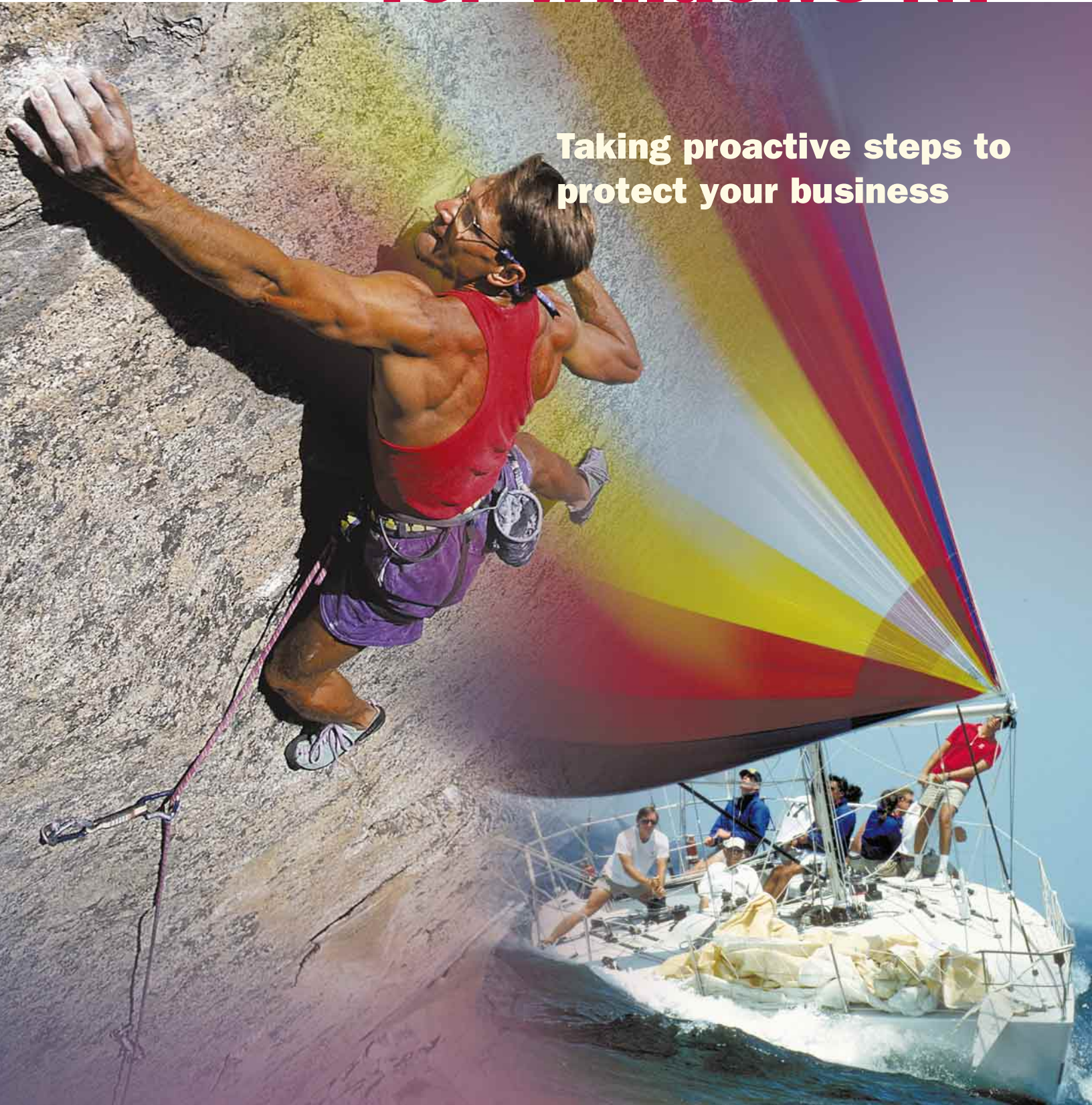



**COMPAQ**

# High Availability Solutions for Windows NT

Taking proactive steps to  
protect your business



A person is seen from behind, sitting on a small sailboat and steering it across a vast, open ocean. The sail is white and partially unfurled. The background is a bright, hazy sky over the water, suggesting a clear day. The overall tone is serene and focused.

