



*Spares Recovery Service from Compaq*

## *assisted services*

One-stop shopping for the disposition  
of all non-productive inventory

*Spares Recovery Service at a glance:*

- ➔ **Compaq assists with initial qualification**
- ➔ **Specialists perform an in-depth review of available parts for a fee**
- ➔ **Parts are defined as high value, sales value, or no value, and disposed of accordingly**
- ➔ **All sales or disposals are tracked, summarized, and reported to you**
- ➔ **Uses fully compliant and certified ISO 9002/14001 processes with full anonymity and indemnification**
- ➔ **Project manager assigned to your account to coordinate all communications and activities**

➔ *Provides recovery sale and/or disposition of obsolete or non-productive Compaq and third-party spare parts with full indemnification for you.*

**Comprehensive approach** – Includes all steps required for fast, efficient sale/disposition of Compaq AND third-party spares.

**Increases efficiency** – You streamline your spare parts operation, while also eliminating the cost of maintaining excess inventory.

**Maximizes your return** – Compaq's extensive secondary market network helps you get the most from your inventory of surplus, obsolete, or non-productive parts whenever possible.

**Worry-free disposition** – Compaq disposal services provide compliant disposal with full indemnification.

**Saves time and resources** – You concentrate on core service delivery activities while Compaq handles disposition.

**COMPAQ**

Better answers

assisted  
services

# one-stop shopping



## Dealing with change

The rapid pace of technology development brings equally rapid changes to the environments you support. The multiple products and platforms you deal with are constantly being upgraded, revised, modified, added to, or replaced.

All of this means equally dramatic changes in your parts inventory. Rapid changes quickly make entire lines of parts surplus, obsolete, or non-productive. Disposing of this excess inventory while ensuring maximum return can be time- and resource-intensive. That's why *Compaq Spares Recovery Service* can make such a valuable contribution.

## Maximum results, minimum hassles

*Spares Recovery Service* provides a complete recovery and/or disposition solution. On your behalf, Compaq will advertise and otherwise promote the sale of the available spares inventory. We will also transact sales, and administer and collect funds from the sales. In situations where the inventory has no market value, Compaq will dispose of it, utilizing fully compliant and certified ISO 9002/14001 processes with full anonymity and indemnification.

Just as important, this service covers most brands of products, providing a convenient, one-stop shopping approach to inventory management.

## A comprehensive, effective process

The first step of the service involves an initial qualification, during which

Compaq personnel help you determine if this is a viable alternative for your situation. If the initial qualification is positive, we perform an in-depth review of the available parts to determine an expected recovery/expense outcome. At this point, you and Compaq decide whether or not to continue with the process.

If the decision is to continue, the sales/processing stage begins, with outcomes depending on three spare parts categories:

- *Higher value parts* are entered into the Compaq Materials Recovery Catalog, which is distributed to our vendor base for review and bidding. At the end of an established time frame, awards are made to the highest bidders. We then notify you of the awards so you can pick, pack, and ship items to the appropriate vendor.
- *Parts with sales value* are shipped to the designated sales broker per instructions from the Compaq Property Disposition Center. The broker then sells these parts in bulk or other low-cost process.
- *Parts with no market value* are shipped to the designated disposition vendor per instructions from the Property Disposition Center. These parts are disposed of via the appropriate recycling process in compliance with all applicable government regulations.

## Complete accountability

All sales or disposals of products are tracked and summarized. The revenues generated and the expenses incurred to obtain those revenues are

combined on either a lot summary report for disposal and broker sales, or a sales spreadsheet for catalog sales. At the end of the program, Compaq generates a program completion document which integrates all this data and generates either a payment or invoice to you.

## Comprehensive capabilities

Compaq has an extensive secondary market network for a full range of products. We have decades of experience helping our customers dispose of surplus or obsolete inventory ranging from complete systems to individual parts through *Compaq Computer Asset Recovery Service* and other offers. Our specialists put this experience to work to ensure that the spares disposal process is accomplished with maximum convenience and maximum return on your investment, and with a minimum of involvement, expense, and worry.

## Part of a comprehensive program

*Spares Recovery Service* is just one of the many valuable services Compaq provides to fully support your service delivery or self-maintenance 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 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* – enables you to get help from a Compaq service delivery engineer on site, enhancing your ability to resolve tough repair challenges. With either four-hour or two-hour committed response available, this service represents the ultimate in backup support.

## For more information

Your Compaq Sales account manager can provide you with more information about *Spares Recovery Service* 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>

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