

Case study

SWS uses remote management to provide faster, better support



Saves time and improves service to customers with HP Insight Online and HP remote support tools

Industry
IT

Objective

Save time and improve support offering to SWS customers

Approach

Recommendation that customers connect to HP by installing remote monitoring software

IT matters

- Saves time for customers' IT admin staff, by sending details of problems and hardware configurations directly to HP
- Accelerates resolution of problems by typically one day as HP is automatically alerted of an issue
- Improves reliability, by identifying hardware that may be expected to fail soon
- Cuts time spent by SWS answering support calls with the number of calls falling from 30 to 10

Business matters

- Improves visibility, providing details of support warranties and hardware configuration via HP Insight Online portal and mobile dashboard for anytime access
- Avoids additional expenditure, as it is included in the value of your HP warranty and HP Proactive Care service



“We used to have about 30 support calls per month from customers. Now, with remote monitoring and automated cases, this has gone down to only 10.”

– Armin Kerl, senior consultant, SWS

Saving time and improving support due to software tools

To help its customers, HP partner SWS Computersysteme AG (SWS) uses HP Insight Online, Insight Control and Insight Remote Support to provide 24x7 monitoring and proactive alerts. Connecting to HP means faster problem resolution and improved reliability for customers, and saves time for SWS.



Two-thirds reduction in number of inbound support calls, from 30 to 10 per month



Challenge

Ensuring high levels of support

Customers have different needs and requirements, but they all need excellent support, and the reassurance that problems will be fixed quickly. For HP partners, it is key to ensure that all of their customers receive the highest levels of assistance, all the time, day or night.

German company, SWS Computersysteme AG (SWS), is an HP partner who addresses these challenges for their customers. SWS's business is based around providing IT systems and networks, and its main client base is small and medium sized companies (SMEs). This means that SWS has many different customers to support, with varying levels of IT skills and experience.

Solution

24x7 remote monitoring

To provide the highest levels of support for its customers, SWS turned to remote monitoring and configuration management software from HP. SWS has implemented HP Insight Remote Support v7, HP Insight Control and HP Insight Online at over 20 customers, covering a total of 364 devices. The customers have a variety of HP support contracts, ranging from basic support to a four-hour response time, and HP Proactive Care.

"We group our customers into three categories by size," explains Armin Kerl, senior consultant at SWS. "The first group, the smallest, have 10 or fewer servers, and these customers use HP Insight Online direct connect – which is remote support built into their HP ProLiant Gen8 and Gen9 servers, so no additional software needs to be installed, and there is no need to use an extra machine for management and reporting."

Kerl's second group is customers with up to 30 servers with Intel® based Xeon® processors, for whom SWS installs HP Insight Remote Support v7 software, which monitors the customers' servers and their HP storage environment.

"For bigger customers, with more than 30 servers, we use HP Insight Remote Support v7 with HP Insight Control software," continues Kerl. "HP Insight Control monitors the IT environment, including everything from HP - servers, storage, UPS and switches.

"For each group of customers, HP monitors the hardware and notifies HP support if there is any problem – and HP Insight Control adds additional reporting features," says Kerl. "HP Insight Remote Support only needs a small amount of resources in terms of memory and disk space. Usually we install it as a virtual server, but it can also run as an additional service on any Microsoft® Windows® based hardware."



SWS's customers also use the HP Insight Online dashboard, incorporated in the HP Support Center web portal. They can log in to the HP Support Center web portal, or via the mobile dashboard when they are on the go, to monitor their hardware. Customers can use Insight Online to check device configurations, and to check and monitor the latest status of their support cases.

Additionally, they can log in to Insight Online and see the status of their HP support services and their warranty, to help manage their devices and plan ahead – for example, they could see if a particular server is due to go out of warranty within the next month.

Benefits

Fixing problems faster

According to Kerl, a major benefit for customers is that the HP remote monitoring software helps them to get problems resolved much faster. He comments, "The software automatically collects information on the hardware – previously, the customer would have had to do this, but now HP already has details of the exact configuration."

