



Custom Services Units Territories



- Eastern
- South Central
- Western
- Canada

For additional information

Call your local Compaq Services Representative or 1-800-282-6672 and ask for North America Customer Services (formerly AMCS), or visit our Web site at:

<http://www.compaq.com/services>

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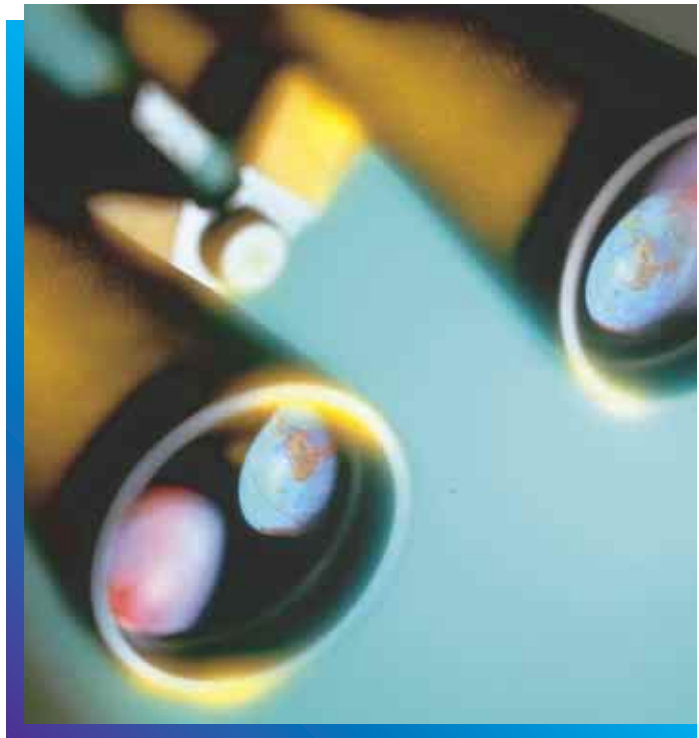
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Compaq Services

for

Microsoft Windows NT





Introduction

Compaq Services is an outstanding choice for providing support for your Microsoft® Windows NT® software environments and full range of multivendor software products. Compaq is one of the largest, most advanced service organizations in the world. Our proven multivendor service experience from installation and startup to enterprise networks provides a comprehensive range of support services. NT Support Services offers the right type and level of coverage to meet your availability and performance requirements up to 7 days a week-24 hours a day-365 days a year.

Compaq Services offers its customers and partners:

- 30-years experience providing support to large, medium, and small enterprises and partners on a global basis.
- Windows® and NT Support Services experience in Installation & Startup, Telephone Software Support, Systems Healthcheck Services, and Custom On-Site Services.
- A Compaq/Microsoft Frontline Partnership that allows us to provide Compaq Services customers with the most up-to-date information on Microsoft NT technology. This Frontline Partnership accelerates new technology development across both companies' product lines with the focus on introducing new levels of integration and ease of use.
- Over 2,000 Microsoft Certified Systems Engineers (MCSEs) and 5,000+ multivendor product support specialists to work with you.
- Engineers directly linked to Microsoft's symptom/solution database ensure immediate response.
- A published Supported Products List of **125** top leading software products assure you that rather than *best effort*, our product specialists are *trained* and have access to resources on multivendor hardware and software.
- 450 Service delivery locations in 113 countries.

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assess the overall health of the system and identify any major security and performance problems.

System Healthcheck analyzes such areas as:

- Configuration Management
- System and Disk Performance
- System Security
- System Operations
- Software Revisions
- Availability Management
- Network Management



Custom NT Services

Provided by Compaq's Custom Services Units (CSUs) located across North America

Our flexible, on-site custom services are tailored to fit your specific information technology environment. A Compaq CSU solution expert will work closely with you to design your Statement of Work (SOW). Compaq's CSUs support both resellers and direct customers. Our CSUs are staffed by Microsoft Certified System Engineers (MCSEs) who are ready to support you with customized services for:

- Installing Windows NT solutions.
- Managing Windows NT implementation projects.
- Supporting various operating systems including NT, NetWare®, UNIX®, and OpenVMS.
- Augmenting any of the packaged Compaq Installation and Startup Services.
- Providing performance information and guidance for your current Windows NT environment.
- Providing remedial support to your Windows NT environment.

