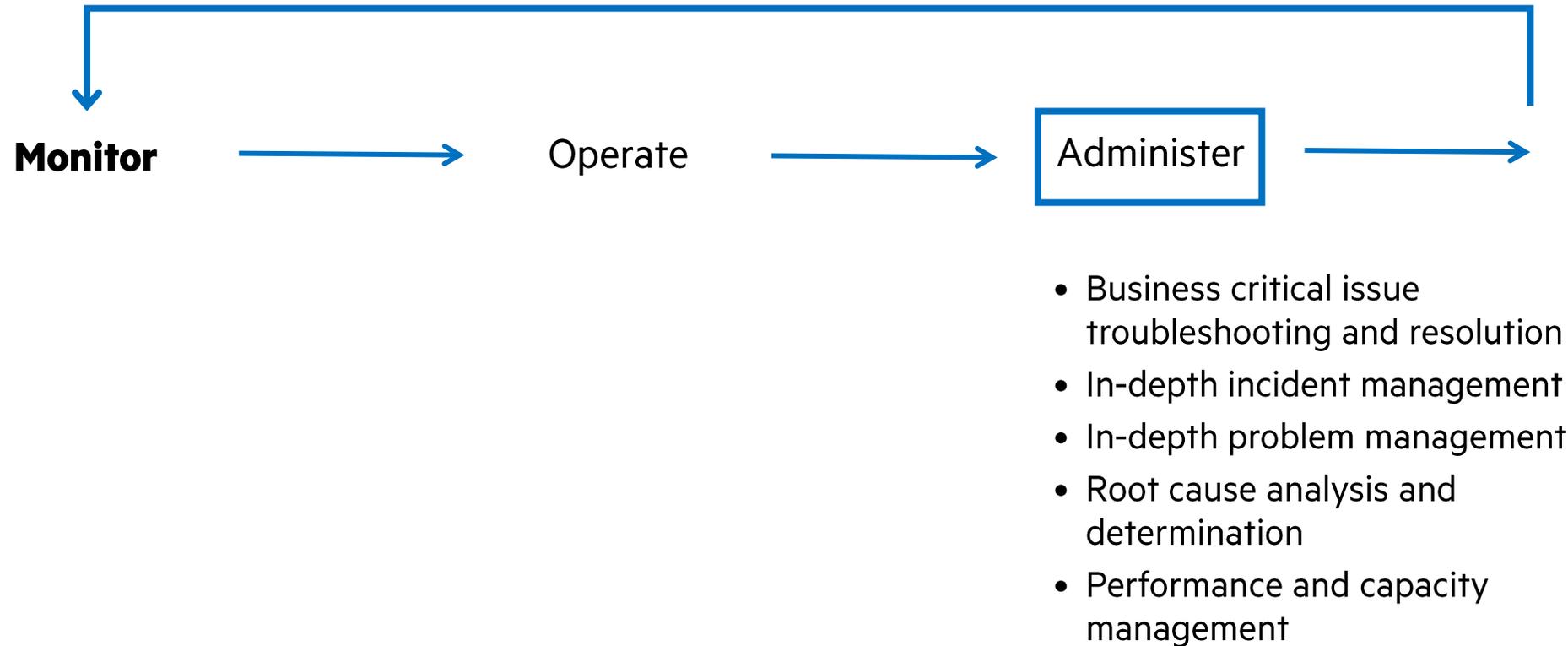
# HPE Managed Services for HPE NonStop systems



