



Compaq Services

Always Thinking Ahead

Business Critical Services

Bronze, Silver, Gold, and Platinum Support Services



COMPAQ

Better answers

Achieving SUCCESS can be a risky business.



Sure, to win in today's competitive marketplace you have to take a few risks now and then – but not with your IT solutions.

The truth is, in today's no-time-to-lose world, IT performance is fast becoming inseparable from your ability to deliver value to your customers.

More than just “system uptime,” optimal availability is critical to everything you do – whether that's placing an order on the Internet, controlling manufacturing processes in realtime, or collaborating on deadline-driven projects. The unplanned interruption of your business-critical work can result in thousands or even millions of dollars of lost revenue, lost customers, damaged reputation, and, for some, significant fines.

How can you avoid the risk?

Compaq has better answers, with a comprehensive portfolio of Business Critical Services that tailor to your immediate and future support needs.



Plan for peace of mind in a 24 x 7 world.

Challenges to uptime are relentless. Issues with hardware and software interoperability, technical resources, change and migration all impact system and network availability.

Here's where Compaq's proven multivendor experience and business-critical service skills come in to play...

Experience has taught us that optimal availability in a business-critical environment depends on the right mix of technology, services, and management processes.

The first step toward high availability focuses on assessing where you are in this mix – including calculating the cost of downtime and figuring what it takes to reduce risk. Our proactive, holistic approach takes into account your entire IT environment – not just a system here or there.



To help you obtain the level of high availability that's right for your critical business operations, Compaq Services combines responsive support with proactive environment-wide services designed to support multivendor platforms, including Tru64 UNIX, SCO UNIX, OpenVMS, Windows NT, and Novell NetWare.

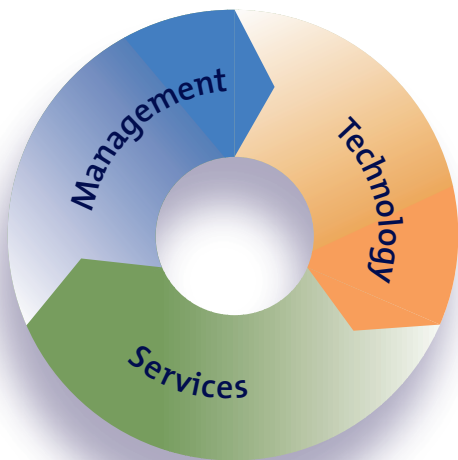
Step up from warranty

With hardware, software and network support services. Given the demands placed on your business-critical IT systems, you need more than standard product warranty to achieve maximum availability.

Compaq's portfolio of hardware, software, and network services is designed to meet a wide array of business and technical support requirements for your multivendor environment.

Plans vary according to hours of coverage, response time and level of support needed – from servers to complex networks.

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



Benefits

- Secure the level of coverage and response time your business demands, backed by a skilled support team familiar with your type of environment
- Budget more efficiently with single-source support for your Compaq and Compaq-supported multivendor products
- Ensure optimal uptime for your business-critical systems through expert coverage from Compaq's highly-skilled service engineers, world-class processes and proven tools

Test our metal.

Choose the service that's right for your business-critical support needs.



Compaq Bronze Support

Expert support for operating system software.

Compaq Bronze Support helps you increase the availability of your applications through timely, expert resolution of operating system software problems.

To help your technical staff resolve software issues and carry out unfamiliar procedures, the service provides a minimum of 9x5 telephone access to Compaq's skilled software product specialists – with a targeted two-hour response time, plus electronic round-the-clock access to Compaq's comprehensive system and resolution databases.

Coverage includes Tru64 UNIX, OpenVMS, Novell NetWare, Windows NT, and other select operating systems and interconnect software. Bronze Support also provides the right to new versions of Compaq's proprietary operating system software to help you stay ahead of the technology curve.

