



On-Site Backup Support from Compaq



assisted services

The ultimate in backup support

On-Site Backup Support at a glance:

- ➔ Expert on-site support from highly trained Compaq engineers
- ➔ Engineers provide both diagnostic and repair assistance
- ➔ Four-hour and two-hour response available
- ➔ Designed for Compaq Authorized Service Providers, System Service Providers, and large enterprise self-maintenance organizations
- ➔ Billed as a per-event fee, plus standard time and materials for Compaq Service Providers
- ➔ Billed on a yearly basis for each server for participants in the *Compaq Self-Maintainer Program*, which provides base-level access to parts, technical support, tools, and information

➔ *Fast response and expert on-site assistance from Compaq to help you with tough product repair challenges in the business-critical environments you support.*

Minimizes downtime – Fast response and expert support ensure your ability to meet the needs of business-critical environments.

Provides access to the best in support – Service provided by highly trained Compaq engineers who take pride in providing fast, expert solutions.

Offers impressive flexibility – Services are provided on a per-call basis only when and if you need them. Two committed response times let you choose the best match for each event.

Provides a highly affordable approach to adding capabilities – You get expert, proven support and technical expertise whenever you need it, without adding to headcount or making a major investment in building your own infrastructure.

Builds credibility – Helps establish you as a service provider who delivers results.

COMPAQ

Better answers

assisted
services



fast response
expert
on-site assistance

Essential support for business-critical service

More and more of today's enterprises have less and less tolerance for downtime, because their IT environments are such a key part of their business operations.

Providing services to these enterprises requires specialized expertise and a level of responsiveness above the ordinary. Acquiring these capabilities can represent a significant investment. That's why *Compaq On-Site Backup Support* can be such a valuable service. It allows you to access expert support exactly when and where you need it, without adding to headcount.

Expert, targeted support

On-Site Backup Support brings the expertise of highly trained Compaq engineers to your site 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.

A responsive, flexible approach

Once you have signed up for the service, you may call for support at any time during standard business hours, local time. Depending on the nature of the problem and the type of environment you are dealing with, you then select the appropriate response time: four-hour or two-hour.

You use the service only when you need it, and pay only for the exact type of response you need.

Availability

On-Site Backup Support is designed specifically for Compaq Authorized Service Providers, System Service Providers, and Enterprise Self-Maintainers in the United States and Canada. Committed four-hour and two-hour response applies to sites within 25 miles (U.S.) or 80 kilometres (Canada) of a Compaq-designated service location.

Part of a comprehensive program

On-Site Backup 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 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 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.

- *Compaq Level II Technical Support* – for direct telephone access to Compaq Level II technical support engineers.
- *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.

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 2,500+ 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 to 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 *On-Site Backup 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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