Spare Parts Depot Program from Compaq

assisted services

A fast, convenient way to get parts for critical systems

Spare Parts Depot Program at a glance:

- **24 x 7 parts availability**
- **Applies to selected Compaq servers and workstations through the fifth year of product life**
- **Delivery of parts within four hours of initial request if registered system is within 90 miles of depot in the U.S., or 80 kilometres in Canada**
- **Parts available for pick-up within one hour of initial call*; depot pick-up windows open 24 hours a day**
- **Emergency access to depot available for non-registered systems and workstations for an additional fee**
- **Designed to meet the needs of business-critical systems/environments**

Direct access to Compaq Spare Parts Depots in the U.S. and Canada for the parts you need to maintain essential servers and workstations.

Fast, convenient parts access – Get the parts you need anytime around the clock with fast delivery or even faster pick-up availability.

Affordable – Enhances your service delivery capabilities without the capital investment required to create or build up your own spares inventory.

Reduced downtime, enhanced satisfaction – Saves valuable time in the repair of critical systems, resulting in enhanced satisfaction with the services you deliver.

Expert, reliable service – Compaq distribution capability ensures you'll always have the parts you need.

Easy to order and register – Advanced online tool for U.S. users, COLinq^{Plus}, speeds administrative tasks and also provides a full array of valuable reporting functions to help you manage your business processes.

COMPAQ
Better answers

rapid around-the-clock service

assisted services

When fast response is essential

Typically, only a small number of servers and workstations in an environment are critical to the business. But when one of those essential systems goes down, there's no time to waste. It must be repaired and up and running again quickly in order to minimize downtime and lost productivity. Such rapid repair capabilities demand fast, reliable access to spare parts ... exactly what you get with the *Compaq Spare Parts Depot Program*.

Rapid, around-the-clock service

The *Spare Parts Depot Program* provides direct access to one of the many Compaq Spare Parts Depots in the United States and Canada. It is available for Compaq servers and workstations that have been registered for the program.

Once the Compaq product is registered, the program helps ensure that:

- Parts will always be available at the depots to support your maintenance service efforts
- You will be able to access the depots whenever the need arises – 24 hours/day, 7 days/week
- Parts will be quickly available, either through four-hour delivery* service to a location you specify or one-hour pick-up service from the time of the initial request*

You increase your service delivery capabilities, boost sales and profits, and enhance your reputation as a service delivery organization WITHOUT incurring the costs associated with procuring, warehousing, and managing spare parts.

A straightforward process

The *Spare Parts Depot Program* is designed to be fast and easy to use. Simply use COLinq^{Plus} in the U.S., or work with your sales representative in Canada, to register each server or workstation you wish supported through the program. Fourteen days after registration (30 days in Canada), depot access will be available.

When you need a spare part for a registered system, you can place an order through COLinq^{Plus} 24 hours a day in the U.S., or call 1-800-663-6267 in Canada. Within 30 minutes (60 minutes in Canada), you'll receive a call confirming the delivery logistics, order costs, and estimated time of arrival. Or you may choose to pick up the part at the depot. Costs associated with the program include an annual registration fee for each server and workstation, an access fee for parts, plus delivery fees. They are quite reasonable, considering the advanced capabilities the program places at your disposition.

To help you deal with emergency repair situations, access to the depots is available for non-registered systems for an additional fee. You get the same fast access to parts without the normal post-registration waiting period.

Availability

The following Compaq products are eligible for the *Spare Parts Depot Program*:

- Enterprise Servers
- Departmental Servers
- Workgroup Servers/Subsystems
- *Compaq ProSignia*® series
- Workstations

Part of a comprehensive program

The Spare Parts Depot Program is just one of the many valuable services Compaq provides to fully support your maintenance service efforts. Other popular services include:

- *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
- *Compaq On-Site Backup Support* – for on-site assistance from Compaq engineers with either four-hour or two-hour response time

For more information

Your Compaq Sales account manager can provide you with more information on the *Spare Parts Depot Program* 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*

Printed in U.S.A. EC-F9970-76 Rel.# 291/99 04 64 15.0 Copyright 1999 Compaq Computer Corporation. All Rights Reserved.

Compaq believes the information in this publication is accurate as of its publication date; such information is subject to change without notice. Compaq is not responsible for any inadvertent errors.

Compaq conducts its business in a manner that conserves the environment and protects the safety and health of its employees, customers, and the community.

Compaq, the Compaq logo, and *ProSignia* are registered in the U.S. Patent and Trademark Office.

*Some restrictions and exclusions apply. In the U.S. please consult CPN for ZIP codes covered within four hours. In Canada please refer to the Spares Depot Designated Locations Matrix at *http://www.compaq.ca/* to determine depot proximity and available response time. In Canada, parts are available for one-hour pickup only during normal business hours.