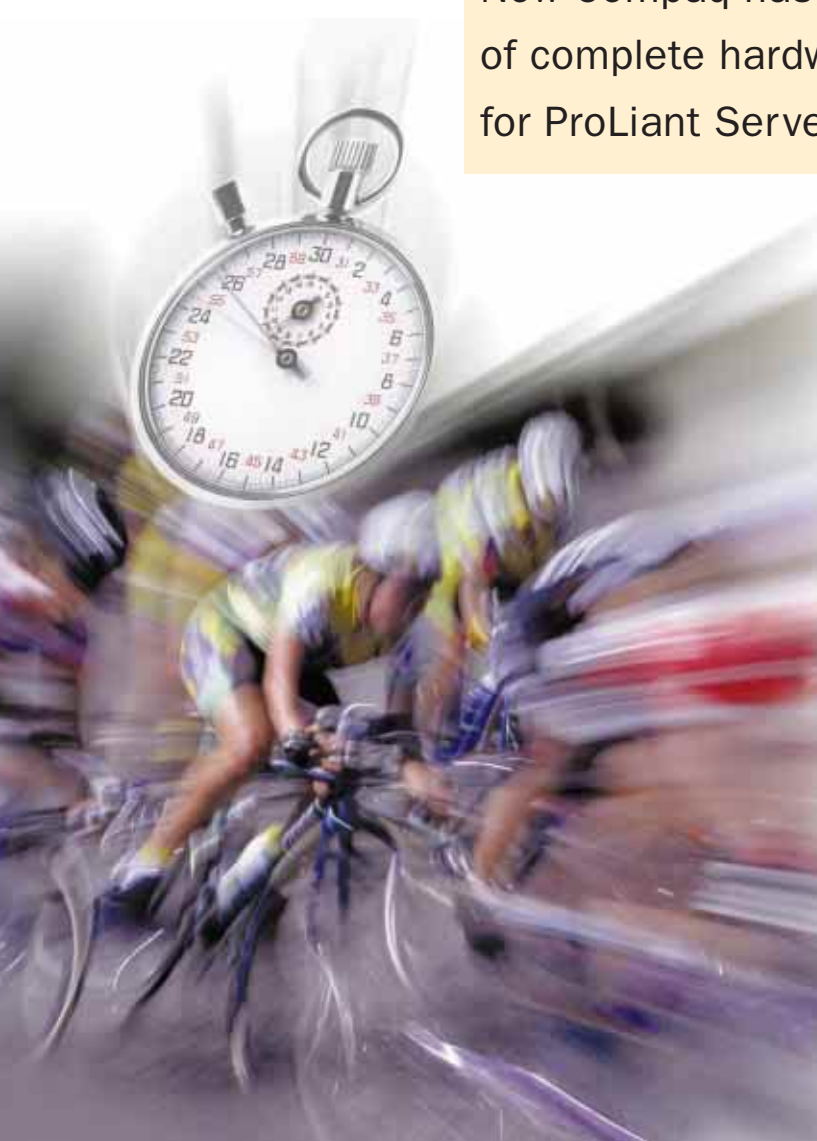**COMPAQ**

Compaq Priority Service Plan for ProLiant Servers

Complete service packages for maximizing system availability

Given the demands of today's business environment, you need more than standard product warranty to ensure the availability and productivity required to keep you up and running ahead of the competition. Now Compaq has better answers — with your choice of complete hardware and software support packages for ProLiant Servers that match your business needs.

We know warranty is important. But keep in mind that the warranty that comes with your ProLiant Servers is not a support plan. Nor is warranty designed to address time-critical problems. To protect your business against costly downtime, you need to go a step up from warranty – to comprehensive availability support, tuned to your specific environment.

To ensure the right levels of availability for your business, Compaq – together with our business partners, offers five CAREPAQ service packages for maximizing system uptime: Priority, Priority 24, Priority Plus, Priority Premier, and Priority Executive.

All Compaq Priority Service Plans are designed to support Compaq ProLiant Server hardware running Microsoft Windows NT and Novell NetWare operating system software.

At the time of system purchase, you choose the Priority Service Plan that's right for your business. Service levels vary according to hours of coverage, response time, and frequency of service activity reviews, with different categories for technical support.

The end result is a set of proactive services that matches your unique support requirements – and maximizes system availability from day one.

24x365 Service

Benefits

- Achieve the levels of availability you need – from basic to business-critical – with support that addresses both hardware and software

- Reduce the risks of downtime with proactive services that identify and address availability issues before they become problems

- Reduce costs by selecting the right level of hardware and software support for your environment

- Budget more effectively with a single price for each hardware and software support package

- Standardize your service environment by implementing consistent coverage across all configurations

Taking proactive steps to protect your business

The five Compaq Priority Service Plan packages – Priority, Priority 24, Priority Plus, Priority Premier, and Priority Executive – are designed to complement and enhance warranty, depending on your availability requirements.

Purchased at the same time you buy new ProLiant Servers, these flexible plans make it easy and convenient for you to evaluate, plan, and select a set of availability services that are a perfect match for your user requirements and business demands.

