



HP Instant Support Enterprise Edition (ISEE)

Why deploy ISEE?

HP Instant Support Enterprise Edition is a single remote monitoring and remote-access support solution for servers, storage, networks, and peripherals—from HP or other selected manufacturers' equipment. This document outlines the significant advantages of deploying ISEE in your Adaptive Enterprise environment.

“The longer the delay in recognizing a fault, the greater the risk it poses to availability. By using ISEE over the Internet, we can be confident that all problems are forwarded immediately to HP for prompt resolution.”

Markus Mayer, System Administrator,
Fronius International GmbH

Bring greater system availability to your users

Cost-efficiency and productivity are paramount in today's multivendor environments. Problems need to be diagnosed quickly to resolve emerging issues before they impact operations. With today's demands of tight budgets and streamlined workforces, reducing management complexity and maintaining availability can ensure you stay on top.

So how do you do it? With HP Instant Support Enterprise Edition (ISEE), a leading-edge solution for remote monitoring, assessment, and secure access.

Comprehensive support for your Adaptive Enterprise

As a unified remote support solution, HP ISEE provides proactive remote monitoring, diagnostics, and troubleshooting to enhance the availability of your HP-UX, Microsoft® Windows®, Linux®, OpenVMS, and Tru64 UNIX® servers; HP Digital Press; storage; and network devices. This also includes some Sun Solaris and IBM iSeries and pSeries servers with the appropriate HP contract.

ISEE helps to identify and prevent potential problems—before they impact your business—by automatically submitting a support case to HP and notifying you of the case number and status. It can also provide a secure and controlled way for HP experts to access diagnostic information on your systems, using remote-access technology.

To find out more about ISEE, visit: www.hp.com/info/isee

To attend one of our free-of-charge introductory virtual rooms, register at: www.hp.com/de/serviceadvisor

Learn more and download event analysis tools: <http://h18000.www1.hp.com/support/svctools/>

Solutions for the adaptive enterprise.





“We have an uptime goal of 99.999% and ISEE helps to minimize unplanned downtime and related impacts to our business.”

Janet Fichter, UNIX Administrator, Gevity HR

The benefits of ISEE:

- **Recovers quickly from unpredictable failures**

On average, equipment with ISEE monitoring is restored 20% faster as a result of quicker problem detection, better diagnosis, and more rapid initiation of repair activities. Cases detected and diagnosed using ISEE have shown an almost 100% record of fixing the problem first time, due to the availability of detailed diagnostic information.¹

- **Human efficiency** The 24x7 automation of your support process, including failure detection, data collection and analysis, notification to HP, and case management and updates, allows your IT department to focus on core business activities.

- **Automated support** With analysis tools such as ISEE, Web Based Enterprise Services (WEBES), Open Service Event Manager (OSEM), Event Monitoring Service (EMS), or Cluster Configuration Monitor (CCmon)², you can automate your entire support process for fault detection, determining recommended repair actions, and automated generation of support requests.

- **Integration with Enterprise Management** ISEE is designed to offer seamless integration with HP Systems Insight Manager (HP SIM), providing advanced event management and integrated case management features in your management tool of choice.

- **Future-ready** Avoiding the need for multiple support and monitoring technologies, ISEE is highly scalable, yet recognizes contract deliverables for each component. It supports many vendor technologies today—and the list keeps growing.³

- **Acting proactively** ISEE avoids disruptions to your business caused by unplanned downtime. This is achieved by ISEE proactively monitoring products and allowing you to plan interventions at your convenience.

The characteristics of ISEE

- **Free of charge** ISEE is a feature of your HP contract and warranty support and is easy to download and install.

- **Putting you in control** ISEE enables HP to work collaboratively with your support team, but you have control over how it is integrated to best enhance your support processes.

- **Secure and responsive** Robust security technologies help to protect your data, yet still allow easy, user-controlled remote access by HP experts—so you always get a fast, high-quality response to your problem.

- **Easy to extend** Extended ISEE functionality can be obtained using the advanced version, which is a feature of selected proactive contracts.⁴ Contact your local HP support team for more details.

- **Proven in the real world** With many tens of thousands of successful installations around the globe, ISEE has won praise from systems managers working in the most demanding IT environments.

¹ Based on an HP-internal data analysis from EMEA in August 2004 on equipment monitored by ISEE compared to equipment without ISEE monitoring.

² Use is limited to specific warranty and contract agreements.

³ The list of supported products can be found at: www.hp.com/info/isee/products. Please check it on a regular basis.

⁴ Mission Critical Partnership; Critical Service for servers, networks, storage, or SANs; Proactive 24 Services for networks; and Operational Storage Support Services.

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