



HP Managed Enterprise Monitoring Service (MEM)

Focus on your core mission: delivering better services. With HP MEM you don't need to be a BSM expert and can dedicate your resources to driving adoption, increasing value realization, and driving better service delivery.

In our hands, off your mind

HP MEM is an on-demand monitoring service and platform, powered by HP BSM



HP Professional Services becomes the custodian of the system. You are able to focus on what is core to your IT operations and unique to your environment.

The people, skills, and vision to realize the full potential of HP BSM



Free up internal resource to focus on core skills



Reduce monitoring TCO



Flexible, tiered monitoring options



Proven HP BSM expertise

Align spend to criticality

HP MEM offers three service levels so you are able to choose the right level of monitoring for each application.

- > Bronze
- > Silver
- > Gold

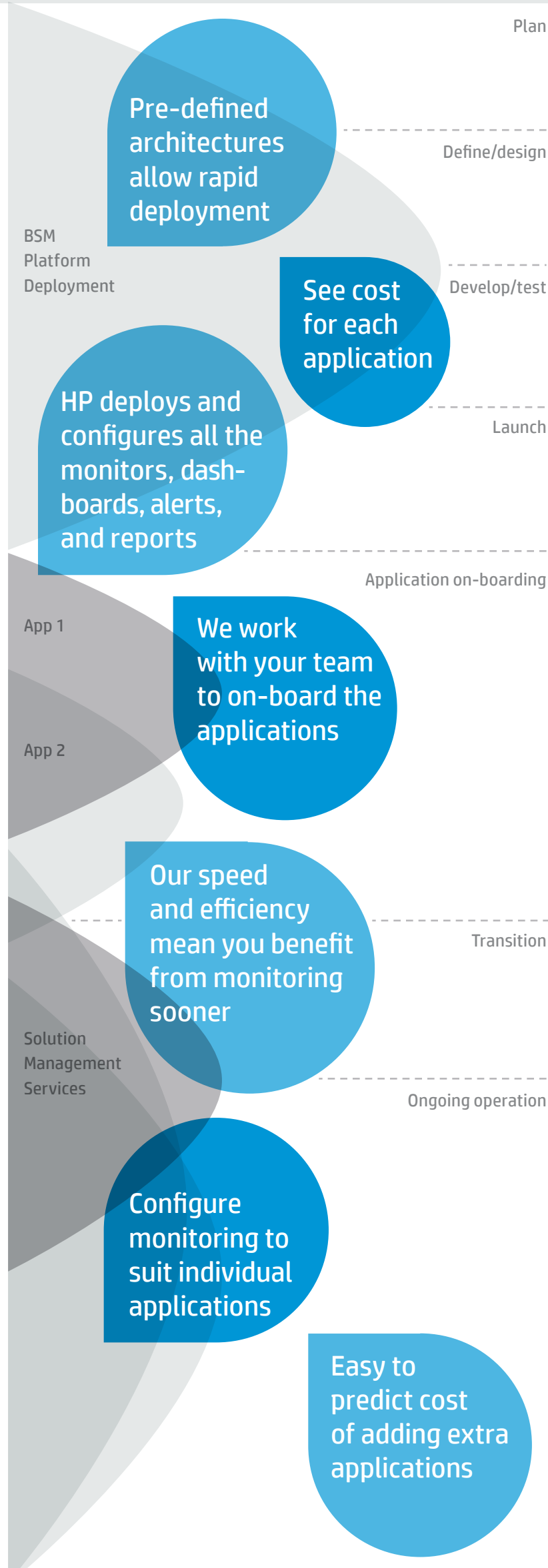
The platform is built to provide the maximum level of monitoring you need. This means moving applications from silver to gold, if you need to, is simple.

Realize faster time to value

With HP Professional Services deploying, maintaining, operating, and managing the system, you have no learning curve, saving you time and cost. You can focus on using the monitoring tools, so you realize the benefits sooner.

Gain financial transparency

Per-application pricing structure helps you make informed decisions about how much monitoring to deploy, and it supports a charge-back model.



Leverage HP expertise without surrendering control

You can reduce the cost of monitoring as our Global Delivery Centers and scale allow us to leverage skilled resources. You keep control, but without the need for you to maintain staffing levels to operate the BSM platform.



Pay-per-use pricing model



Pay for outcomes – not hours or staff



Platform enables extra applications to be added later



Advisory and enhancement services

Solution management options to suit your requirements



Reactive Services

Single point of contact for incident and problem management across the entire solution (standard option across all tiers)



Operational Services

Out-source operational request fulfillment and ongoing maintenance to keep the solution healthy



Advisory Services

Proactive guidance to prevent issues, prepare for updates, and identify areas for improvement



Enhancement Services

Continuously improve the solution through enhancements that increase value and adoption

Lower the cost of raising the bar

See how it's possible to improve total service quality while reducing total cost of ownership at www.hp.com/go/MEM-Service-brief