




Uptime Guarantee for Windows NT Clusters

Ensuring the highest levels of availability for your Windows NT cluster environment

Backed by skilled consultants and proven tools and methodologies, Compaq offers two levels of guaranteed availability for selected Windows NT® clusters, tailored to meet your business and budget needs: 99.5% and 99.9%. By joining in a proactive partnership with Compaq, you're assured of the support and responsiveness needed to keep your critical Windows NT cluster systems running at target availability levels.



The more you run Windows NT solutions, the more you depend on them. And when the systems that run your business are down, the costs can be devastating. Lost opportunities. Lost revenues. Failure-to-perform fees. Non-compliance penalties. Plus standard fixed costs you have to keep on paying whether you can be productive or not.

Potentially more damaging is the nearly incalculable loss of good will. Customers, partners and suppliers affected by system shutdowns perceive your company as being unable to meet their needs.

Can you afford the risk?

With the Compaq Uptime Guarantee, you can minimize these issues by maximizing the availability of your Windows NT cluster systems.

The Uptime Guarantee for Windows NT Clusters is a formal contract between you and Compaq. It commits Compaq to keeping your business-critical Windows NT cluster environment operational at or above the target availability level.

Both levels of the guarantee — 99.5% and 99.9% — reflect our confidence in our Windows NT-based hardware platforms running Microsoft® cluster software and in our service capabilities.

A proactive partnership to protect your business

We back our Uptime Guarantee for Windows NT Clusters where it counts the most — on the bottom line. If we don't deliver on the promised availability level, you don't pay the full service price.

What's more, entering into the guarantee costs you nothing extra, once you've met the technology, service and management requirements.

Benefits

- Optimize your investments in high availability Windows NT clusters with a system performance guarantee
- Eliminate uncertainty about attainable availability levels for systems whose shutdowns cost you money — and customers
- Share responsibility for meeting your availability target with an industry leader with proven Windows NT experience and high availability computing expertise
- Gain peace of mind knowing that your organization has taken the steps necessary to prevent unplanned outages and costly downtime

To achieve the best possible levels of availability for your Windows NT environment, you need a balanced mix of technology, services and management.

Your unique NT configurations, business requirements and usage help define your partnership with Compaq.

On our end, Compaq has made significant investments in skilled Business Critical Consultants as well as leading-edge methodologies and automated assessment management tools.

Working with you, we develop a partnership plan customized for your environment, with support components that include:

- A dedicated team of skilled, experienced high availability computing professionals ready to join your team

- Availability tools and testing
- Availability analysis consulting
- Availability monitoring
- Proactive change management
- Flexible hardware and software support services

Your responsibilities

As part of our partnership with you, we first recommend a specific ProLiant Server cluster configuration design for your site. We then ask that you have a support plan and change management process in place to ensure that your environment continues to provide high availability. You will also be asked to maintain a certain level of support staff and to install availability monitoring tools, remote system access, system management tools, and software patches as needed.

Calculating the cost of downtime

The cost of downtime is the sum of the losses resulting from a system's failure to perform. This calculation includes lost direct sales, standard fixed costs, penalties and fees — plus damaged reputation and lost good will.

Depending on usage, your cost of downtime per Windows NT system may vary from \$10,000 per hour to millions of dollars. For widely distributed applications or widely accessed systems, some costs may be hard to assess — and these hidden costs can drive up the losses attributed to downtime even higher.

If your downtime cost per system is as low as \$5,000 per hour, you are financially justified in purchasing business-critical products and services and in taking serviceability actions aimed toward maximizing availability and minimizing risk for your business. Your business will reap the benefits of higher availability for your critical Windows NT-based systems.

