



Compaq Level II Technical Support

Fast, convenient hardware support for business-critical environments

assisted services

→ *Comprehensive telephone support enhances your maintenance support efforts.*

Level II Technical Support at a glance:

- Provides high-level support to business-critical environments
- Direct telephone access to the Compaq Customer Support Center
- Hardware support provided on a flexible-payment basis
- Available for a full range of Compaq and third-party products
- Support engineer provides continuous effort until problem is resolved

Fast, expert response – Support requests handled promptly by the Compaq Customer Support Center.

Convenient assistance from one source – Support available through one toll-free telephone number, 24 x 7, 365 days a year.

Comprehensive hardware support – Assistance available for a wide variety of products and a full range of support issues.

Specifically for business-critical environments – Access to a highly trained support engineer who works with you until a solution is reached.

COMPAQ

Better answers

responsive and reliable

assisted services



Ready when you are

Supporting a business-critical environment is a major challenge. So when there's a support problem, you want the solution to be fast, easy, reliable. There simply isn't time for anything else. That's where *Compaq Level II Technical Support* can help. With one toll-free phone call, you receive expert support on a wide range of hardware products, all in a matter of minutes. We're ready when you are.

The hardware support you need

Level II Technical Support includes support for an extensive list of Compaq and third-party products. Customer support engineers provide information and support in a wide range of areas, including:

- Product usage questions
- Specific component functions
- Additional documentation referrals
- Documentation information and interpretation
- Product error code clarification and interpretation
- Configuration, diagnostics, and other corrective procedures

When you need it

Support is available through a toll-free number, 24 x 7, 365 days per year, and when a support problem occurs, Compaq will be available and ready to work with you to solve it quickly and expertly.

No added headcount or training costs

Level II Technical Support offers a practical approach to maintenance support. You get direct access to the expertise you need without having to add headcount.

Responsive and reliable

Each support request will be handled by a Level II support engineer who works until the problem is resolved, providing a quality solution that ensures minimal downtime and optimal performance of business-critical environments.

Part of a comprehensive program

Level II Technical Support is just one of the many valuable services Compaq provides to fully support your maintenance service efforts. Other popular services include:

- *Compaq Spare Parts Depot Program* – for four-hour delivery or one-hour pick-up of spare parts from Compaq depots.
- *Compaq Spares Recovery Service* – for recovery/disposal of obsolete or non-productive spares.
- *Compaq On-site Parts Service* – for the fastest access to parts. An inventory of the parts you specify at a location you specify, procured on an affordable lease basis.
- *Compaq Technician's Toolbox* – for remote access to valuable repair/diagnostic information via CD-ROM.

- *Compaq Critical Care Partnership* – Compaq's most comprehensive self-maintainer support program, designed for customers who maintain business-critical application environments in which there is very little tolerance for system downtime.

- *Compaq On-Site Backup Support* – for on-site assistance from Compaq engineers with either four-hour or two-hour response time.

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 2500+ Internet and network engineers worldwide

- The ability to respond to 5 million service calls per year
- 1,000+ parts stocking locations

We also have a 30-year track record of success in helping organizations who choose to provide services or perform their own maintenance achieve their service and business goals. You'll find no one more committed to your success ... or more capable of delivering on its commitment ... than Compaq.

For more information

Your Compaq Sales account manager can provide you with more information about *Level II Technical Support* and other *Assisted Services* offerings available from Compaq.

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 (U.S. only): <http://cpn.compaq.com>

For Canadian-specific information, refer to: <http://www.compaq.ca/services>

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