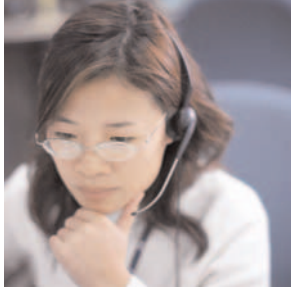


HP Telecom Software Upgrade Service

Data sheet



HP offers a targeted and competitively priced service to customers who need assistance in upgrading their current telecom environment. Whether you want to add capacity, new functionality or install patches, an HP telecom expert works side by side with you to ensure that the upgrade is done right the first time, thereby minimizing or eliminating operations downtime and lost revenue. Let HP be your trusted partner.

Key features and benefits

- Ensures that upgrades are done right the first time saving you time and money.
- Minimizes downtime due to lack of planning or lack of release knowledge.
- Provides direct access with an HP expert, saving you time and research.
- Ensures knowledge transfer from an HP expert who provides valuable insights for your specific environment as well as expertise on supported platforms and required components at the planning phase.

Service description

HP Telecom Software Upgrade Service delivers important benefits for organizations striving to maintain a competitive advantage in today's dynamic markets. These services arm your IT administrators, system administration staff, OSS application architects and development engineers with essential resources to conduct critical business and maintenance operations.

With HP telecom experts, you are confident that your upgrades will be done correctly the first time, minimizing churn and service downtime. Also, you will benefit from knowledge transfer and a better understanding of your telecom software solution.



An HP expert works side by side with you to ensure that your upgrade is done right the first time—saving you time and money.



Key service deliverables

- Joint kickoff meeting—understand customer’s telecom software environment.
 - Preliminary analysis of your network and system architecture.
 - HP specialist, working together with a member of your IT staff, will review your telecom software configuration and qualify it for the upgrade to be performed.
 - Roles and responsibilities of project participants will be defined and agreed upon.
- Joint development of basic upgrade and test plans.
 - HP specialist and HP technical project manager will review your business objectives and technical data about your telecom environment.
 - Upgrade timeline will be established and agreed upon.
 - Escalation process will be established.
 - Contingency plan established.
 - Acceptance plan established.
- If applicable, uninstall telecom application and patches.
- Conduct upgrade.
 - Upgrade hardware as appropriate.
 - Patches installed as appropriate.
- Configure and test the telecom application with customer IT staff to verify correct operation.
 - Configure the application as specified in the plan.
 - HP specialist and member of customer IT staff will execute the test procedures and review the configuration and functionality of the software upgrade with the network administrator to verify completion of the predetermined tests.
 - Conduct a knowledge transfer workshop.
 - Demonstrate new features.
 - Review the deliverables and configuration of the software upgrade.
 - Discuss potential problems encountered and steps to take to overcome them.
 - Identify any lingering issues.
- Project in-progress reports delivered to customer each week for the duration of the project.
 - Written status reports detailing tasks accomplished, tasks in progress, status of any action items and any changes to the project plan.
- Engagement summary report delivered to customer.
 - Summary report detailing tasks accomplished, status of any action items, patches installed and all customizations unique to the customer’s environment.
 - Engagement close-out meeting where results will be reviewed and potential follow-on activities will be defined.
- Acceptance plan signed signifying work is complete and to the satisfaction of the customer (per acceptance plan).

Implementation information

Customer requirements:

- Customer will have purchased new software and kits (if applicable).
- Customer will provide accurate information to the pre-delivery questionnaire.
- Customer shall ensure that the system has a current license-to-use and is properly configured, allowing HP staff access to the systems prior to the arrival of the HP telecom expert.
- Customer will provide a single point of contact (project manager) to coordinate customer resources. Customer's single point of contact will ensure that appropriate departments at the customer site will be represented on the project team and will be committed to the goals of the project.
- Periodic status meetings will be held with all team leads as appropriate.
- Customer will provide a technical resource to conduct/assist in acceptance testing.
- Upon completion of the work, the customer will sign the acceptance sheet to indicate acceptance of the completed work.
- Customer will provide:
 - Proper working area suitable for completion of work.
 - Proper network interfaces, test equipment, etc.

- Customer is responsible for maintaining the systems in good working order.
- Customer will sign an agreed-to plan developed by customer and HP.
 - Work will be completed as a continuous effort. If there are disruptions beyond the control of HP, additional costs may be incurred.
 - Decisions will be made in a timely and responsive manner.

Upgrade expertise

HP Telecom Software Upgrade Service is delivered by a veteran HP expert with knowledge of telecom and IP environments and at least two years experience in telecom deployments.

Limitations

- Upgrades will only be done for standard supported features included with the applicable software application release.
- HP will not be responsible for the migration of partner products and data.
- Customers who purchase must have a support contract for a currently supported version of their telecom software and all components must be supported as well.
- Given the mission-critical nature of customer's environment, the majority of the upgrade work will be conducted off-hours to minimize service disruption.

Ordering information

Part number	Product name	Description
HA365A1	HP OpenCall Capacity SW Upgrade for Simplex or Duplex systems	Add eight links to your HP OpenCall platform—either duplex or simplex
	HP OpenCall Minor SW Upgrades for Simplex or Duplex systems	Add new minor functionality or features to your HP OpenCall platform
	HP OpenCall Major SW Upgrade for Simplex or Duplex systems	Add new major functionality or features to your HP OpenCall platform

Options:

HP OpenCall onsite option—(if customer requires an onsite implementation for a remote defined service)

HP OpenCall Additional Eight links option

HP OpenCall Additional Telecom Signaling Unit (TSU) option

HP OpenCall Additional Four Telecom Signaling Cards (TSC) option

Contact information

For further information on HP OpenCall Services and Support, visit: www.hp.com/go/opencall, and click "Support & Services."

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