Critical Care Partnership from Compaq

assisted services

Enhanced support for minimum downtime and maximum availability

Critical Care Partnership at a glance:

- ***Compaq On-Site Backup Support*** **brings a Compaq engineer to your site to help you with difficult repair problems**
- **Your choice of committed response times – four-hour or two-hour**
- ***Compaq Level II Technical Support*** **provides direct, around-the-clock access to Level II technical support engineers at the Compaq Customer Support Center**
- **Complement your existing spares inventory with *Compaq Parts Exchange Service***
- **Spares upgraded to include the latest technical improvements**
- **Eligibility to purchase *Compaq Recover-All Service***

Targeted services supplement the Compaq Self-Maintainer Program to help you support your business-critical computing environment.

Expert support – On-site or remote help from highly trained Compaq engineers.

Responsive service – Around-the-clock access to telephone support, plus four-hour on-site response time, upgradable to two hours.

Convenient, cost-effective alternative to purchasing spare parts – Advance parts exchange lets you acquire new parts before Compaq receives the defective part in exchange.

Perfect complement to your own capabilities – Extensive Compaq experience with self-maintenance organizations ensures that services support – never duplicate – your own activities and areas of expertise.

Outstanding support – Compaq's extensive distribution and delivery capabilities ensure unequaled support for your maintenance service activities.

COMPAQ
Better answers

enhanced support in every key area

assisted services

Total coverage for business-critical environments

Ensuring maximum availability for business-critical environments is a complex challenge ... one that involves a number of interrelated support elements. A weakness in any one element can compromise the entire service delivery structure, resulting in unacceptable periods of downtime.

The best way to meet such challenges is to supplement a basic maintenance program with specialized support services designed specifically to ensure high availability in environments with low tolerance for system downtime – exactly what's available with the *Critical Care Partnership* from Compaq.

Enhanced support in key areas

Critical Care Partnership is a targeted support program for self-maintenance organizations that support business-critical environments. Available for selected *Compaq ProSignia*® and *Compaq ProLiant*® servers, workstations, and storage systems, it provides three services that complement the *Compaq Self-Maintainer Program* – which provides base-level access to parts, technical support, tools, and information – to help keep critical systems up and running at their best. The services are:

- *Compaq Parts Exchange*
- *Compaq On-Site Backup Support*
- *Compaq Level II Technical Support*

Compaq Recover-All Service may also be purchased at an additional fee.

A flexible component of your spares strategy

Compaq Advance Parts Exchange is a perfect complement to the parts services available through the *Compaq Self-Maintainer Program*. Simply order the part you need 24 hours a day using the Compaq COLinq^{Plus} electronic access tool in the U.S., or by calling 1-800-663-6267 in Canada. Compaq will send you a replacement part, typically within one business day of the receipt of your order. You then return the defective part within 15 calendar days to the designated Compaq return location. Compaq prepays the cost of shipping* and ensures that new parts are at the latest technical improvements, including the most recent Field Change Orders and Engineering Change Orders. You get unlimited *Compaq Advance Parts Exchange* with no expediting fees.

Technical support that comes to you

On-Site Backup Support brings the expertise of highly trained Compaq engineers to your facility to work closely with your own personnel on difficult repair assignments. Our engineers assist in both diagnosing and repairing problems and will stay with you until the call is closed. Depending on the nature of the problem and the type of environment you are dealing with, you can select either a four-hour or two-hour committed response time. You use the service only when you need it, and pay only for the exact type of response you need.

Support around the clock

Critical Care Partnership also includes *Level II Technical Support*, which provides direct, around-the-clock access to Level II technical support engineers at the Compaq Customer Support Center. Available hardware support includes remote problem diagnostics, installation support, operational advice, plus advisory and remedial technical assistance to help you with difficult or unusual repair situations.

Optional *Recover-All Service*

In order to help keep business-critical environments running at their best, *Critical Care Partnership* from Compaq also includes eligibility to purchase *Compaq Recover-All Service*.

This is a unique and valuable approach to protecting your computing environment from loss due to environmental or accidental occurrences. The service provides immediate repair or replacement of Compaq and supported third-party equipment, PLUS reimbursement for many of the costs associated with returning to normal operations.

Part of a comprehensive program

Critical Care Partnership is just one of the many valuable programs and services Compaq provides to fully support your maintenance service efforts. Other popular services and programs include:

- *Compaq On-Site Parts Service* – places a customized inventory of spare parts at your designated location.
- *Compaq Spare Parts Depot Program* – provides access to Compaq *Spare Parts Depots* to obtain critical spares
- *Compaq Spares Recovery Service* – for recovery/disposal of obsolete or non-productive spares
- *Compaq Technician's Toolbox* – for remote access to valuable repair/diagnostic information via CD-ROM

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:

- 550 service locations in 155 countries
- 14 strategically located Customer 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 2,500+ Internet and network consultants worldwide
- 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 on *Critical Care Partnership* 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*

*In Canada, customer pays for shipping part back to Compaq.

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