



Technician's Toolbox from Compaq

assisted services

Product and software maintenance support at your fingertips

Technician's Toolbox at a glance:

- Provides a complete menu of maintenance tools for Compaq and third-party product support
- Includes product information and diagnostics
- Updates available with optional subscription update service
- Customized maintenance tool list

→ *A customized set of maintenance resources to provide the information you need, where and when you need it.*

Comprehensive maintenance information – Access Compaq's broad selection of information, maintenance tools, and updates.

Facilitates handling of remote or on-site maintenance support problems – CD-ROM places the information you need at your fingertips.

Customized to meet your needs – Select only the tools you require from Compaq's extensive product menu.

Flexible, updatable service – Available product update subscription ensures the latest and best information.

COMPAQ

Better answers

assisted
services

portable
and
convenient

One step ahead

Dynamic. Fast-paced. Rapidly changing. This is the type of IT environment you are being asked to support. Access to the latest tools and information can keep you one step ahead by helping you deal with rapid change. That's where *Compaq Technician's Toolbox* can help. It provides all the information you need to effectively support your maintenance efforts and keep fast-changing business-critical environments operating at their best.

Information at your fingertips

Technician's Toolbox provides a full range of maintenance tools for Compaq and third-party hardware, firmware, and software, including:

- Diagnostics
- ECO/FCO updates
- Parts lists
- Problem reports
- Problem patches

Select only the products you need from Compaq, ensuring a customized, affordable solution and an excellent fit with your maintenance requirements. Adding the available subscription update service ensures that the latest tools and information are always at your fingertips.

Portable and convenient

Because support problems don't keep regular hours, *Technician's Toolbox* provides a comprehensive package of software and product information and tools in a convenient CD-ROM format. With a portable computer, you can quickly access the help you need to resolve a support problem whenever or wherever it's needed.

Part of a comprehensive program

Technician's Toolbox 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 Spares Recovery Service* – for recovery/disposal of obsolete or non-productive spares.
- *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 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.

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 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 *Technician's Toolbox* 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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