



Always Thinking Ahead

Microsoft Authorized Support from Compaq

# The best support for your Windows NT™ environment

A jointly delivered,  
enterprise-class support  
offering that provides  
access to the incomparable  
support resources of  
Compaq AND Microsoft.

Features and Benefits of *Microsoft® Authorized Support from Compaq* at a Glance:

- **Compaq's Microsoft Certified System Engineers (MCSE's) provide complete Technical Software Support Services**
- **Round-the-clock support for Microsoft products AND other multivendor products**
- **Technical Account Management from Microsoft and Compaq**
- **Unlimited access to Microsoft's Premier ServiceDesk**

**Expert** – No one delivers a higher level of expertise and support than the two number 1's – Compaq and Microsoft.

**Focused** – Designed specifically for the challenges and realities of Windows NT environments.

**Comprehensive** – Covers software support issues, including support for multivendor software, freeing you to concentrate on satisfying the needs of your IT customers.

**Personalized** – Technical Account Managers at Compaq and Microsoft work with you to understand your unique NT environment in order to deliver support that meets your needs.



# personalized Support

## Multivendor software support: A clear advantage

*Microsoft Authorized Support* from Compaq features a clear competitive edge over other similar programs by providing support that's expert, responsive, and complete on over 125 of the most popular software products from other vendors.

These include:  
cc:Mail®  
Lotus Notes®  
Lotus 1-2-3®  
Navigator® and other Netscape® products  
NetWare® and other Novell® products  
SCO® UNIX®  
Teamworks

## The best support comes from the best source

The challenges of keeping your Windows NT environment fully supported won't get any easier. In fact, as your overall IT environment becomes increasingly varied and complex ... and as your company relies more and more on technology to reach its business goals ... the tougher it becomes. Now imagine how much easier it would be if you could call on the best for support. That's exactly what you can do with *Microsoft Authorized Support* from Compaq.

## A powerful solution for tough challenges

*Microsoft Authorized Support* from Compaq goes above and beyond most support offerings designed for Windows NT to provide support in three core areas:

- Technical Account Management
- Technical Support
- Technical Services

These areas are designed to bring expert, responsive, quality service to bear on any questions, issues, or problems you might have. So as your support challenges become tougher, *Microsoft Authorized Support* from Compaq makes it easy for you to ensure maximum uptime and optimum performance, while keeping the cost of ownership firmly under control.

## Personalized support through responsive Technical Account Management

An MCSE will serve as your Technical Account Manager (TAM) who will oversee your support relationship with *Compaq Services*. The TAM will serve as your single point of contact for both your reactive and proactive needs.

## Expert technical support

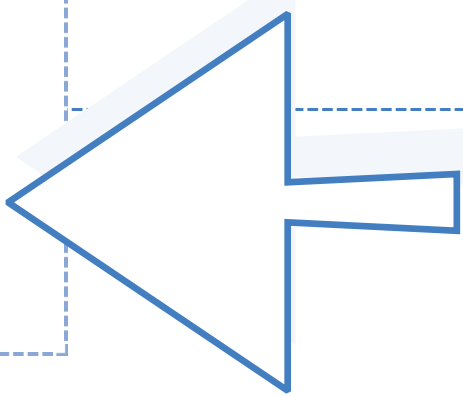
*Microsoft Authorized Support* from Compaq provides:

- 24 x 7 access to expert problem-solving resources for Microsoft products and other leading vendors' software products contained on the appropriate *Compaq Supported Products List*. Currently, this list includes 125 products from leading vendors.
- Access to a dedicated Support Team during normal business hours when you need it the most.
- One-hour callback during business hours. Two hours at all other times.
- Proactive Software Support, including:
  - Quarterly technical newsletter.
  - Proactive notification of patches.
  - Notification of known problems.
  - Monthly reviews of software service activity.
- Electronic access to the TAM and the *Compaq Customer Support Center (CSC)*.

To ensure results, the service provides for rigorous escalation procedures, problem tracking, and fully integrated back-up support from Microsoft. *Microsoft Authorized Support* for Windows NT is purchased annually in seventy-five (75) incident packs.

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## Comprehensive technical services

*Microsoft Authorized Support* from Compaq is a true partnership, providing access to a full range of information, tools, and product features to optimize the productivity of your NT environment. These include:

- A Microsoft Technical Account Manager to oversee issues/questions escalated to Microsoft.
- Access to Premier ServiceDesk, a private Web site that features information resources and special applications for *Microsoft Authorized Support* customers. Content includes access to technical articles, troubleshooting tools and guides, as well as online access to service packs.
- Product and support news flashes, technical product bulletins, critical problem alerts, and expert roundtables.
- Premier ServiceDesk CD-ROM, a quarterly publication of server-based information from the ServiceDesk.
- TechNet, a CD-ROM subscription service that features thousands of support-related and product information articles, resource kits, service packs, and utilities that have proven their ability to reduce downtime by providing fast access to information on factors that could impact your environment.

