Compaq CustomSystems Value-added Implementation Services

Reducing Risk, Complexity, And Time To Deployment

The 7 x 24 x 365 nature of business today demands solutions for continuous operations. And to get those solutions up and running requires a no-nonsense, get-it-right-the-first-time attitude. That's what *Compaq Custom*Systems and its Value-added Implementation Services (VIS) deliver.

Get it right the first time.

*"Given the level of complexity of these solutions and demands placed on our staff, we felt there was too little time and too much risk to rely solely on our own expertise, so we turned to Compaq Custom***Systems** *and its VIS group. By combining the best engineering talent of both companies we were able to not only meet our aggressive objectives, but we took what would have been a three-month deployment effort down to five weeks. That translates to a competitive advantage for us and our customers."*

Greg Cherry
Senior Systems Infrastructure Consultant
Acxiom Corporation

VIS Highlights

- Unmatched expertise in the rapid delivery of complex solutions for extended, multi-architecture environments.
- One dedicated team handles all your implementation needs so staff resources stay focused on core business.
- Pre-delivery staging and management of the total solution assure that the solution will run upon completion of installation.
- Documentation services deliver all-inclusive coverage of multivendor configurations.

COMPAQ
Better answers

Take the worry out of mission-critical implementations

From the smallest local details to the largest global considerations, VIS takes the worry out of mission-critical implementation by staging, integrating, testing, documenting, and delivering your solution where — and when — you need it.

Factory Staging and Integration

A dedicated technical project manager directs the Factory Staging and Integration Phase of VIS with total accountability for system integrity.

The entire configuration is integrated at our ISO 9001 certified manufacturing facility. The operating system is loaded and configured to customer requirements. The RAID system is configured and set-up. The network components are configured and tested. If you wish, VIS will also load and test databases and associated layered software products to ensure that Compaq and third-party hardware and software run together appropriately for the applications.

The configuration is tested as a whole prior to shipment to ensure a problem-free on-site set-up.

With VIS on the job, there is a single point of accountability managing and coordinating the activities of all involved parties from pre-sales consulting to factory integration to solution delivery and installation acceptance.

VIS reduces risk, complexity, and time to deployment with a host of capabilities:

- Physical staging and verification
- Device set-up, diagnostics, and hardware testing
- Operating system installation including *Tru64 UNIX*®, SCO® UNIX, Linux, *OpenVMS*, or Windows NT
- Device, node name, disk, stripeset, and IP address setup
- Point-to-point testing
- Network and device configuration and test
- Cable labeling and bundling
- Dedicated transportation management
- Installation acceptance

Reduce risk, complexity, and time to deployment

Mission-Critical Installation

*Compaq Custom***Systems** *VIS group meets mission-critical deadlines with delivery and installation on nights, weekends, or holidays.*

Mission-critical solutions demand a non-disruptive installation. After senior engineers and technicians stage, test, and verify the installation at our manufacturing facility, the system is disassembled, carefully packaged, numerically sequenced, loaded, and delivered to meet your mission-critical deadline.

The same VIS engineers who staged and integrated the system now install it. Implementation is sure to be smooth because the system has been installed once before in the controlled environment of the VIS facility. All aspects of delivery from receiving dock accessibility to permit issues have been worked beforehand. When the trucks pull up to your site — coinciding with the arrival of the VIS team — the installation can begin.

VIS mission-critical installation provides

- A single management focus for maintaining time-critical schedule
- Up-front planning of all implementation details from transportation and on-site requirements to multi-vendor coordination
- Contingency plans for quick resolution of on-site issues

Custom Configuration Documentation

Today's complex heterogeneous environments demand thorough configuration documentation like that delivered by the VIS Custom Configuration Documentation (CCD) service.

Implementation and configuration control

With the CCD service, one clear, concise document details your entire solution and assists with ongoing maintenance and troubleshooting. The CCD service formally documents the delivered configuration with:

- Module, box, and cabinet configuration diagrams
- Power receptacle and cable layout
- Bus and network interconnects
- Point-to-point cable tables
- Factory-loaded operating system and layered products list including revision levels
- Power and environmental specs of each device
- Data center diagrams/floor plans

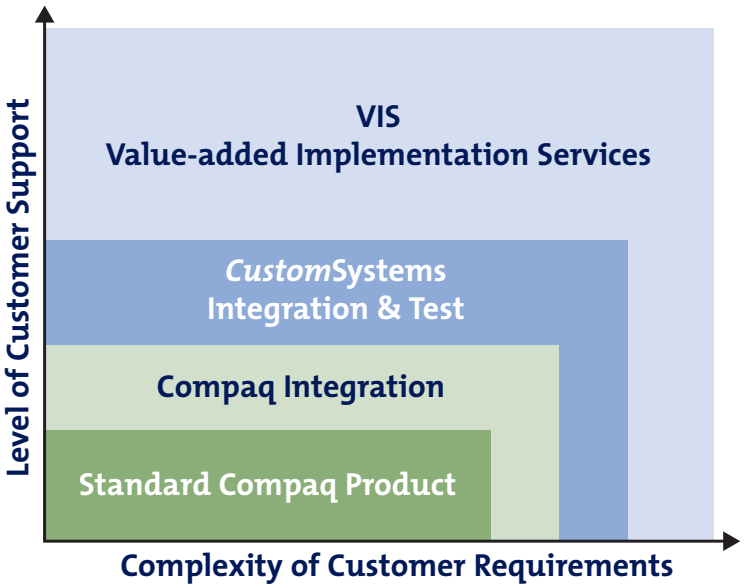
A freestanding service

In addition to being available as part of a new VIS project, the CCD service is ideal for those who need to update an existing CCD because of hardware or software upgrades. And even if you've never had a CCD, you can engage VIS to document your current configurations.

If you are responsible for the planning, design, implementation, migration, or management of enterprise-scale, computing environments, then you should explore working with *Compaq Custom***Systems** and its Value-added Implementation Services.

From cables and connectors to enterprise-wide solution delivery, VIS reduces risk, complexity, and time to deployment.

Certain discounts apply to qualified resellers.



Along with topnotch design and engineering, Compaq CustomSystems has a comprehensive set of capabilities that build upon standard Compaq products. Whether it is with VIS or our Integration and Test program, we do it all for one reason — to get it right the first time.

*"There is only one way to achieve the highest level of customer satisfaction. Provide a solution to their unique business challenge and make sure it works properly right out of the chute. The recent SAP® win at Continental Teves is a perfect example. Custom***Systems** *factory integration and mission-critical delivery virtually guaranteed a successful implementation. The Custom***Systems** *VIS team really came through for us."*

Mark Landers
Account Executive
Carotek, Inc.

For More Information

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