**Around the clock. Around the world.  
Always open for business. In this fast-  
paced, no-time-to-lose world, you depend  
increasingly on the availability of your  
Windows NT®-based solutions. But how  
can you ensure it?**

*Compaq has better answers, with industry-  
standard platforms, lifecycle services and advanced  
system management tools for every corner of  
your enterprise and every business requirement,  
from commercial to continuous computing.*

*Only Compaq, together with our business part-  
ners, provides all the necessary elements for  
achieving the best possible levels of availability  
for your Windows NT environment, with the  
right mix of technology, services and manage-  
ment support, built on proven experience.*



# Maximizing availability and minimizing the impact of downtime

Today, more than ever before, the performance of your Windows NT-based technology is becoming inseparable from your business' ability to deliver value to your customers.

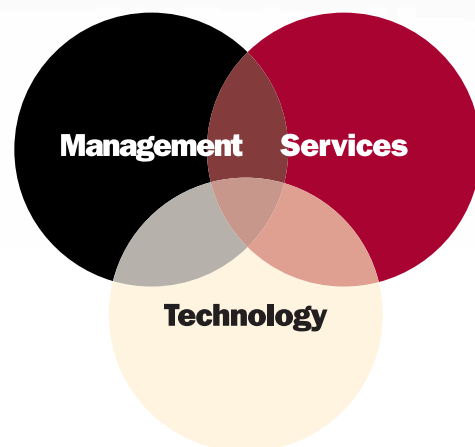
With so much depending on your Windows NT-based systems and applications, can you really afford to risk not having access to them?

Compaq's high availability solutions for Windows NT are designed to create the levels of availability that fit your needs. To achieve high availability, we combine the right technology and lifecycle services with advanced system management tools that support the proactive management of your total NT environment.

When it comes to field-proven systems and service experience with Windows NT and high availability computing, Compaq leads the industry.

That's why industry analysts continue to recognize Compaq for the depth and breadth of our availability solutions – and why more and more companies are relying on Compaq and our business partners to help bring higher levels of availability to Windows NT environments worldwide.

## High availability takes teamwork



**To achieve the best possible levels of availability for your Windows NT environment, you need a balanced mix of technology, services and management.**

# First you need the right technology



## Benefits

- **Reduce the risk of costly downtime for your critical Windows NT-based systems and applications**
- **Gain performance, scalability, reliability and cost advantages by implementing your choice of Compaq ProLiant Clusters for Windows NT or AlphaServer Clusters for Windows NT**
- **Achieve quicker time-to-solution by partnering with a worldwide services team that has proven experience in planning, designing, implementing, managing and supporting Windows NT and high availability solutions enterprise-wide**
- **Ensure greater peace of mind — knowing that you've implemented the right level of reactive and proactive services to protect your business**

When you think about availability, you most likely think first of technology. Memory that corrects its own errors. Storage that archives copies of its data. Redundant controllers, cooling fans, power supplies. And clusters.

Clustering is a simple, cost-effective solution that enables you to achieve application availability and to protect your business from unplanned system outages. It works this way: Two Compaq ProLiant NT systems, or two AlphaServer NT systems, are connected together by coupling disk storage units, networks and processors into a common

unit. In the event of a system failure, the application workload continues uninterrupted on the other cluster partner.

Compaq's clustering hardware provides the ultimate redundancy at the system level. On the Intel platform, you can choose from Compaq ProLiant Cluster Series F Model 100 and Series S Model 100 – as well as the ProLiant 6500 Parallel Database Cluster for Oracle applications running in your Windows NT environment. All Compaq ProLiant servers are built with industry-standard components for greater reliability and cost effectiveness. When seeking an even greater performance range, you can choose AlphaServer Clusters for Windows NT.

## Clustering — the ultimate redundancy

### Choose high availability services tailored to your business needs

Selecting the right services partner is essential for high availability NT, especially during the early adoption phase, and anytime Windows NT is used to power business-critical applications.

Compaq's flexible combination of planning, design, implementation, management and support services targets one goal: to support the continuous success of your business.

