



*Enterprise Assisted Services  
from Compaq*



*a s s i s t e d  
s e r v i c e s*

**A complete portfolio to support  
your self-maintenance program**



*The convenience of one-stop shopping,  
plus the programs and services that have  
proven their ability to provide unequalled  
life-cycle support for your self-maintenance  
activities*



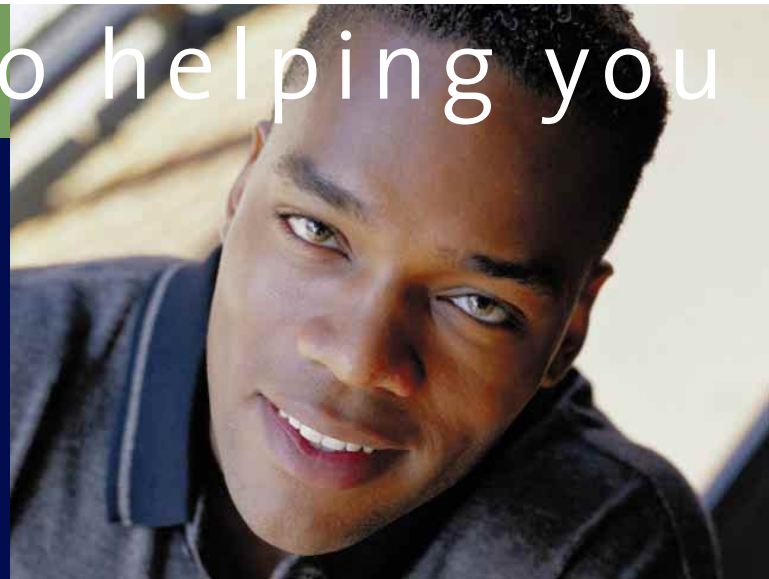
**COMPAQ**

Better answers

# Committed to helping you

For a number of organizations, maintaining their own computing environments makes sense. It could be because they need a high level of flexibility and/or control. Or because their environments demand a unique or highly customized approach. Or because the business-critical nature of their activities requires a very specialized level of expertise and responsiveness.

If you are one of these organizations, it also makes sense to partner with Compaq to support your self-maintenance efforts with *Compaq Enterprise Assisted Services*.



## All the help you need in one impressive program

*Compaq Enterprise Assisted Services* provide one-stop shopping convenience for the programs and services that have proven their ability to support and facilitate self-maintenance efforts. The depth and breadth of support is impressive, covering all the key elements required to keep systems up and running at their best, including:

- Spare parts
- Diagnostics
- Technical information
- Technical support

*Enterprise Assisted Services* also include a support package designed to help ensure minimum downtime and maximum availability for business-critical environments.

## Fast, flexible parts services

Much of the success of your self-maintenance program depends on being able to access the parts you need. Compaq's comprehensive parts services provide flexible, cost-effective ways of getting exactly the spares you need, when and where you need them.

The following services are available:

- *Compaq Parts Service* – provides the spare parts you need quickly and cost-effectively for Compaq AND selected third-party products. As a result, it significantly reduces the time you spend tracking down spares.
- *Compaq On-Site Parts Service* – delivers unequalled convenience in parts management and access by placing a customized inventory of Compaq spare parts at your designated location. There is no major capital investment, since the inventory is available on an operating-lease basis.
- *Compaq Spare Parts Depot Program* – provides access to Compaq Spare Parts Depots to obtain critical spares for registered workstations and servers through the fifth year of product life. Spares are available 24 x 7 and can be delivered within four hours or picked up within one hour.\*
- *Compaq Parts Exchange* – cost-effective alternative to buying new parts lets you exchange a defective part for an identical refurbished part, ready the following day.
- *Compaq Upgrade Exchange* – allows you to make a cost-effective upgrade by exchanging one part for an upgraded version with greater memory, higher capacity disk, or other improved features. Current programs are available for selected printers, terminals, and modules.
- *Compaq Spares Recovery Service* – innovative approach to parts management provides full recovery and disposition of obsolete or non-productive Compaq and third-party spare parts with full indemnification for you.



with *Enterprise Assisted*

make self-maintenance work.

*one-stop shopping  
for the programs and services  
that have proven their  
ability to facilitate  
self-maintenance*



*Services from Compaq*

• • •

*Ideal for a full range  
of self-maintenance  
environments –*



*from standard to  
business-critical*

### Access the latest and best information

Because technology continues to develop and change so rapidly, *Enterprise Assisted Services* offer access to the latest and best informational and diagnostic resources, including:

- *Compaq Technician's Toolbox* – offers a complete menu of Compaq and third-party hardware and software maintenance tools, diagnostics, product updates, and more in a convenient CD-ROM format. A subscription update service is also available.

### Expert advice. Responsive assistance.

*Enterprise Assisted Services* make it easy for you to access Compaq's expert technical support resources when you're faced with a difficult service or repair challenge.

- *Compaq Level II Technical Support* – gives you direct telephone access to Compaq Level II technical support engineers. You get faster, more convenient access to the high-level skills, knowledge, and experience to help you resolve problems.
- *Compaq On-Site Backup Support* – enables you to get help from a Compaq service delivery engineer on-site, enhancing your ability to perform tough repairs. With either four-hour or two-hour response available, this service represents the ultimate in backup support.

