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## SUPPORT & MAINTENANCE

Deciding to purchase an application, and even completing the initial installation and configuration, are only the beginnings of the lifecycle for any application you introduce into your environment. Ensuring the system runs like a 'well oiled machine' means undertaking proactive maintenance and putting appropriate levels of support in place – both internally and with your vendors.

***What are you doing to make sure your system is stable  
and available when your users need it?***

Anadex Support & Maintenance plans ensure you have the support you need, when you need it, and at a competitive price. Much more than just being there when you need us, we also take a more proactive approach through our Semi-annual Health Checks<sup>1</sup> to ensure your system is being administered and maintained correctly. This enables you to avoid many issues that could typically lead to a support call.

***An ounce of prevention is better than a pound of cure***

Anadex Support & Maintenance plans include 2 plans; **Business Advantage**<sup>2</sup> and **Business Premium**. Table 1: *Anadex Support & Maintenance Plan Details* below provides a high level overview of the content and differences between the 2 plans. More specific details will be contained within your Support Agreement.



INSTALL



MAINTAIN



ENHANCE



UPGRADE



SUCCEED

This document is provided for information and discussion purposes only. Actual Support entitlements will be documented in your Support Agreement. Anadex is a reseller and support provider for Hewlett-Packard software products and as such is constrained by and reserves the right to pass on any modifications to structure or pricing that may be made by Hewlett-Packard from time to time in relation to their standard Support & Maintenance options.

<sup>1</sup> *Semi-Annual Health Checks* may not include Travel and Expenses, please consult your Support Agreement

<sup>2</sup> *Business Advantage* cover is not intended for Customers seeking 24x7 Mission Critical Support

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HP Software  
Platinum Business Partner



Table 1: Anadex Support & Maintenance Plan Details

Support Access & Options	
<b>Self-Service HP Knowledge Base</b>	Customer support resources have access to the HP on-line Knowledge Base which includes known symptoms and solutions, product descriptions, specifications and technical literature.
<b>Self-Service HP Updates &amp; Downloads</b>	HP typically makes software releases (minor & major) and patches, including documentation available for direct download by customers with current Support & Maintenance. Some products, such as select third-party software, may only be available by request or direct from the third-party software vendor.
<b>Self-Service License Keys for multiple environments</b>	<p>HP Software is typically protected by license authorisation keys that enable only licensed components on a pre-defined Server IP addresses. Nominated customer resources have access to request license keys on-line. Terms and Conditions vary across products and you should verify with your specific license agreement, however generally the following licenses are available:</p> <ul style="list-style-type: none"> <li>▪ <b>Production:</b> Once payment (in full) has been processed</li> </ul> <p><i>With current Maintenance only (and also restricted to nominated IP addresses at time of request):</i></p> <ul style="list-style-type: none"> <li>▪ <b>DR (Disaster Recovery):</b> Also known as "HOT Standby" and "COLD Standby" - mirror of Production configuration / licenses</li> <li>▪ <b>DEV / TEST / TRAINING:</b> These are for <b>non-production</b> use and mirror your production configuration with multiple systems possible <i>up to</i> the maximum total licensed users. (e.g. you can have 5 Floating Users in 3 separate systems covering DEV + TEST + TRAINING <b>provided</b> you are licensed for at least 15 Floating Users in total)</li> </ul>
<b>Access to Anadex Support</b>	<p>Customer's internal application support resources can contact Anadex Solutions Consultants via telephone or the Anadex Support Portal. Calls raised outside of supported hours will be responded to the following business day.</p> <p>Unless otherwise specified, Business Hours are defined as:</p> <p><b>Business Advantage:</b> 8:30am to 5:30pm Monday to Friday in Australian Eastern Standard Time (Melbourne) <i>excluding</i> Anadex holidays (Public holidays as observed in Melbourne, Australia).</p> <p><b>Business Premium:</b> 24 x 7 <i>including</i> public holidays.</p>
<b>Escalation Management</b>	Anadex has an escalation management process to ensure the right resources are involved at the right time to consistently meet or exceed service levels.
Incident Management	
<b>Initial Response</b>	Target 2 hours for Initial Response (Business Hours)
<b>Remote System Image<sup>3</sup></b>	<p>Wherever possible Anadex support is provided with a current image of your Production System, including updates after any system enhancements. This enhances remote troubleshooting and incident / problem resolution.</p> <p>* <u>Mandatory</u> for Business Premium support.</p>
<b>Remote Access<sup>4</sup></b>	<p>Wherever possible Anadex support is provided with secure remote access to your network to enable troubleshooting and incident / problem resolution.</p> <p>* <u>Mandatory</u> for Business Premium support.</p>
Proactive Services	
<b>Semi-Annual Health Check</b>	<p>Anadex resources will attend site up to twice per year to undertake a Health Check on your system. The Health check is designed to ensure your system is being correctly maintained and administered by your resources on site and is a key component of our <i>proactive preventative support</i> strategy.</p> <p>* Travel and Expenses may be an additional 'at-cost' charge, consult your Support Agreement for details</p>
Additional Services	
<b>HP Education Training Discount<sup>5</sup></b>	Customers with current Support and Maintenance through Anadex enjoy a discount of 10% on qualifying HP Education courses. Qualifying courses include, but are not limited to those related specifically to the HP Software products covered by Support and Maintenance. Attendance must be booked through Anadex.
<b>Anadex Custom Training</b>	As HP's preferred training provider for several products (including ServiceCenter®, AssetCenter®, Connect-It® and Enterprise Discovery®) Anadex training consultants are also able to develop and deliver customised training for you based on your system as implemented in your environment. Training can include Development, Administration and End-User focus and is typically initiated with a <i>Training Needs Analysis</i> .
<b>Release Management</b>	As an additional Fee for Service Anadex can become integral to your Release Management for the supported system. This is a tailored offering and can include managing Requirements, Design, Build and Release to Production for the supported system. Engaging Anadex at this level enables us to better support your system and prevent incidents by ensuring adequate testing and robust Change Management. Documentation of releases ensures future support and upgrades are easier and our advice and guidance can avoid system enhancements unnecessarily complicating the system while still delivering desired business outcomes.

<sup>3</sup> *Remote System Image* refers to copies of your current production system installed at Anadex to aid troubleshooting and incident resolution; this is not always practical such as when complex integrations and interfaces are involved

<sup>4</sup> *Remote Access* requires the customer to provide Anadex secure remote access to their network and is not possible in many cases due to customer internal security requirements; it is mandatory for Business Premium support.

<sup>5</sup> *Discount on HP Education Training* is only valid for qualifying courses booked directly with Anadex