### Installation and startup services

Correct installation is a vital first step in achieving high availability NT. Our Windows NT service packages offer support when you are ready to introduce Windows NT servers into your enterprise environment, or move from single Windows NT systems to clusters.

As part of these installation and startup packages, our experienced NT service professionals will install and configure the Windows NT Server operating system, Microsoft Cluster Server, or Compaq Windows NT Cluster software, plus the clustering hardware. You

choose the level of work that complements your in-house capability.

In addition, we offer installation and startup services for Microsoft Exchange and Internet Information Server, as well as Compaq Insight Manager, AltaVista, and other solutions vital to your ongoing business operations.

### Hardware and software support services — a step up from the warranty

Given the demands of today's business world, you need more than standard product warranties to ensure high availability. Compaq, along with our business partners, offers a range of hardware and software services that include hardware maintenance and software support, plus a comprehensive Windows NT system healthcheck.

Plans vary according to:

- Hours of coverage
- Response time
- Frequency of healthcheck services
- Levels of technical support

You select which level of service you want, based on your business need and the increasing value of availability to your day-to-day operations.

## Get off to the right start

Compaq offers five support plans. This sample shows key features of the first, third, and fifth levels.

	Priority Service	Priority Plus Service	Priority Executive Service
<b>Hours of Coverage</b>	9 x 5	24 x 7	24 x 7
<b>Response Time for Hardware Repair</b>	4 hours	4 hours	2 hours
<b>Response Time for Software Support</b>	2 hours 9 x 5	1 hour for critical support 8 a.m. to 5 p.m. local time on weekdays; 2 hours for non-critical support and off-hours	30 minutes for critical 1 hour non-critical 24 x 7
<b>Named Hardware Engineer</b>	Yes	Yes	Yes
<b>Level of Technical Support</b>	Next available resource	Named account representative	Named account representative with premium support team
<b>Software Service Activity Review</b>	No	Quarterly	Monthly

You need more than basic warranty support to create a high availability NT environment. Compaq offers you flexible levels of hardware and software services, ranging from on-site and remote diagnosis to preventative maintenance, activity reviews and easy access to technical resources.





### **Business Critical Services**

If your goal is to obtain the highest possible level of availability for your NT systems and applications, you need a proactive business-critical partnership with your service provider.

### **How do you determine your risk?**

Depending on your usage, your cost of downtime per system may be from \$10,000 per hour to millions. For widely distributed applications or widely accessed systems, some costs may be hard to assess. And hidden costs can drive a system's costs higher.

If your downtime cost per Windows NT system is as low as \$5,000 per hour – or if you require 40 hours or less of unplanned downtime per year – you are financially justified in purchasing business-critical services.

Compaq combines highly responsive support with the highest levels of partnership to help you meet the increasingly complex demands for high availability. Our proactive approach takes into account your total NT environment – not just specific systems.

### **Availability Review**

In partnership with your team, our availability experts provide an in-depth analysis of your complete NT environment. We assess all domains – hardware, software, applications, the network, physical environment and management processes. We identify risks to possible outages, so you can prevent problems before they occur. We also determine your actual cost of downtime per system.

As a result, you gain a thorough, current understanding of your complete environment and how you can best eliminate the impact of downtime. Availability Review also provides the cost justification data you need to budget technology and service investments, based on the revenue impact resulting from the downtime of your systems.

### **Availability Partnership**

Change is the enemy of up-time. Availability Partnership is the service that makes change work in your favor. Here, we work closely with you to develop and implement a fully customized plan for maintaining established availability levels and ensuring uninterrupted computing. This includes assessing and managing planned and unplanned change; such as migrations, upgrades, business growth or mergers. We achieve this with careful contingency planning as well as

## **Reduce risk, assure peace of mind**

# IT Management — it's what you do that counts

availability monitoring that uses the most advanced tools and techniques. So should a downtime event occur, you can count on a rapid return to readiness.

A key component of Availability Partnership, our Electronic Site Management Guide (ESMG) provides a complete graphical view of your environment, including details on each device, pieces of code and related business requirements. The Internet-accessible knowledge maintained in ESGM forms the baseline for effective change management. Problem resolution is also accelerated, as both you and your technical support team can view your ESGM data online simultaneously.