Specific applicability and service levels of the Priority Service Plan packages vary as follows:

Priority

Priority Service provides an excellent program of basic "beyond warranty" support. It includes hardware support nine hours a day, five days a week (9 x 5) with a maximum four-hour on-site response, and 9 x 5 software support with a maximum two-hour response time.

A named engineer will supervise the delivery of hardware support, including materials, repair, and applicable preventive maintenance. For technical support, you'll have access to a software support engineer via telephone or online communication.

Priority 24

Select Priority 24 when you require around-the-clock support for your business operations. It includes all the Priority features, while extending hardware and software coverage to 24 x 7.

Priority Plus

Priority Plus adds the services of a named account representative to lead your technical support team. You'll also receive an automatic quarterly service activity review.

Software support is 24 x 7, with a faster one-hour maximum response time for critical software support during business hours on weekdays, and two hours for non-critical calls and calls during non-business hours.

Priority Premier

For increased support of environments that demand higher availability, Priority Premier offers 24 x 7 support – with an accelerated maximum hardware response time of two hours.

The complete Premier plan also includes proactive patch notification.

Priority Executive

When any amount of downtime is unacceptable, Priority Executive service delivers the highest level of business-critical support for your ProLiant systems – exactly when and where you need it.

The maximum committed response time for software support is 30 minutes for critical issues, one hour for non-critical support, and two hours for electronic support.

Your support team will include a named account engineer for hardware services, plus a named account representative and premium support team for software services. You will also receive proactive patch notification.
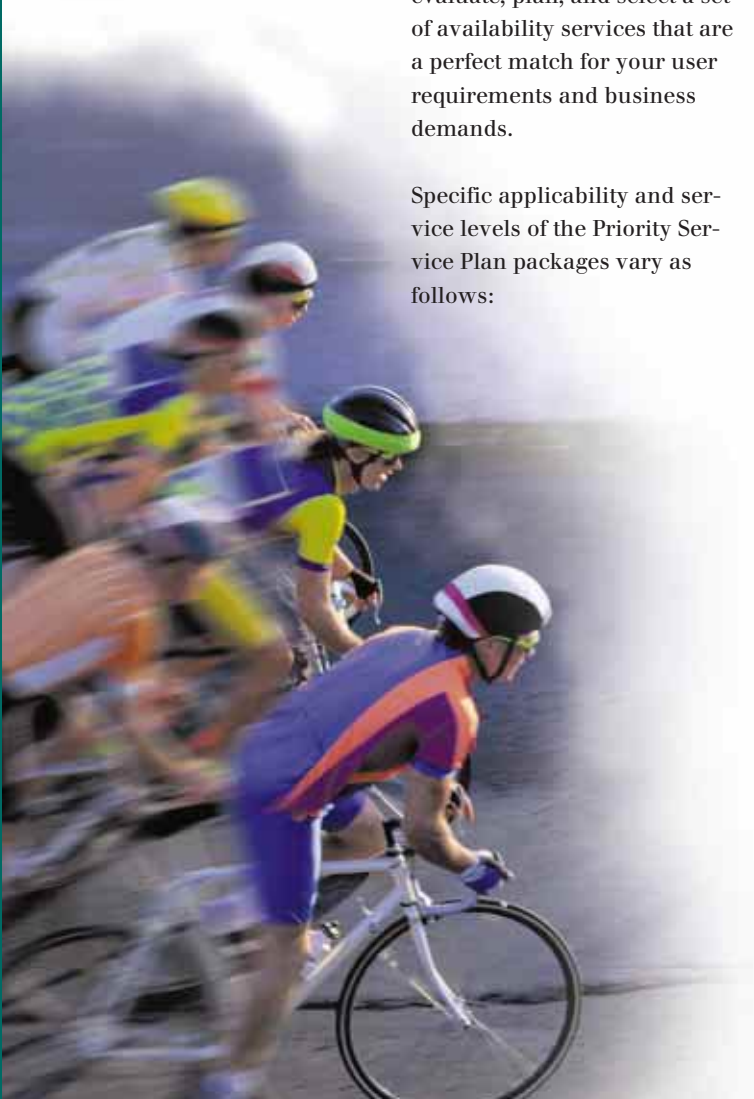
Optional support

Compaq offers these additional services to help you reach your system availability goals:

System Healthcheck

System Healthcheck provides a broad-based assessment of your total IT environment, including Windows NT and NetWare – as well as OpenVMS and DIGITAL UNIX from Compaq.

