



# **Packaging your HPE Easy Connect ProLiant EC200a Managed Hybrid Server Offering**

Managed Hybrid Servers offer MSPs the ability to provide a differentiated service, by allowing the end user to get an up-to-date server infrastructure without having to outlay significant capital.

## Packaging your HPE Easy Connect ProLiant EC200a Managed Hybrid Server Offering

### HPE and Zynstra have the MSP's back. We help assure the MSP's IT service by providing:

- A simple packaged server solution, available on an OPEX basis
- Standard IT applications already installed
- 24x7 support for P1 issues
- Hardware expansion options
- Proactive monitoring
- Updates AND upgrades of the core IT infrastructure service running on the Managed Hybrid Server

This means they can combine their IT support packages AND the Managed Hybrid Server's unique offering into their support bundles, offering pay-as-you-go, ready-done IT. The customer wins because they get the new IT they need without upfront CAPEX. The MSP wins because they have an easy-to-manage IT infrastructure and predictable revenue from their customer.

# How to package and price your support offering is the most important decision most IT providers will make

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## Here are 3 ways our valued MSPs have wrapped the Easy Connect solution:

- Outsourced IT department: Easy Connect Business Plus
- IT Support Only: Easy Connect Business
- Core IT: Easy Connect Basic

# Outsourced IT department: Easy Connect Business Plus

“Ideal for people who want total worry-free IT support for one fixed monthly cost”

## Audience:

Customers that have no internal IT skills. Business Plus goes beyond the traditional helpdesk – it’s a fully managed service offering proactive support, unlimited helpdesk, 24x7x365 system monitoring, monthly reporting and guaranteed regular housekeeping visits from a team of experienced engineers.

## Why Easy Connect?

The MSP would often prefer a standardized, new infrastructure to make it simpler to support, but the customer can rarely afford this. Easy Connect provides the perfect solution.

## Included:

- HPE Easy Connect ProLiant EC200a
- Laptops/workstations/Office 365
- New internal domain and on-premise server migration, optional migration of 3rd-party applications
- Unlimited helpdesk and remote support (30 minute response)
- Unlimited onsite support man hours per month
- Priority 1 onsite support response (4 hour response)
- Full network monitoring/reporting
- Vendor management: unlimited assistance in dealing with 3rd-party IT-related service vendors (e.g. telcos, ISPs)

## Contract term

12/36

## Business hours support

Mon-Fri, 8:30am-5:30pm

## IT Support Only: Easy Connect Business

“Ideal for people who want reliable IT a predictable monthly cost – who are likely to have in-house resource for desktop support”

### Audience:

For businesses that have an internal IT manager.

Easy Connect Business provides you with a managed IT solution, with support for your network and core server applications. Typically, you have the knowledge in house to support the desktops and user-based software support.

### Why Easy Connect?

This environment is constrained by available CAPEX and therefore the customer and MSP often have to live with hard-to-support systems.

### Included:

- HPE Easy Connect ProLiant EC200a
- Office 365
- Helpdesk and remote support, 24x7 monitoring
- Full network monitoring/reporting
- New internal domain and on-premise server migration

### Contract term

12/36

### Business hours support

Mon-Fri, 8:30am-5:30pm

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## Core IT: Easy Connect Basic

“Ideal for people who have some skills in-house but like to be more efficient in running their IT a predictable monthly cost”

### Audience:

For those customers that have a competent internal IT team but need help on special projects or activities.

Easy Connect Basic is for the IT pro who appreciates having daily IT tasks taken care of so he/she can focus on the more strategic IT requirements and support the business rather than day-to-day maintenance.

### Why Easy Connect?

Enables MSPs with the ability to approach standalone IT projects with a simple platform to upload new applications and VMs.

### Included:

- HPE Easy Connect ProLiant EC200a
- Office 365
- 24x7 monitoring
- On-call support contract

### Contract term

12/36

### Business hours support

Mon-Fri, 8:30am-5:30pm

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## HPE ProLiant EC200a Managed Hybrid Server

The HPE ProLiant EC200a Managed Hybrid Server is built for the cloud era, delivering all the IT your customers need in one simple, unique design. Delivered by HPE Partners as a managed service, customers benefit from a solution that is managed and updated via the cloud, delivering advanced capabilities without complexity, and all at an affordable monthly fee.



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### **For more information**

Visit [hpe.com/servers/EC200a](http://hpe.com/servers/EC200a) for more information on our solutions.

### **The partnership**

HPE and Zynstra are working together to transform workplaces across the globe. If you're interested in moving to a simpler, more agile and cost-effective IT infrastructure and/or you are looking to see how your business can benefit from the cloud, get in touch today.

### **About Zynstra**

Zynstra is a software company, formed by experienced technology and business entrepreneurs. We have a track record in creating enterprise grade software, and delivering it into successful operation inside some of the most complex and rigorous IT organizations in the world.

Our experience has shown us how to delight our customers – with a single-minded focus on how software can help them grow and save them money. Zynstra are the winners of the 2015 IT Industry Awards for Infrastructure Innovation of the Year.

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