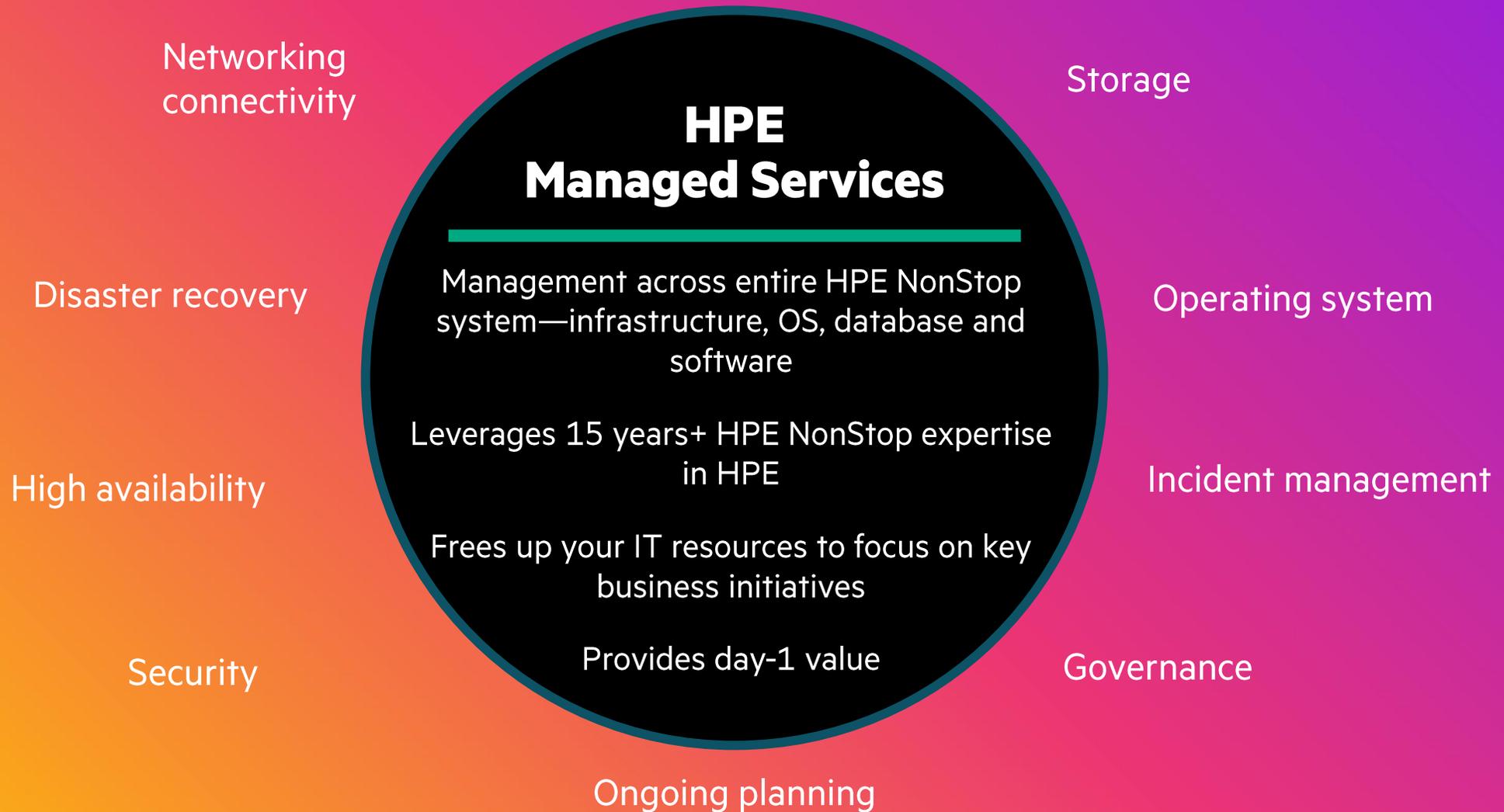
- Remediation based on listed resolution
- Backup and restore
- Service request management
- First step incident management
- First step problem management
- Change management