## Compaq/Microsoft Frontline Partnership (FLP)

The Compaq/Microsoft Frontline Partnership is a decade-long partnership which reflects the mutual commitment of both companies to the deployment of Microsoft products to our mutual customers.

Microsoft's endorsement of Compaq as the first Worldwide Prime Integrator for Windows NT is a testament to the long-standing relationship and to the extensive commitment of resources and expertise that Compaq has developed on Microsoft products. It's a relationship that ensures the most knowledgeable and responsive support for your Microsoft products, allowing Compaq to offer:

- Over 2,400 Microsoft Certified Systems Engineers, more than any other company *including* Microsoft.
- More than 15,000 specialists worldwide trained to support the full line of Microsoft products.
- Global presence and capabilities.

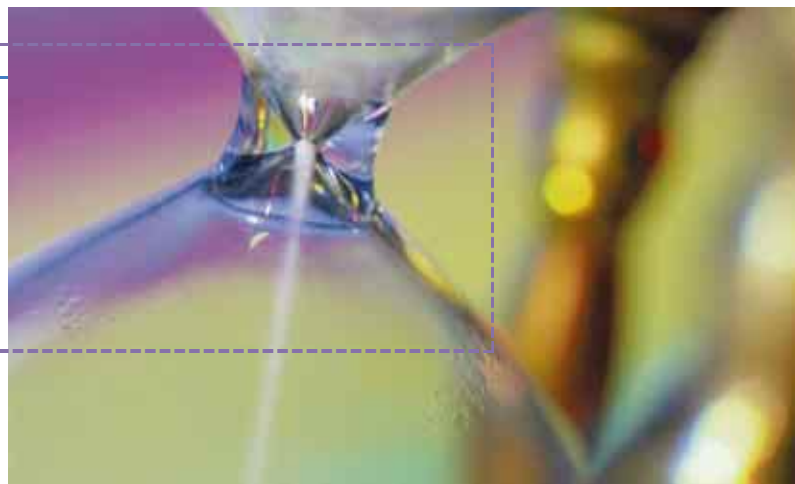
In short, the unique Microsoft-Compaq relationship means that no other service provider can approach the quality of support for Microsoft products you'll get from Compaq.

## For more information

Your local *Compaq Services* Sales Specialist can provide you with more information on *Microsoft Authorized Support* from Compaq, as well as complete details on the comprehensive suite of support offerings for Microsoft and multivendor products available from Compaq.

Visit us on the World Wide Web at [www.compaq.com/services](http://www.compaq.com/services) or call 1-800-806-3606 or 1-800-361-6189.

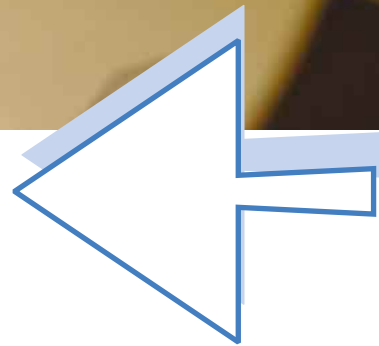
d-the-clock



technical account  
management  
technical support  
technical services

## Microsoft Authorized Support from Compaq

This chart provides a summary of the deliverables of *Microsoft Authorized Support* from Compaq.



### Technical Account Management

Support Advisory – advice and recommendations for specific support projects and plans for your environment.

Orientation and Planning – planning session conducted to map and plan service to support your needs.

Environmental Profile – detailed profile of your computing topology, compiled by Compaq's TAM.

Regular Status Meetings – monthly status calls to review usage report and identify upcoming support issues.

Support Usage Reports – monthly report detailing incidents you have submitted.

Microsoft (MS) TAM Built-in – MS TAM assigned to each account, works jointly with Compaq TAM.

### Technical Support

24 x 7 Issue Resolution – 75 incidents per year, includes MS OS/NOS, BackOffice®, desktop applications, and select developer products.

Multivendor Product Support – over 125 supported products which are deployed in a MS environment.

Escalation Management\* – fully managed escalation by Compaq and MS TAM.

Remote Support Tools – used to help Compaq and MS engineers resolve problems more quickly.

### Technical Services

Premier Service Desk\* – Web-based tool that provides technical articles, troubleshooting tools and guides, information resources, special applications, and a quarterly CD-ROM.

Weekly News Flashes – written by senior MS engineers covering all MS business products.

Critical Problem Alerts\* – early warning notification of potential high-impact problems in MS products, plus guidance on how to avoid them.

Expert Roundtables\* – access to expert MS presentation materials (e.g., audio recordings) and related discussion materials.

TechNet CD Subscription\* – a server-licensed, unlimited-user subscription to MS TechNet CD-ROM, which includes MS technical information and service packs.

\* Delivered by Microsoft.

**COMPAQ**

Microsoft Certified  
**Support Center**

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