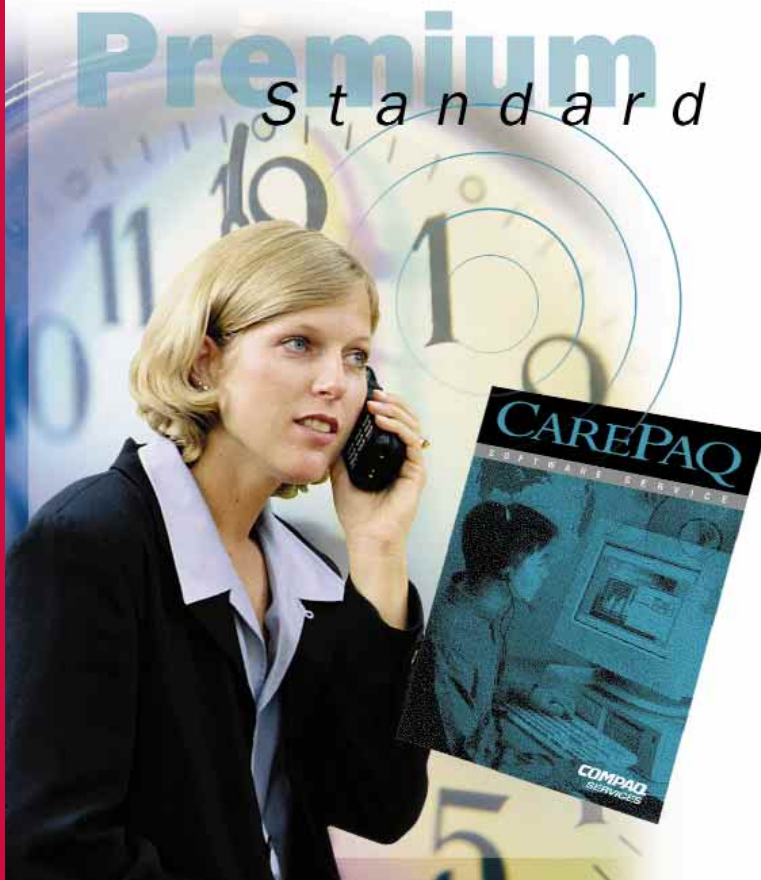




Compaq Standard and Premium Technical Software Support Services for Windows NT

Designed to meet the basic Windows NT technical software support needs of small to medium-size businesses

Compaq Customer Services offers two levels of Microsoft® Windows NT™ technical software support services for non-critical and high-availability environments. 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 CarePaqs containing 10 or 25 incidents.



Compaq Standard and Premium Technical Software Support are designed to help you maintain high system availability and top software performance in your non-critical and high-availability Windows NT software environments.

Assistance in such areas as system management, upgrades, new features, and known problems, as well as valuable advice, is just a call or a few keystrokes away.

IT professionals as well as help desk personnel will realize both time and cost savings with these two levels of single-source support for the most popular multivendor software products, as well as the peace of mind of expert assistance from Compaq.

Benefits

- Your choice of two levels of basic coverage
- Cost-effective, single source of support for your help desk
- Access to Compaq Service Specialists trained and certified by Microsoft
- Assistance via toll-free telephone number or electronic tools
- 24x7 access to technical problem and product databases



Two levels of support

- *Standard Support* coverage is available 9x5 (Mon. – Fri., 8:00 a.m. – 5:00 p.m. customer local time). Software service requests are handled by the Compaq Customer Services Support Center with a 2-hour response if callback is required. Next-business-day callback for after-hours service requests.
- *Premium Support* coverage is available 24x7, managing to a response of one hour Mon. – Fri., 8:00 a.m. – 5:00 p.m. customer local time if callback is required. After-hours service requests are managed to a response of two hours if callback is required.

Standard and Premium Technical Software Support CarePacs may be purchased from Compaq Resellers in 10- or 25-incident packages.

The choice for non-critical and high-availability environments

Standard and Premium Technical Software Support features include:

- A full range of advisory and remedial software support, from “How To” advice to complex problem identification and resolution
- Usage advice on proper software execution
- Information on the interpretation of software product technical documentation
- Corrective support to resolve identifiable and reproducible software product problems
- Answers to point-specific questions about initial installation and deployment of software

- Access to the Compaq Customer Services Support Center via toll-free technical telephone support or electronic problem submission (for non-critical problem submissions only) with a 2-hour response
- Electronic access to the Services databases for information on selected products included on the Windows NT Supported Products list, and to access software service pack information via electronic tools
- Critical onsite support available to meet critical software requests that cannot be resolved via electronic or telephone assistance
- Multivendor support for a full range of products which include NT O/S, Novell® NetWare®, etc.

Support you can count on
Compaq is an outstanding choice for providing support for your Windows NT software environment, and on the full range of multivendor software products.

• The Compaq-Microsoft Alliance offers:

- 2,200 Microsoft-certified systems engineers (MCSE) and 5,000+ multivendor product support specialists
- Support engineers directly linked to Microsoft’s symptom/solution database, updated daily
- Access to Microsoft technical resources as needed for fast, effective problem resolution

• Our agreements with hundreds of other vendors provide you with a single source of multivendor support.

• Support to meet the needs of businesses ranging from small to medium-size, from local to global, providing outstanding support wherever you do business.

For more information
Your local Compaq Customer Services Sales Specialist or Compaq Business Partner can provide more information on Compaq’s software support services, as well as the many other support offerings available from Compaq’s Customer Services organization. For additional information, visit the Compaq Customer Services on the Web at: www.digital.com/info/services/mcs/index.htm

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Microsoft is a registered trademark and Windows NT is a trademark of Microsoft Corporation.

Novell and NetWare are registered trademarks of Novell, Inc.

Compaq Standard and Premium Technical Software Support

	<i>Standard</i>	<i>Premium</i>
Target Customer	Small to medium-size company requiring expert support to maintain high system availability and top software performance in non-critical Windows NT software environments	Small to medium-size company requiring expert support to maintain high system availability and top software performance in high-availability Windows NT software environments
Services Overview	Team service providing problem identification and resolution, information services, and answers to point-specific questions on software deployment and installation	Team service providing problem identification and resolution, information services, and answers to point-specific questions on software deployment and installation
Products Supported	125+ Microsoft and multivendor products	125+ Microsoft and multivendor products
Technical Support		
Escalation	Access to Compaq Services Product Expertise Team	Access to Compaq Services Product Expertise Team
Phone Response	9x5, 8-5, M-F, 2-hr. callback; off-hours, next business day	24x7, 8-5, M-F, 1-hr. callback; off-hours, 2-hr. callback
Electronic Submission	2-hr. response for non-critical only	2-hr. response for non-critical only
Early Assist (beta products)	yes	yes
Multivendor Coordination	yes	yes
Remote Diagnostic Support	yes	yes
Onsite Emergency Support	yes	yes

Technical Services

Web-based Services Desk	Web information services (WIS), problem/solution database	Web information services (WIS), problem/solution database
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Support

Incidents per Year	10- and 25-incident CarePacs	10- and 25-incident CarePacs
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Premium
Standard