

## Obstacles to HP Patch Access?

For HP users who enjoyed the support and savings of a third party maintenance provider, recent changes restricting patch access may have caused a moment or two of concern. How do these changes affect your HP maintenance options?

### Change to HP Patch Access

In September of 2010, HP made a shift in how software patches are accessed by restricting its patches to only those customers who obtained an HP contract for their software products. This contract, however, does not have to include any support. It only needs to include one of the following services:

- HP Software Updates Service,
- HP License Subscription Service,  
or
- HP SW Media and Documentation Updates Service

### An Alternative Solution

An alternative solution is still available. First, you can obtain the required updates or subscription contract through HP. This will entitle you to all of the software updates and patches for your software packages. Second, you can continue to utilize your third party provider to maintain your HP hardware and software support services. As the subscription service offered by HP does not include any technical support solutions, it represents only a fraction of the cost associated with a full HP support contract.

### Pocket the Cost Savings

You can save money when you use a third party maintenance company, while utilizing HP for software updates and patches. By choosing to do so, you will reduce overall maintenance costs and in many cases, increase your level of service.

### You Can Do This

To obtain the patch only access or software subscription service as HP defines it, you can contact an HP VAR (Value Added Reseller) or HP directly and request a quote for the Software Updates Service (HP part number HA108A1). This Updates Service will need to be set up for each software product running on a particular system. Once setup is complete, HP will issue a Service Agreement ID (SAID), which will be used on [www.itrc.com](http://www.itrc.com) to gain access to patches and updates.

### Know Your Options

Don't fall prey to Fear Uncertainty and Doubt (FUD) when it comes to HP service. You can find reliable [third party maintenance providers](#) who will save you money and can work with you to provide the HP maintenance you need. You will continue to have access to the tools, utilities and patches required for your environment.

Once you find and partner with an experienced [TPM](#), you can begin to count on savings, reliable service and problem-solving solutions for your HP (or data center) maintenance needs.

*About Service Express, Inc. (SEI): SEI is a third party maintenance provider specializing in flexible on-site data center maintenance for mainframe, midrange and Intel-based servers for IBM, DEC, HP, Sun and Dell; as well as EMC and STK storage. Additional services include: software support, data center relocations and hardware sales solutions. For more information about our services, please contact us at 800.940.5585.*