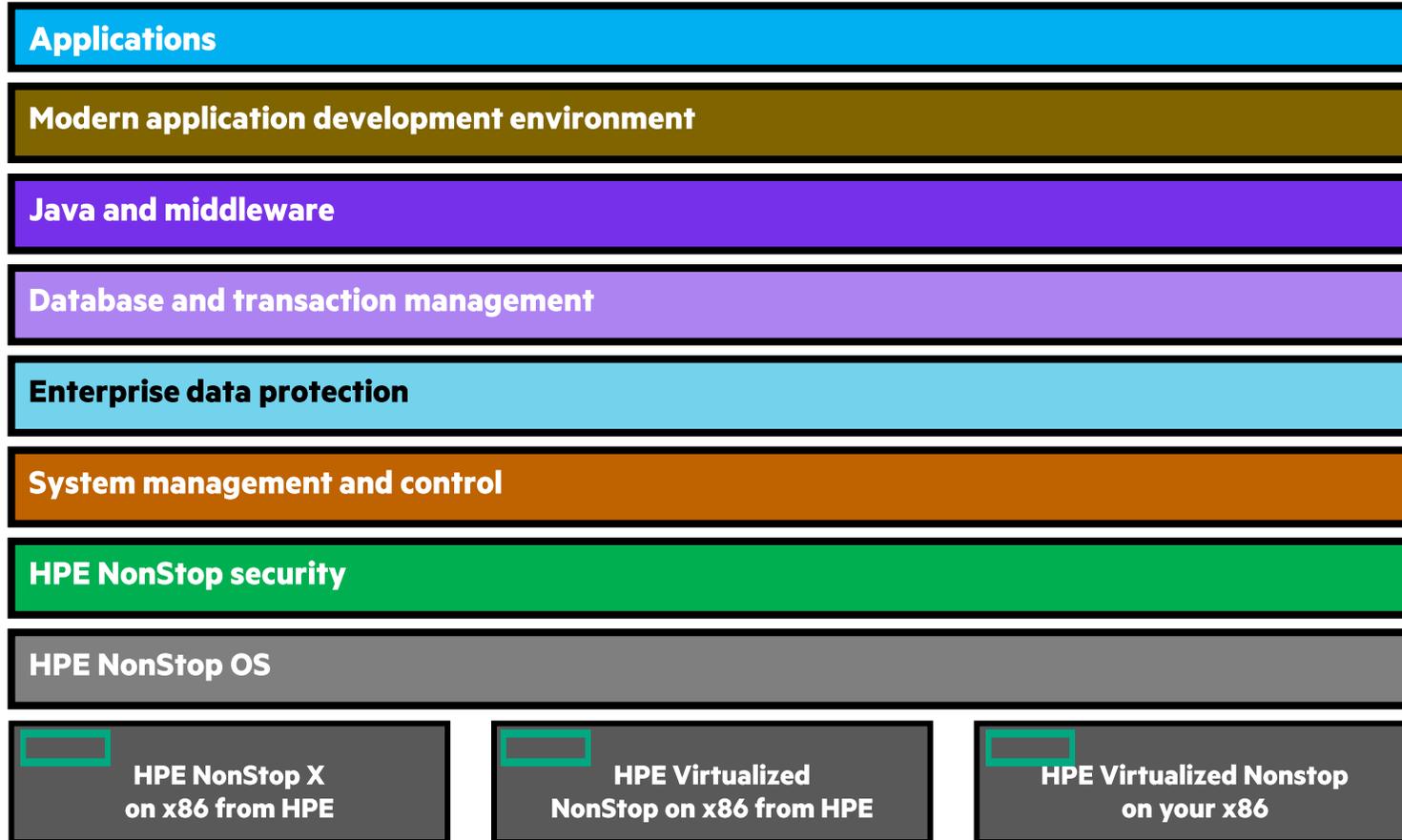
# HPE Managed Services for HPE NonStop systems



# Managing & running HPE NonStop systems



# HPE Managed Services can run and manage the fully integrated