



*Partner Assisted Services
from Compaq*



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

**A complete service portfolio
for Compaq Service Providers**



A NEW collection of valuable in-demand services designed to help you increase service revenue, decrease the cost of service delivery, leverage incremental hardware sales, and increase customer satisfaction



COMPAQ

Better answers

Unleashing the potential of

You've seen the difference that quality services, expertly delivered, can make.

In customer loyalty and satisfaction. In boosting product sales. In adding significantly to your own bottom line.

Now, Compaq introduces a new way to make that difference even more impressive with our *Partner Assisted Services*. This portfolio of valuable service capabilities and solutions is specifically designed to enhance your ability to deliver the services your customers want ... when and where they want them.



A new era in support

Compaq Partner Assisted Services signal the start of a new era in support for Compaq Authorized Service Providers (ASPs) and System Service Providers (SSPs) who are looking to capitalize fully on the incremental sales and profits available through service delivery. *Partner Assisted Services* provide access to comprehensive yet flexible parts and technical support capabilities that can help Compaq service providers meet the needs of a full range of customer environments – from standard to business-critical.

These enhanced capabilities are designed to complement and support – never duplicate – your existing service delivery efforts. As a result, you have the ability to unleash the power and potential of your services delivery organization like never before. You boost profits and sales, decrease service delivery operating and capital costs, leverage hardware sales, and increase customer satisfaction.

Designed to support your efforts

The *Partner Assisted Services* portfolio includes six services. Focused on technical support and parts availability/management issues, these services provide flexible, responsive access to the type of support you need the most to provide outstanding service to your customers:

- *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. Also available is a subscription update service to ensure access to the latest and best information.

- *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 customer problems.
- *Compaq Spare Parts Depot Program* – enhances your 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 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. Financing options with low monthly payments are available from Compaq Capitol to make your services even more affordable. Unlimited parts exchange and parts management services may be included as options.
- *Compaq Spares Recovery Service* – an innovative approach to parts management that provides full recovery and disposition of obsolete or non-productive Compaq and third-party spare parts. Compaq will sell the parts through its extensive network in the secondary market, and recycle and/or dispose of non-salable parts with full indemnification for you.
- *Compaq On-Site Backup Support* – enables you to get help from a Compaq service delivery engineer on site, enhancing your ability to resolve tough customer repair challenges. With either four-hour or two-hour committed response available, this service represents the ultimate in backup support.

with *Partner Assisted*

service delivery



*assisted
services*

from Compaq

Services from Compaq

Partner Assisted Services **at a glance:**

- Full portfolio of services designed to help you build a complete and impressive service delivery capability that meets the needs of a broad range of customer environments – from standard to business-critical
- Features six valuable and targeted services for parts and technical assistance/support
- Parts services designed to help you acquire, manage, and access the specific parts you need ... when you need them and with flexible financing options that minimize your up-front investment
- Technical assistance/support services provide direct access to the latest and best expertise for Compaq and third-party products – on CD-ROM, by phone, or on site



Benefits



- Profit easily from delivering services – The *Partner Assisted Services* portfolio is designed to complement your own service capabilities ... you enjoy additional sales and profits WITHOUT investments in additional service infrastructure
- Leverage hardware sales – Service plays a key role in customer buying decisions, so *Partner Assisted Services* may help you sell into new accounts and areas
- Access support when and how you need it – From CD-ROM to on site, you choose the type of response that matches the customer's issues and environment
- Enjoy impressive flexibility – Parts services can be designed to help you provide the best response to your customers' needs
- Build loyalty and business – Providing high-quality services delivers added value to customers, resulting in better account control and higher customer loyalty

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:

- 27,000 service professionals worldwide
- 550 service locations in 155 countries
- 14 strategically located Customer Support Centers
- 10 Network Support Centers
- 70 Operations Management and Help Desk 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
- The ability to respond to 5 million service calls per year
- 1,000+ parts stocking locations

This capability and experience, combined with programs and services designed specifically to meet your needs as a Compaq service provider, create an exceptional partnership for profitability and success.



Our commitment to you

Compaq also knows the value of ... and relies heavily on ... its channels and service delivery partners. We understand that your success is our success, so we have a strong commitment to helping you:

- Maximize the quality of service delivery
- Achieve high levels of customer satisfaction
- Boost sales and profits

Partner Assisted Services – Available in the U.S. and Canada

Service Name	Key Deliverables	Meets Your Need For:	Helps Meet Customer Need For:
Compaq Technician's Toolbox	Comprehensive maintenance/diagnostic tools on CD-ROM	Fast, convenient access to valuable information wherever your technicians may be	Expert service delivered quickly
Compaq 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	Reduced downtime in business-critical environments
Compaq 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*	Fast access to the parts you need without making major investment in inventory	Fast repairs to Compaq servers and workstations
Compaq On-Site Parts Service	1. Parts you select are placed at locations you specify 2. Flexible lease means minimal up-front costs	Fastest access to parts without making major investment in inventory	Fast repairs for their business-critical systems and environment
Compaq 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	Cost-effective services by lowering costs for you
Compaq On-Site Backup Support	1. Compaq engineer will travel to customer site to work with your personnel 2. Choice of four-hour or two-hour committed response	Targeted expertise to meet tough repair and service challenges	Enhanced response and support to keep downtime to an absolute minimum, regardless of how complex the repair challenge might be

For more information...

Your Compaq Sales account manager can provide you with more information on the *Partner 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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