Compaq Silver Support

Enhanced software support for increased system availability. If you support complex configurations, manage an active (and demanding) user base, or need to achieve higher availability and performance levels, then consider Compaq Silver Support.

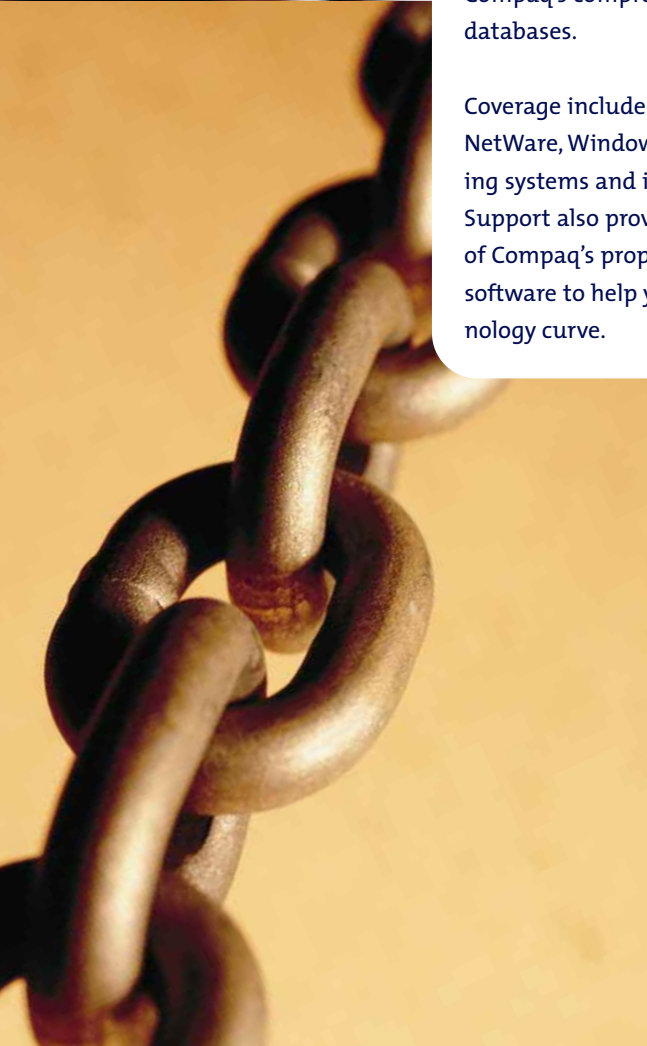
To provide fast access to enhanced support with a personal touch, you are assigned a Technical Account Manager familiar with your type of system environment. During normal business hours, you are assured fast access to a technical team dedicated to providing priority response and coordinated problem management. For greater convenience, you can log in service requests through a single contact. Targeted response time is one hour during normal business hours, Monday through Friday, and two hours during less critical times.

In addition, Compaq Silver Support includes an annual System Healthcheck on your systems, as well as quarterly service reviews and software patch notifications.

Compaq Gold Support

Prioritized comprehensive support for maximum system availability. Compaq Gold Support brings the highest levels of responsiveness and problem-resolution capabilities to your business-critical environment.

Gold Support increases responsiveness and expedites problem resolutions by routing critical services requests to appropriate resources.



A named Technical Account Manager serves as your focal point, ensuring your problems are handled as quickly and expertly as possible – with 30-minute response goal for critical calls and 60-minute response goal for non-critical calls.

What's more, a technical team dedicated exclusively to Compaq Gold Support customers is available around the clock, 365 days a year. The team gives your critical calls the highest priority within the Compaq Customer Support Center, providing continuous effort until a solution has been identified.

All Compaq Gold Support customers receive proactive support, including two System Health-checks per year, monthly service reviews, and an annual on-site review by the assigned Technical Account Manager.

Compaq Platinum Support Plan

The highest level of expert, customized services.

This fully customized program is designed specifically for the growing number of business-critical environments with support needs that extend beyond the capabilities offered even by our feature-rich standardized program, Compaq Gold Support.