## Recover-All

Fires. Floods. Earthquakes. Man-made environmental hazards. The reality is that disaster can strike – disrupting your Windows NT-based IT operations right along with it. With the Recover-All Service, we provide for the immediate repair or replacement of Compaq and supported multi-vendor equipment damaged or lost due to disasters to get you back in business. We'll also reimburse you for many of the costs associated with returning your environment to normal operations. You'll breathe easier, knowing you have a plan in place and that you can count on our fast response and expertise should a disaster occur.

## The total high availability solution includes IT Management

Technology and services alone cannot address your total availability needs. How you manage your NT environment is an equally essential component. Building teamwork, hiring, training and managing staff – these things are all important. In other words, high availability is more than what you buy. It's what you do.

According to industry analysts, poor IT management contributes to as much as 40% of system outages. With Windows NT moving rapidly across the enterprise, management tasks have never been more complex, as you aim to tie together and manage myriad networked resources scattered around the globe – all of which must be available to your users and your customers whenever needed.

Key to your management plan are management applications which allow you to know what's going on across your NT environment, and taking swift action on preventable problems.

## Ready management tools

Compaq provides best-in-class management tools, such as Compaq Insight Manager. This intelligent management tool constantly monitors and analyzes critical information for every Compaq server and desktop on your network.

## Uptime Guarantee for Windows NT Clusters

*The ultimate partnership for the highest level of business-critical NT availability (and it costs you nothing extra!)*

**Compaq offers guarantees at *two* levels to support the different business needs of our customers. Our 99.9% Uptime Guarantee for Windows NT Clusters is for customers who have little tolerance for system failure and need high system redundancy and service levels. For customers with more flexibility, we offer a 99.5% Uptime Guarantee for Windows NT Clusters.**

**Based on a proactive partnership between you and Compaq, our Uptime Guarantee is a contractual agreement in which both of us share the responsibility — and the cost — of downtime. If you meet certain requirements for technology, service and IT management, we will deliver on the promised availability level. If we don't, you don't pay the full service price. The guarantees cost you nothing extra, once you've met the requirements.**

**Building on the reliability of our cluster technology, the Uptime Guarantee for Windows NT Clusters reflects our confidence in our systems and service capabilities. It's further proof positive of our ongoing commitment to the success of your business.**

More importantly, it brings that information right to you wherever you are, and gives you the tools to respond. So you can quickly and easily address problems before they become disasters – preventing downtime and costly data loss, while saving you time and legwork.

As needed, Compaq Services can help you implement your chosen management tools, with a complete portfolio of planning, implementation, management and support services for Compaq Insight Manager as well as BMC PATROL and Unicenter TNG. This, in turn, makes it easier for you to manage your complete multivendor environment.





### Proven NT leadership

- **Compaq Services has the world's largest Microsoft-trained services workforce, including 15,000 specialists and more than 2,000 Microsoft-Certified Systems Engineers and Solution Developers — the highest level of certification.**
- **Compaq Services has led thousands of successful NT engagements worldwide, and has implemented more than 1.5 million Windows NT and Exchange seats — with more than 3 million under contract.**
- **The strategic alliance between Compaq and Microsoft provides Compaq with early-on insights into Windows NT strategies that are used to enhance the implementation of your particular NT solution.**
- **Compaq is recognized industry-wide for proven systems integration expertise — and that includes Microsoft, which endorsed Compaq as the one Worldwide Prime Integrator for Windows NT.**

### Leveraging our experience to your advantage

When it comes to Windows NT and high availability computing, Compaq is the proven expert.

Compaq is known industry-wide for its leadership in Windows NT servers. What's more, Compaq Services has more experience delivering Windows NT solutions worldwide than anyone else in the industry.

Add to this the fact that Compaq draws on years of proven, industry-leading experience in cluster technology and high availability computing.

What does all this mean for you and your business? You can rest assured, whatever the scope of the project, we arrive ready to get the job done right and to share what we know as we help you define and achieve your availability goals – with the right mix of technology, services and management support.

### We're available now

To learn more about how our high availability solutions for Windows NT can work to protect your business, contact your local Compaq representative or business partner, call **1-800-344-4825**, or visit us on the web at: [www.compaq.com/services](http://www.compaq.com/services)

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