### Compaq Critical Care Partnership

*Compaq Critical Care Partnership* is a comprehensive support program for self-maintenance organizations that support their own business-critical environments. Available for selected *Compaq ProSignia* and *Compaq ProLiant* servers, workstations, and storage systems, it offers an impressive depth and breadth of services covering the key areas involved in keeping critical systems up and running at their best.

Designed to supplement the *Compaq Self-Maintainer Program* – which provides base-level access to parts, technical support, tools, and information – *Critical Care Partnership* includes:

- Business-critical hardware support through *On-Site Backup Support*, including a choice of four-hour or two-hour on-site response.
- Direct access to higher levels of technical expertise through *Level II Technical Support*, with 24 x 7 access.
- Unlimited Advanced Parts Exchange Service with next-day shipment of replacement parts, free shipping to and from your site and no expediting fees.
- Eligibility to purchase *Compaq Recover-All Service*, a unique service that protects your computing environment from loss due to environmental or accidental occurrences, and helps you quickly resume normal operations.

Designed to meet the highly specialized needs of the growing number of environments that rely extensively on their IT systems, *Critical Care Partnership* provides enhanced support to help self-maintenance organizations significantly reduce downtime and enhance availability.

### Partner with the service delivery leader

Compaq knows what it takes to design and deliver the best in services. In fact, we offer worldwide delivery capabilities that no other service provider can match, including:

- 550 service locations in 155 countries
- 14 strategically located Customer Support Centers
- The capability to provide 24-hour service and support, 365 days a year
- 2,500+ Microsoft®-certified Windows NT™ engineers, 3,000+ UNIX® engineers, 15,000 Microsoft-trained specialists, and 2,500+ Internet and network consultants worldwide
- 1,000+ parts stocking locations

We also have a 30-year track record of success helping organizations who choose to perform their own maintenance achieve their service and business goals. You'll find no one more committed to your success ... or more capable of delivering on its commitment ... than Compaq.

# make self-maintenance work



*With Enterprise Assisted Services from Compaq,*

*we can provide exactly the support you need*

*to complement and supplement your own*

*capabilities. The result is a strong partnership*

*for success that helps ensure the effectiveness*

*of your self-maintenance strategies and activities,*

*while it also helps you keep your environment*

*performing at its best.*

## **Enterprise Assisted Services at a glance:**

- Full portfolio of services for total life-cycle support.
- Services in all key support areas – parts, technical support, tools, and documentation/information.
- Parts services designed to help you acquire, manage, and access the specific parts you need.
- Technical assistance/support services available around the clock, on-site or via phone.
- Tools and documentation services provide you with the same information used by Compaq service engineers.
- Warranty labor reimbursement for Compaq products.

## **Benefits**

- One-stop shopping – You can easily obtain all the support you need to perfectly complement your own in-house capabilities.
- Designed for your environment – Parts services designed to help you access the parts you need ... when, where, and how you need them.
- Flexible and affordable – Select only the capabilities you need. Individual services also provide savings with cost structures that minimize your up-front investment.
- Enhanced access to expertise – You can consult with Compaq service engineers at any time around the clock to help meet tough challenges.
- The latest and best tools and information – You make repairs and solve problems faster. Remote tools even help you identify potential issues before they become problems.
- Expert, reliable service – Compaq distribution and service delivery capabilities ensure you'll always have the parts and support you need.
- Minimized downtime. Optimized performance – You get the exact support you need to keep your environment operating at its best.

Services from Compaq



Compaq worldwide  
distribution and service  
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**Enterprise Assisted Services – Available in the U.S. and Canada**

Service Area	Service Name	Key Deliverables	Key Benefit
Spare Parts	Parts Service	Access to a full range of Compaq and selected third-party parts	One-stop shopping for most spares
	On-Site Parts Service	1. Parts you select are placed at locations you specify 2. Flexible lease means minimal up-front costs	Fastest, most convenient access to the exact spares you need
	Spare Parts Depot	1. 24 x 7 access to selected spare parts 2. Four-hour delivery if within 90 miles (U.S.) or 80 kilometers (Canada) of depot 3. One-hour availability for pick-up*	Enhanced access to spares for registered Compaq servers and workstations
	Advance Parts Exchange	Exchange of defective part for refurbished part	Cost-effective approach to acquiring the parts you need
	Upgrade Exchange	Exchange part for new/upgraded version	Cost-effective approach for upgrading capabilities and systems
	Spares Recovery Service (Available in U.S. only)	Recovery or disposal of excess, obsolete, non-productive spare parts	Innovative parts management to lower overall costs
Tools/Information/Documentation	Technician's Toolbox	Comprehensive maintenance/diagnostic tools on CD-ROM	Fast, convenient access to valuable information wherever your technicians may be
Technical Support	Level II Technical Support	Direct access to Compaq Level II technical support engineers	Faster access to the high-level resources you need to complete repairs
	On-Site Backup Support	1. Compaq technician will travel to your site to work with your personnel 2. Choice of four-hour or two-hour committed response	Targeted expertise to meet tough repair/service challenges
Business-Critical Support	Critical Care Partnership	Full support specifically for business-critical environments	Helps you achieve availability and business goals

For more  
information...

Your Compaq Sales account manager can provide you with more information on the *Enterprise Assisted Services* portfolio.

You will also find complete information on the World Wide Web at:

- ➔ The *Compaq Services* information page: <http://www.compaq.com/services>
- ➔ The Compaq Partner Network: <http://cpn.compaq.com>

For Canadian-specific information, refer to <http://www.compaq.ca/services>

\* For *Spare Parts Depot* Program in Canada, one-hour pick-up is available only during normal business hours.

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