As part of the Platinum Support Plan, Compaq specialists work with you to evaluate your support requirements in key areas such as availability, response time, problem-solving capabilities, problem/call management, and proactive support. We then create a support solution that is a perfect match for your business-critical environment.

Each element of your Platinum Support solution – from a fully dedicated or shared support team and assigned Account Manager, to a priority response program and a proactive support plan – is tailored to your unique business needs.

The success of Platinum Support is built on strong relationships and excellent ongoing communication between you and your Compaq service team.

Compaq Gold Support for Network Products

Comprehensive support for network infrastructure products and associated software.

If your network is down, so is your business. That's why comprehensive support for your network infrastructure products can be just as important as support for systems hardware and software.

Gold Support for Network Products provides proactive support to identify and address potential network problems before they impact your business. Designed to complement existing systems hardware and software support, coverage includes routers, switches, hubs and other multivendor network products.

You get round-the-clock access to a focused network products Gold Support Team that will give your critical calls priority status within the Compaq Customer Support Center. An assigned Technical Account Manager maintains a thorough understanding of your network, operating procedures and key issues, and coordinates the appropriate resources for a fast, expert response.



More services...

for maximizing availability and
minimizing the impact of downtime



In addition to our Business Critical Support Services portfolio, Compaq offers a comprehensive set of proactive services that matches your unique support requirements – and maximizes system availability from day one.

Our flexible combination of planning, implementation, management and support services aim toward one goal: To support the continuous success of your business.

Availability Review

Using the most advanced tools and methodologies, Compaq availability experts provide an analysis of your complete IT environment: hardware, software, applications, the network, physical environment, and management processes. In addition, a Compaq Business Critical Consultant takes an in-depth look at your business objectives to determine your uptime requirements, and offers recommendations on ways to reduce risk and optimize availability.

Availability Partnership

Compaq works closely with your IT team to develop and implement a customized plan for maintaining availability levels and ensuring uninterrupted computing.

The Compaq Uptime Guarantees

Compaq leads the industry with a choice of uptime guarantees which are tailored to meet a variety of availability and budget needs. Guarantees are based on eligible system configurations, serviceability and operational plans, plus an approved high availability service level agreement with Compaq.





Network Management Services

This suite of professional services is designed to keep your network up and running through planning, monitoring, and problem resolution. The service features Network Healthcheck, Network Optimization, and Network Operations Management.

High Availability Services for Windows NT

Choose from a full portfolio of services designed to support optimal availability in your Windows NT environment, including Installation and Startup Services and Compaq Priority Service Plans for ProLiant Servers.

Put Compaq's experience to work for you

As one of the largest, most advanced service organizations in the world, Compaq Services provides a single point of contact for your global business-critical support needs, no matter how basic or complex.

Our vast infrastructure incorporates more than 29,000 service professionals working at 550 service delivery locations in 114 countries.

We draw on more than 20 years of proven experience in high availability and business-critical computing. Our seasoned, skilled and highly trained business-critical consultants and services professionals use the most advanced tools and methodologies to help you obtain optimal availability for your multivendor computing environment.

This means you can rest assured, whatever the scope of your project, we arrive ready to get the job done right and willing to share what we know as we help you define and achieve your high availability goals – with the right mix of technology, services, and management support.

We're available now – at no risk to you!

To learn more about how our portfolio of Business Critical Services can help reduce risk for your business, contact your local Compaq representative or business partner. Or, call 1-800-344-4825. Visit us on the web at: www.compaq.com/services

Benefits

- Leverage Compaq's expertise to your business advantage, utilizing our comprehensive services for the total lifecycle of today's complex IT systems, networks and applications – from planning and design, through ongoing management and support
- Count on support for more than 14,000 different hardware, software and network products from 1,300 different vendors
- Depend on field-proven multivendor expertise, with the largest group of Microsoft-certified engineers in the industry

Compaq Services

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Better answers