NonStop stack



**Run and managed by HPE experts with ITSM process and HPE NonStop technical skills**

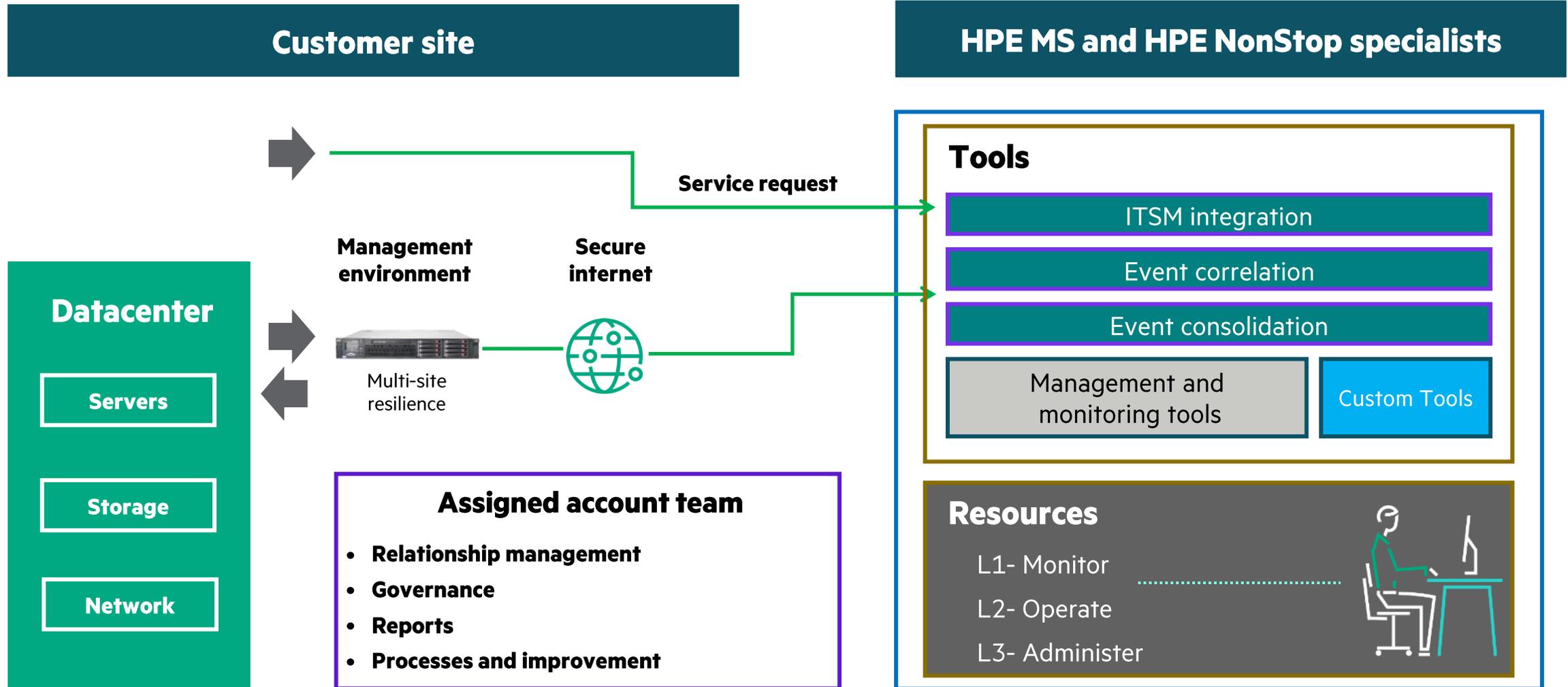
HPE NonStop's traditional system built by HPE

