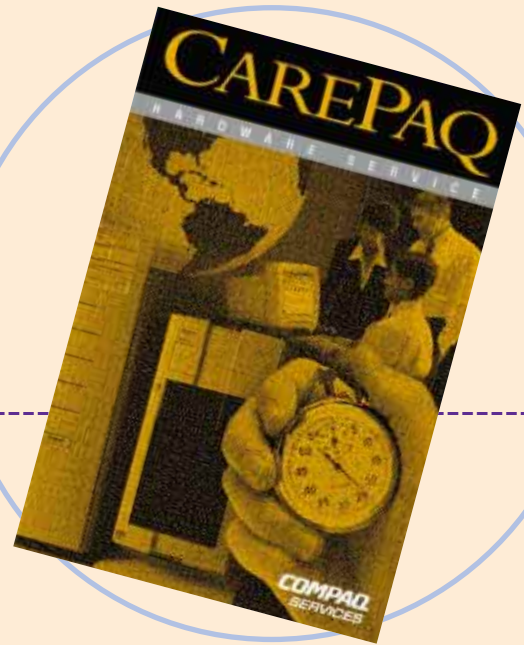




CAREPAQ Services for Servers

Enhanced support
to maximize performance,
availability, and uptime

- ➔ An “easy-to-buy, easy-to-use” option for extending and enhancing the warranty coverage on Compaq ProLiant® and Prosignia® servers.



CAREPAQ Services for Servers benefits:

- ➔ **Minimizes business disruption** – from hardware downtime.
- ➔ **Ensures top performance** – from day one with available expert installation services.
- ➔ **Flexible and affordable.** Multiple services and levels available to meet your needs exactly.
- ➔ **Comprehensive.** Offers a full program of support from hardware service to full support packages.
- ➔ **Lowers the total cost of ownership** – should a problem arise.

Available CAREPAQ Services for Servers:

- Upgrade response time on ProLiant servers from Second-Business-Day to 4-hour On-site
- Choose 4-Hour On-site or Next-Business-Day Hardware Service for Prosignia servers
- Get off to a fast start with one-time Hardware Installation Services for servers and options
- Select a full program of support with the Priority Service Plan package for servers
- Add software support for your NT™ or Novell® NetWare® environment

COMPAQ

Better answers

easy-to-buy
&
warranty coverage
easy-to-use

Enhanced coverage for a critical component

Servers are the key components of today's information technology. So when a server goes down, the impact can be dramatic. CAREPAQ Services for Servers deliver enhanced support that can minimize downtime. They also offer additional services in areas such as hardware installation and software support to help you build a program of support to match your business realities and needs.

Access to the support you need

The CAREPAQ portfolio of services offers an "easy-to-buy, easy-to-use" option of extending and enhancing the warranty coverage on Compaq ProLiant and Prosignia servers. Flexible and comprehensive enough to meet the support needs of a full range of environments, CAREPAQ Services for Servers provide you with an affordable, single-point-of-contact approach for IT service and support, without the expense of maintaining an in-house technical staff.

4-hour response to hardware issues

Compaq 4-hour On-site Hardware Service is designed for ProLiant and Prosignia servers. It lets you upgrade response for hardware issues to one of two levels of 4-hour response:

- 24 x 7 provides 4-hour on-site response 24 hours a day, 7 days a week, including holidays.
- 9 x 5 provides 4-hour on-site response 5 days a week from 8 a.m. to 5 p.m. local customer time, excluding Compaq-observed holidays.

Both 4-hour On-site Service programs are designed for business-critical environments and offer the assurance of continuous effort until the hardware problem is resolved. Both also provide coverage for a 3-year period.

Enhanced response for Prosignia servers

CAREPAQ Services for Servers also makes it possible to upgrade response on hardware issues for Prosignia servers from 2-day to next-business-day on-site. Services are provided by a Compaq field technician to resolve hardware disruptions for a 3-year period. Hours of coverage are Monday through Friday from 8 a.m. to 5 p.m. (local standard time), excluding Compaq-observed holidays.

Get off to a great start

CAREPAQ Services for Servers offer expert, one-time hardware installation service, covering hardware options purchased with systems that are installed in the cabinet at the same time. The service includes:

- **Product Installation** – equipment unpacking (if required), inspection, assembly, installation per product specifications, standard testing/diagnostic routines, and installation of appropriate service tools. Software products are configured to base level and tested.
- **Service Completion Report** – details work accomplished, location where the work took place, warranty or service obligation for installed products, and information on logging service calls.

Installation is performed Monday – Friday, 8 a.m. to 5 p.m. local time, excluding locally observed Compaq holidays.

Additional CAREPAQ Services

The flexible, affordable CAREPAQ approach is also available for other key components within your IT environment, including:

- Guaranteed hardware repair for servers
- ProLiant disk storage and DLT tape libraries
- Fibre Channel storage
- Workstations and PCs
- Portable computers
- Operating system software
- Client software support

Create a complete plan of support for ProLiant servers

CAREPAQ Services for Servers also include Priority Service Plan packages – an easy, affordable, and effective way of creating a complete plan of support geared specifically to the needs and characteristics of YOUR environment. Five packages are available for Compaq ProLiant servers:

- **Priority** – an excellent program of basic support beyond warranty.
- **Priority 24** – extends Priority support from 9 x 5 to 24 x 7 coverage.
- **Priority Plus** – for environments where downtime would seriously affect productivity and revenue.
- **Priority Premier** – for environments that demand higher availability.

• **Premier Executive** – for the highest level of business-critical support.

Each package includes Hardware Support, Windows NT or Novell NetWare Operating Systems Software Support, plus a named account representative for personalized service. You may also add System Healthcheck and Installation & Startup Services.

Or select from our Business-Critical Services that establish a proactive business-critical partnership between you and Compaq to help you maintain the highest level of availability. Business-Critical Services include: Availability Review, Availability Partnership, Recover-All, and Uptime Guarantee for Windows NT.

Or choose software support

In addition to full support, Customer Services offers two levels of Technical Software Support for Windows NT and Novell software. Designed specifically for IT professionals managing Windows NT software environments or company help desk personnel in small to medium-size businesses, these two outstanding basic services are available in CAREPAQ Services containing 10 or 25 incidents.

For more information

Your local Authorized Compaq Reseller or Compaq Customer Services Representative can provide you with more information on the complete portfolio of CAREPAQ Services, as well as details on the comprehensive suite of support offerings available from Compaq.

We invite you to visit the Compaq Services Home Page on the World Wide Web at www.compaq.com/services

Compaq believes the information in this publication is accurate as of its publication date; such information is subject to change without notice. Compaq is not responsible for any inadvertent errors.

Compaq conducts its business in a manner that conserves the environment and protects the safety and health of its employees, customers, and the community.

Compaq, the Compaq logo, ProLiant, and Prosignia are registered trademarks of Compaq Computer Corporation.

Windows NT is a registered trademark of Microsoft Corporation.

Novell and NetWare are registered trademarks of Novell, Inc.

COMPAQ
Better answers