Compaq Uptime Guarantee

99.5%

Your need Critical Windows NT-based of downtime equal to or gr

Compaq commitment No more than 44 hours of measured every 13 weeks

In the unlikely event that u the 99.5% target rate, Cor a credit. For each 1% that falls below the target, you of 5% on the previous qua contract invoice on the cor

Your cost You pay only for the prerec additional charge for the U

Eligible Windows NT Clusters Two-node Compaq ProLiant ProLiant Cluster Series F M

Two-node Compaq ProLiant Cluster Series F Model an

Required services **Availability Review**

- Configuration analysis
- Business review
- Risk analysis
- Recommendations revie

Availability Partnership

- Quarterly review
- Partnership plan
- Availability monitoring
- Proactive configuration m
- Account information mar
- Configuration upgrade an

Installation and Startup Se

24x7 Hardware and Softw

- Dedicated Compaq Tech
- Response times you nee
- Access to problem resol
- Premium escalation plan

Your service responsibilities

- Implement a mutually-agreed
- Adopt a mutually-agreed
- Employ appropriate supp to in the support plan
- Provide remote system a
- Install the following serv
 - Availability Monitoring History (MPH)
 - Compaq Insight Manag
 - Compaq Integration M
 - Compaq Remote Insig
- Install all patches as ad Account Manager
- Other requirements that Availability Partnership a

Compaq Uptime Guarantee for Windows NT Clusters

	99.5%	99.9%
Your need	Critical Windows NT-based systems with a cost of downtime equal to or greater than \$5,000 per hour	Critical Windows NT-based systems in a complex network with a cost of downtime equal to or greater than \$10,000 per hour
Compaq commitment	No more than 44 hours of downtime per year, measured every 13 weeks In the unlikely event that uptime falls below the 99.5% target rate, Compaq will issue a credit. For each 1% that the uptime level falls below the target, you will receive a credit of 5% on the previous quarterly Compaq service contract invoice on the core system components.	No more than 9 hours of downtime per year, measured every 13 weeks In the unlikely event that uptime falls below the 99.9% target rate, Compaq will issue a credit. For each 1% that the uptime level falls below the target, you will receive a credit of 5% on the previous quarterly Compaq service contract invoice on the core system components.
Your cost	You pay only for the prerequisite services. There is no additional charge for the Uptime guarantee for Windows NT.	Same
Eligible Windows NT Clusters	Two-node Compaq ProLiant™ 3000 servers with Compaq ProLiant Cluster Series F Model and Compaq storage Two-node Compaq ProLiant 6500 servers with Compaq ProLiant Cluster Series F Model and Compaq storage	Same Same
Required services	<p>Availability Review</p> <ul style="list-style-type: none"> • Configuration analysis • Business review • Risk analysis • Recommendations review <p>Availability Partnership</p> <ul style="list-style-type: none"> • Quarterly review • Partnership plan • Availability monitoring • Proactive configuration monitoring • Account information management • Configuration upgrade analysis <p>Installation and Startup Services for new Compaq ProLiant Servers</p> <p>24x7 Hardware and Software Support</p> <ul style="list-style-type: none"> • Dedicated Compaq Technical Account Manager • Response times you need • Access to problem resolution • Premium escalation plan 	<p>Same</p> <p>Same</p> <p>Same</p> <p>Same</p> <p>Same</p> <p>For the 99.9% Uptime Guarantee, you may also need one or more of the following:</p> <ul style="list-style-type: none"> • On-Site Parts Service • System Healthcheck • Year 2000 Healthcheck • LAN Management Support • System Management Support • User Application Support • Other requirements that may be identified in the Availability Partnership agreement
Your service responsibilities	<ul style="list-style-type: none"> • Implement a mutually-agreed-upon configuration • Adopt a mutually-agreed-upon change management plan • Employ appropriate support staff as specified and agreed to in the support plan • Provide remote system access as required by Compaq • Install the following service and system management tools: <ul style="list-style-type: none"> – Availability Monitoring tool, e.g. Monitoring Performance History (MPH) – Compaq Insight Manager – Compaq Integration Manager – Compaq Remote Insight Board • Install all patches as advised by the Compaq Technical Account Manager • Other requirements that may be identified in the Availability Partnership agreement 	<p>Same</p> <p>Same</p> <p>Same</p> <p>Same</p> <p>Same</p> <p>Same</p> <p>Same</p>

Compaq Critical — the core Uptime Guarantee

You achieve the Windows NT Uptime Guarantee as a result of our partnership, plus your own best-practice IT investments and management activities.