Options when purchasing HPE Virtualized NonStop



Java is a registered trademark of Oracle and/or its affiliates

# HPE Managed Services for HPE NonStop overview



# Transforming IT Operations with HPE Managed Services AIOps

Discovery → Resolution

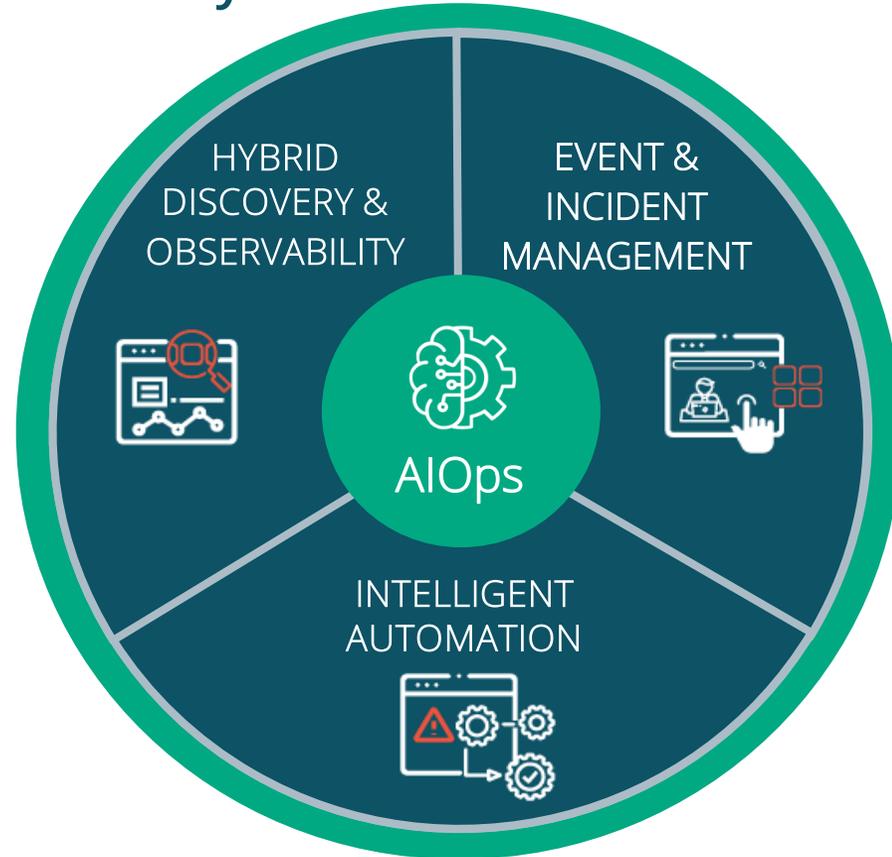
## Cloud



## Edge



Metrics  
Events  
Traces  
Logs



Centralize and Simplify Monitoring



Understand Resource Dependencies



Detect and Resolve Incidents Faster



Improve Governance, Uptime & Reliability



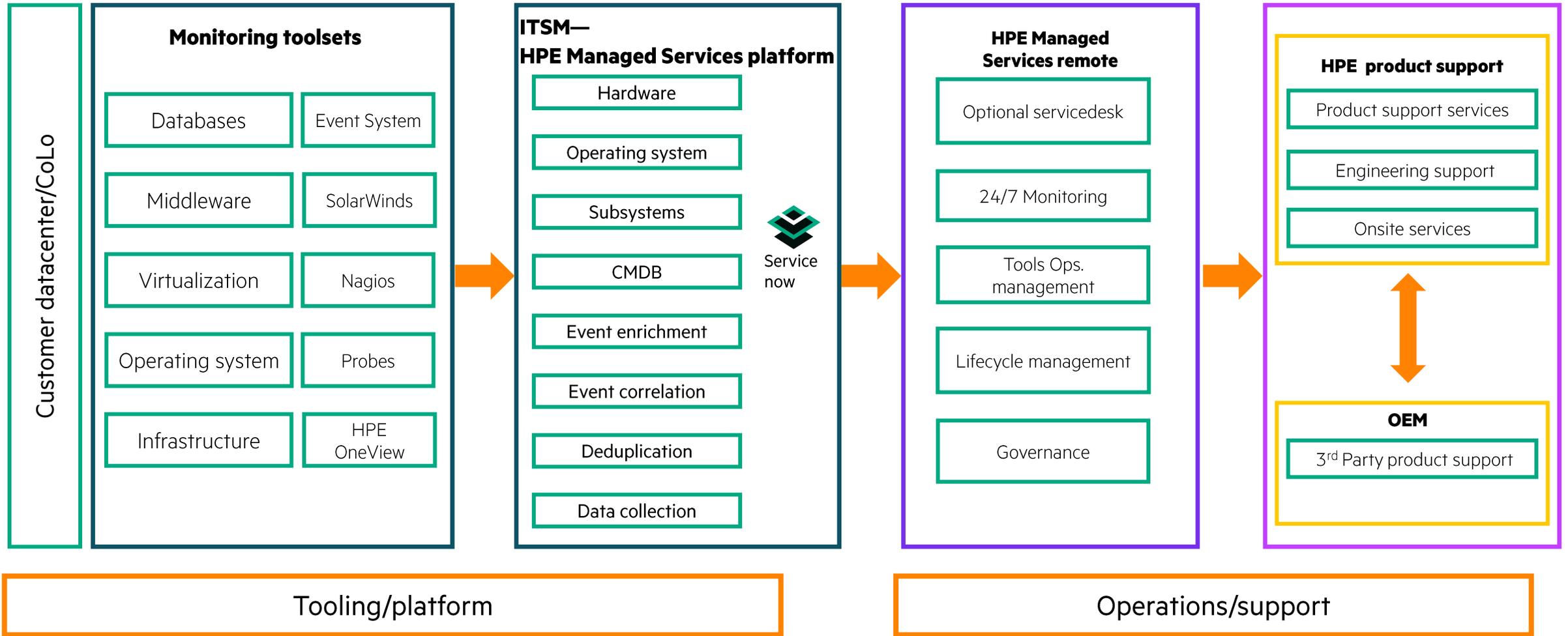
Save Time and Costs



Improve ITOps and Business Alignment



# High level HPE Managed Services monitoring architecture & operating model



# Tools and expertise to protect and run your it

## HPE Managed Services Features

24x7x365 cloud operations and support

ITIL based Service Delivery Model & Business Continuity Model

930+ Certifications  
250+ Upskilling Training / Year

Privileged Access Management Solution

Encrypted data and Domain Segregated ITSM platform

Compliance: ISO 27001, CMMI L3, SAS, SoC certified  
SSAE 16 attestations

Hybrid Operations Console (HPE developed Single Pane of Glass)



Alpharetta	Costa Rica	Milan	Tunis	Sofia	Cape Town	Bangalore	Singapore	Tokyo	Sydney
N AMS	LAC, Spain, N AMS	Italy	France, MEMA, S EUR	DACH, EMEA	UKI/MESA	APJ, EMEA, AMS	Singapore	Japan	APAC