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- Proactive support components, including one System Healthcheck
- Around-the-clock support provided by Product Specialists at CSC

Gold Support for Windows NT

All Silver Support features plus:

- Named Gold Technical Account Manager
- Support from a team dedicated to Gold customers
- 24x7 access to team for critical calls
- 30-minute callback for critical calls
- Continuous effort until the problem is resolved
- Toll-free number with routing code for direct access to Gold Support Team
- Comprehensive proactive support program, including two System Healthchecks and 10 hours consulting support per year

MAS Microsoft Authorized Support from Compaq is a premium support service that provides high-level, 24x7 support from Compaq and Microsoft on Microsoft and selected multivendor products. It offers quick, expert resolution of technical support problems in the most effective way for your environment and includes:

- Compaq Technical Account Manager – Our TAM oversees your account and works to prevent issues and help reduce your overall support costs.
- Premier ServiceDesk – A private Web site for MAS customers featuring weekly product and support news flashes, critical problem alerts, and customer-to-customer forums.
- TechNet – A CD-ROM subscription giving you access to thousands of support-related and product information articles and resource kits.
- 75 incidents per year are covered by basic MAS service.



System Healthcheck Service

System Healthcheck provides an analysis by Compaq specialists of many operations-related areas that can affect system performance and availability. In addition, customers receive recommendations to enhance their system's performance. System Healthcheck provides a quick and cost-effective way to

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Unmatched benefits

1. As one of *three* Microsoft Global Authorized Support Centers, Compaq Services offers you expert, certified, senior-level NT Product Specialists ready to provide support for your Windows NT needs.
2. Because of Compaq's over 2,000 MCSEs, you can be confident Compaq has the experience and expertise needed to perform Windows NT Installation & Startup Services on almost any type of NT environment without disrupting daily operations.
3. Compaq has 16 fully staffed Customer Support Centers providing you with the expertise that you need, when and where you need it.



The approach Compaq Services brings to software support is unique because we recognize that not all environments are created equal. Therefore, Compaq designed software support services to map to your requirements by providing a variety of flexible approaches within each of the following service offerings:

- Installation & Startup Services
- Technical Software Support Services
- System Healthcheck

Compaq's packages are *simple and easy to understand with clearly defined deliverables*. You can see up-front exactly what services Compaq will be providing.

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Installation & Startup Services

Compaq Installation & Startup Services Packages offer a full range of competitively priced, on-site services to meet the needs of enterprises adding to their Windows NT environments. Our Installation & Startup Services are designed to ensure that all elements of a complex process are performed correctly and that the environment, system, or

application will deliver optimum performance right from the start.

Along with the following packages, Compaq offers customized Installation & Startup Services delivered by our Custom Services Unit. This service allows the customer to design the Statement of Work according to their particular Enterprise needs.

Installation & Startup Packages are available for:

- Windows NT Server
 - Covers NT Server 4.0 or Enterprise Edition
- NT Clusters
 - COMPLETE:
 - Covers NT Server 4.0 OR Enterprise Edition
 - AND
 - Microsoft Cluster Server OR Compaq/Digital Clusters for NT
 - CLUSTERS ADD-ON:
 - Covers Microsoft Cluster Server OR Compaq/Digital Clusters for NT
- Internet server software
 - Compaq AltaVista Firewall for Windows NT
 - Compaq AltaVista Mail for Windows NT
 - Microsoft Internet Information Server
- Microsoft Exchange
 - Microsoft Exchange Server 5.0/ Exchange Client 5.0

Technical Software Support Services

Compaq's NT Technical Support Services are designed to provide your Help Desk with back-up telephone support. Our Technical Support Services are staffed by NT experts who can quickly answer the most difficult Windows NT questions.



Compaq Services offers three levels of technical software support designed to map precisely to the support needs of the full range of environments where Windows NT is deployed – from non-critical productivity applications to business-critical environments. Technical Support Services are available either through an unlimited call contract or incident packs. Specific features of the four available telephone support levels are:

Bronze Support for Windows NT

- Toll-free access to the Compaq Customer Support Center (CSC)
- Assistance from CSC product specialists during business hours
- Hours of coverage 9x5
- Coverage can be extended to 24x7
- 2-hour callback
- Calls handled on “first-in/first-out” priority
- Electronic access to information, i.e., problems/solutions databases, notification of known problems/fixes patches, etc.
- Support for a broad range of over 125 multivendor products on Compaq Supported Products List

Silver Support for Windows NT

All Bronze Support features plus:

- Support from a team dedicated to Silver customers
- 60-minute callback
- Toll-free number with routing code for direct access to Silver Support Team
- Hours of coverage 24x7
- Team access during normal business hours: 8 a.m. - 5 p.m., local time, M - F
- Assigned Silver Technical Account Manager

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