Compaq's Business Critical Services provide the lifecycle support we feel is necessary to minimize risks to Windows NT system uptime — and to achieve guaranteed availability.

Our Business Critical Services go beyond fast response to problems, encompassing a range of proactive steps designed to prevent problems from happening in the first place.

Unlike traditional support services, Business Critical Services span your entire Windows NT environment — not just specific systems — with all services customized to your Windows NT installations and business usage.

At the heart of the Uptime Guarantee for Windows NT Clusters, these key Business Critical Services help you reach the required service and serviceability levels:

- **Availability Review**, delivering an in-depth availability analysis of your complete IT environment, complete with actual costs of downtime per system and recommendations to eliminate risk. *This is the best first step toward high availability for your Windows NT cluster systems.*

Services you may need for the 99.9% Uptime Guarantee for Windows NT Clusters

When your business requires the highest levels of Windows NT availability, a Compaq Business Critical Consultant will work with you to identify the additional actions and services necessary to achieve the 99.9% Uptime Guarantee.

Depending on your unique requirements, these services may include:

- **On-Site Parts Service**, a “rental” spares solution that ensures you have the parts you need readily available when you need them, without significant capital outlay

- **System Healthcheck**, providing a thorough assessment of your Windows NT-based environment using advanced, expert system-based tools to identify potential risks to availability due to system configuration and management issues

- **LAN Management Support**, designed to enhance your own system management capabilities, with services that include continuous monitoring, remote diagnosis and monthly reporting

- **System Management Support**, expert optimization services to help implement your system strategy, featuring operations review, performance analysis, performance tuning, security assessment and configuration management

- **User Application Support**, providing a single point of contact for technical information and usage assistance for today’s most popular desktop applications, with support that ranges from installation assistance to problem isolation and notification to usage reports

- **Year 2000 System Healthcheck**, a quick and cost-effective on-site service that provides a comprehensive assessment of the Year 2000 readiness of Compaq products and selected partner products, including hardware, operating systems and layered software

Compaq Services may also want to conduct a base-level network assessment, and we may require active monitoring of your key systems.

100% committed to the success of your business

Compaq offers a depth and breadth of support services to cover the full range of availability needs, from basic to business critical. Our global team of Business Critical Consultants has proven experience helping customers design availability into new systems — and that includes business-critical solutions built not only on the Windows NT platform but also OpenVMS™, NonStop Kernel™ and DIGITAL UNIX® on Compaq platforms.

Uptime defined

In the context of the Uptime Guarantee for Windows NT Clusters, “uptime” is defined as the availability of a core Windows NT-based system to run applications. Availability includes instances where failover within the cluster has occurred and the performance may be degraded. Certain outages are excluded from the cost of downtime total, including planned downtime and outages caused by elements beyond our control, such as fire, floods and earthquakes.

Compaq is known industry wide for its leadership in Windows NT servers. We’re also a recognized leader when it comes to the planning, design, implementation, management and support of Windows NT-based solutions — which is why Microsoft endorsed Compaq the only Worldwide Prime Integrator for Windows NT.

With more than 550 locations in 114 countries, plus 30,000 channel partner service resources, our services organization is truly global.

Our complete portfolio of availability solutions for Windows NT, culminating in the Uptime Guarantee for Windows NT Clusters, maximizes our experience, capabilities, tools and methodologies to ensure you achieve the level of availability that is right for your business.

Getting started

The best first step toward the Uptime Guarantee for Windows NT Clusters is a conversation with your account representative about scheduling an Availability Review. We can customize a partnership with you — with support that encompasses servers, storage and networks. Talk to us. We’re available now.

To learn more about how the Uptime Guarantee for Windows NT Clusters can work to protect your business, contact your local Compaq representative or business partner today, or in the U.S. and Canada call **1-800-289-9052**. You can also visit us on the web at **www.compaq.com/services**

Service features may vary from country to country, depending on local customer requirements.

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