## HPE Dedicated NonStop Expertise

15+ Years of deep product expertise with NSK systems

Follow The Sun 24x7 staffing ensures product specialists always available

Dedicated HPE NonStop HPE Managed Services Resources

>99%  
Initial Response SLA & Resolution Time SLA

200+ Standard Operating Procedures

# Data security



## What data do you capture?

We collect machine data related to metrics and logs for IT operations management:

- Health, availability, performance statistics
- Events and SNMP traps
- Application performance statistics
- Infrastructure logs, platform logs, application logs.
- Model, serial number, hostname, IP address as a minimum for the CMDB for day-to-day HPE Managed Services operations.
- Customer contact details (customer name, email, phone) for communications related to HPE Managed Services operations



## Why do you capture the data?

- We only capture and keep data that's needed for day-to-day IT operations for the devices/applications that we manage.  
**Note:** We do not collect customer business data
- Use the captured data for anomaly detection, predictive analysis, AI/ML driven and enable orchestration to drive auto remediation and infra-automations



## How do you securely handle the data?

- HPE Managed Services follows strict practices for customer data that we manage and store in the platform
- We encrypt all data in transit and at rest, stored in domain segregated platform (data is separated for each customer)
- Each customer's data is accessible only to authorized users

# Customer success story - European bank

## Results

- Headroom to accommodate 15%+ growth year-on-year over the 5 year term
- Predictable payments and alignment to an 'as a Service' model
- Focus on digital transformation journey
- HPE Managed Services that delivered:
  - 24x7 monitoring and management services
  - Compliance requirements
  - Global delivery process framework
- Support life concerns alleviated
- Lower TCO

## Client

- EU based bank responsible for much of the payments transactions in the country, processing POS and ATM transactions each day.

## Challenges

- Staffing and resource issues
- Ability to adequately provide 24x7 Monitoring and management services
- Capacity, compliance and regulatory challenges

## Solution

- Delivered a phased migration to new HPE NonStop platforms in an as-a-Service GreenLake model with HPE Managed Services
- Delivering HPE Managed Services, managing the HPE NonStop systems and 3rd party middleware applications



# Customer success story - large auto manufacturer

## Results

- Capacity and planning alignment
- Predictable cost control
- HPE Managed Services that delivered:
  - 24x7 monitoring and management services
  - Security policy
  - Technology upgrade roadmap
  - Global delivery process framework
- Resource concerns alleviated
- Lower TCO

## Client

- Large auto manufacturing facilities in multiple countries. 24x7 production of cars, vans and trucks.
- Thousands of connected devices and robotic equipment.

## Challenges

- Industry changes
- Cost control
- Resources

## Solution

- Delivered a full-service desk and Managed Services solution tailored specifically to the needs of all the plants
- Integrated application operations and 3rd party vendor engagement

# HPE Managed Services delivers

## Improved efficiency

**35%**

More efficient, overall<sup>1</sup>

## Simplified IT

**41%**

Less time spent “keeping the lights on”<sup>1</sup>

## Greater reliability

**85%**

Less unplanned downtime<sup>1</sup>

## Lower costs

**287%**

3-year ROI<sup>1</sup>



# With HPE Managed Services for HPE NonStop

**Management across entire HPE NonStop system—  
infrastructure, OS, database, applications**

**Provides specialized HPE NonStop skilled resources  
with 15+ years experience, alleviating the need to  
acquire and retain them in your organization**

**Frees up your IT resources to focus on key  
business initiatives**

**Simplified and centralized insights to manage the  
HPE NonStop stack**



# Additional information

---

<https://www.hpe.com/managementervices>

<https://www.hpe.com/us/en/servers/nonstop.html>

<https://www.hpe.com/us/en/greenlake.html>



# Questions?

---



# NonStop Partnership– It’s a Beautiful Thing!



# **Thank you for attending this talk**

## **TBC23-TB68 - HPE Managed Services for**

### **HPE NonStop environments**

---

[isaac.deeb@hpe.com](mailto:isaac.deeb@hpe.com)

[mark.flanigan@hpe.com](mailto:mark.flanigan@hpe.com)



# HPE Slides and Materials Usage

This content is protected

---

This presentation is the property of Hewlett Packard Enterprise and protected by copyright laws of the United States. The material in this presentation is provided to attendees of the NonStop Technical Boot Camp 2023 as part of their registration and attendance at the event. Attendees are free to use this material and share it with others within their own company.

This material may not be quoted, copied, communicated or shared with third parties or mutual customers without permission from HPE. To request permission to share material in this presentation outside of your company, send an email to [mark.pollans@hpe.com](mailto:mark.pollans@hpe.com) explaining the usage you are intending and your request will be considered.