The Compaq Priority Plan Service Overview

	Priority	Priority 24*	Priority Plus	Priority Premier	Priority Executive
Hardware Support					
Hardware problem diagnosis	Yes	Yes	Yes	Yes	Yes
Hardware repair	9x5	24X7	24X7	24X7	24X7
Committed response time	4 hours	4 hours	4 hours	2 hours*	2 hours*
All materials	Yes	Yes	Yes	Yes	Yes
Named engineer	Yes	Yes	Yes	Yes	Yes
Technical knowledge base access	24x7	24x7	24x7	24x7	24x7
Diagnosis (on-site and remote)	Yes	Yes	Yes	Yes	Yes
Repair (on-site)	Yes	Yes	Yes	Yes	Yes
Hardware Solution database access (includes technical information)	Yes	Yes	Yes	Yes	Yes
Hardware service guide (includes support escalation plan)	Yes	Yes	Yes	Yes	Yes
Field change orders	Yes	Yes	Yes	Yes	Yes
Preventive maintenance	Yes	Yes	Yes	Yes	Yes

*Mileage restrictions may apply.

	Priority	Priority 24*	Priority Plus	Priority Premier	Priority Executive
Software Support					
Technical support	9x5	24x7	24x7	24x7	24x7
Committed maximum response time	2 hours	2 hours	1 hour for critical support 8 a.m. to 5 p.m. local time on weekdays; 2 hours for non-critical support and off-hours	1 hour for critical support 8 a.m. to 5 p.m. local time on weekdays; 2 hours for non-critical support and off-hours	30 minutes for critical support; 1 hour for non-critical support; 2 hours for electronic support
Next available resource	Yes	Yes	N/A	N/A	N/A
Named account representative	No	No	Yes	Yes	Yes
Premium support team	No	No	No	No	Yes
Installation advisory support	Yes	Yes	Yes	Yes	Yes
Technical knowledge base access	24x7	24x7	24x7	24x7	24x7
Problem analysis and resolution	Yes	Yes	Yes	Yes	Yes
Product and operations support	Yes	Yes	Yes	Yes	Yes
Interoperability advisory support	Yes	Yes	Yes	Yes	Yes
Features support	Yes	Yes	Yes	Yes	Yes
Problem isolation	Yes	Yes	Yes	Yes	Yes
Remote access	Yes	Yes	Yes	Yes	Yes
Software service activity review	None	None	Quarterly	Quarterly	Monthly
Proactive patch notification	No	No	No	Yes	Yes
Electronic information forum	Yes	Yes	Yes	Yes	Yes

* Priority 24 is not available in Canada.

Compaq uses expert system-based tools to gather data about your systems, clusters, or LAN-based servers. We measure your network configurations, system and disk performance, system security and file usage against more than 400 criteria. You receive a detailed report on conditions that could have a direct effect on the availability of your systems and solutions.

Installation and startup services

Correct installation of hardware and software is a vital first step in achieving availability. That's why, in addition to the Compaq Priority Service Plan, we also offer a complete range of installation and startup services for Windows NT that includes product configuration, set-up, and site orientation along with basic installation services.

Business-critical services

When your business demands the highest levels of availability, you often need more than hardware and software support – you need a proactive business-critical partnership with your chosen service provider.

Experience has taught us that high availability depends on the right mix of services, technology and IT management. That's why Compaq's business-critical services begin with an assessment of where you are in this mix – and that includes calculating the cost of downtime and figuring what it takes to reduce risk.

Designed to help you reach your business and availability goals, Compaq business-critical services include:

Availability Review

The best first step to high availability, Availability Review offers an in-depth analysis of your complete IT environment.

Availability Partnership

Reap the benefits of a fully customized plan to maintain and improve availability levels over time and throughout planned and unplanned changes; such as migrations, upgrades, business growth or mergers.

Recover-All

You never know when disaster will strike. The Recover-All service protects your IT environment from natural and man-made disasters, with comprehensive recovery repair and replacement services.

Uptime Guarantee for Windows NT

This proactive partnership between you and Compaq provides two levels of guaranteed availability for selected Windows NT clusters: 99.5% and 99.9%.

Know the value of a plan

A well thought-out hardware and software support plan, tailored to your business, helps you achieve your availability and performance goals in the most cost-effective way possible.

The Compaq Priority Service Plan also enables you to understand and budget for availability services up front with single-price packages – rather than have to purchase coverage quickly during a systems crisis.

The success of your business is our top priority

Compaq's services portfolio is built on proven experience delivering availability solutions to customers worldwide.

With more than 550 locations in 114 countries, plus 30,000 channel partner service resources, our services organization is truly global. When you need it, where you need it, you can count on Compaq Services for total system support for your PCs, servers, storage, networks, and vital business applications.

We're available now

To learn more about how the Compaq Priority Service Plan and other availability services can work to protect your business, contact your local Compaq representative or business partner, call **1-800-289-9052** in the U.S. and Canada, or visit us on the Web at **www.compaq.com/services**

Service features may vary from country to country, depending on local customer requirements.

Do you need a business-critical level of support?

How do you know if your business requires the highest level of availability support provided by the Priority Executive Service and Compaq's other business-critical services?

While downtime costs may vary from $10,000 per hour to millions of dollars, you are financially justified in purchasing business-critical products and services if your downtime cost per system is as low as $5,000 per hour.

When you take serviceability actions aimed toward maximizing availability and minimizing risk, it's your business that realizes the benefits.