The software automatically opens a support case, instead of the customer's administrator receiving an email and having to call the HP Customer Support Center to describe the problem and provide details. Kerl comments, "Before they had the HP remote monitoring software, customers might miss the email in their inbox alerting them to the problem, simply because they have so many unread emails all the time."

"Previously, most customers would need around one day to collect all the necessary data and deliver it to HP," says Kerl. "By removing this step, the HP remote monitoring software enables problems to be resolved typically one day faster."

"Now system administrators get a call from HP telling them what the problem is – for example, that they've got a failed disk," says Kerl. "Several customers have told me that HP has called them before they realized they had an issue – they really like knowing that HP is proactively monitoring their hardware like this."

If a customer does need to call HP, the call will be shorter because HP is already aware of details such as the serial number of the failed device, and the error code of the problem. Administrators at SWS's customers appreciate the time that this saves.

Time savings

"Installation of HP Insight Remote Support software is simple and easy, with a setup wizard, and normally takes me less than one hour," says Kerl. "Then, it takes around five minutes per server to complete details such as serial numbers and warranties."

Before using the new software, most of SWS's smaller customers would tend to call the partner if they had an issue, rather than calling HP directly. Kerl would then have to open a support case with HP. Now the support cases are opened automatically – saving SWS time because it gets fewer calls.

Customer solution at a glance

Software

- HP Insight Online
- HP Remote Support v7
- HP Insight Control

HP services

- HP Proactive Care Service

“In the past, we used to have about 30 calls per month from customers with problems,” says Kerl. “Now, with HP’s 24x7 monitoring and support tools, this has gone down to only 10 calls – which are from the smallest customers without a remote support solution.”

With the customer’s permission, SWS can also log in to view their hardware and support cases using the HP Partner dashboard in Insight Online. Kerl comments, “Almost all of my customers allow me to see their hardware configuration through Insight Online.

“If they have a problem, I can log in to check the details – for example, if a customer tells me they need additional memory in the server, I can use HP Insight Online to find out their current system details, so I know exactly what to order. This saves time and makes my job simpler.”

Reliability and security

The HP remote monitoring software also improves reliability for SWS’s customers, because it can detect hardware that has not yet failed but is likely to do so soon. For example, it can identify disks or memory that have too many errors, and are thus at risk of failure.

“The HP remote monitoring software makes life easier for our customers’ system administrators, and means that their issues are resolved faster, while saving demand on our resources.”

– Armin Kerl, senior consultant, SWS

Kerl comments, “Without HP Insight Remote Support, the administrator would have to notice an email in their inbox or a yellow LED to see this kind of notification – now, HP is alerted automatically and can provide faster, more reliable service.”

The improvements in support have not been achieved with any compromise in security. Kerl comments, “Our customers are always concerned about security, but they can see that the HP software is encrypting data for transmission, and that it’s only a one-way information flow – HP cannot log into their devices remotely.”

Prevent problems

HP Proactive Care service helps SWS customers prevent problems before they occur. Proactive Care leverages HP’s remote support technology to facilitate analysis to develop personalized reports including: analysis, recommendations, and advice. These reports include: the Firmware/Software revision report, Proactive Scan (system health check), and Incident/trend analysis. A technical account manager (TAM) will review the reports and give customers recommendations and advice based on their specific data and needs.

For the future, SWS is planning to migrate its customers from HP Insight Control to HP OneView, providing a broader and richer set of management tools.

“The HP remote monitoring software makes life easier for our customers’ system administrators, and means that issues are resolved faster, while saving me time,” concludes Kerl. “When we tell customers about the software, and that it’s included in the value of HP warranty and support services, they are always impressed.”

Learn more at
hp.com/services

Sign up for updates
hp.com/go/getupdated



Share with colleagues



Rate this document

© Copyright 2015 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Microsoft and Windows are the U.S. registered trademarks of the Microsoft group of companies.

Intel Xeon is a trademark of Intel Corporation in the U.S. and other countries.

4AA5-6810ENW, February 2015

