HP's business system support for your organization's long-term success
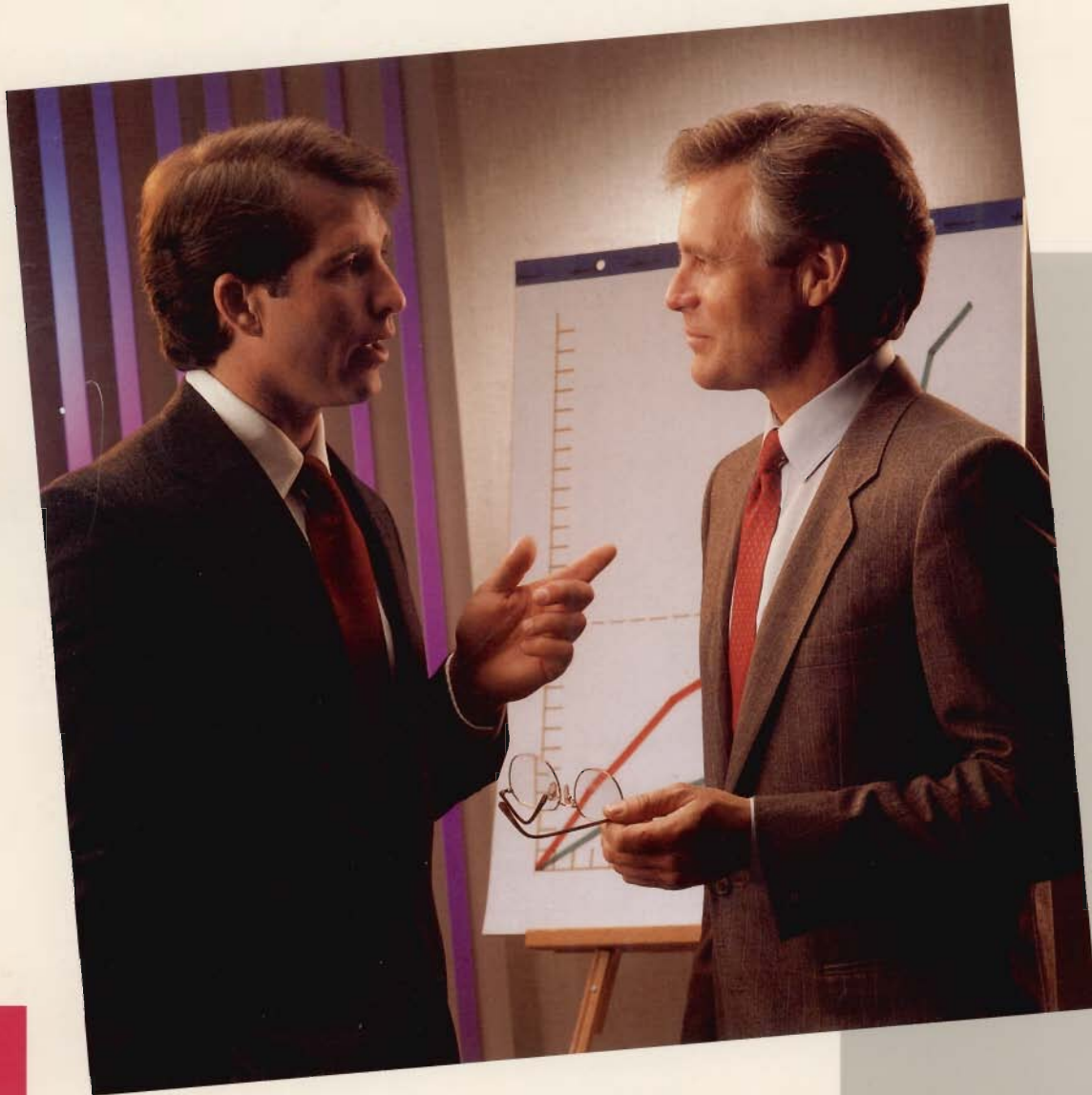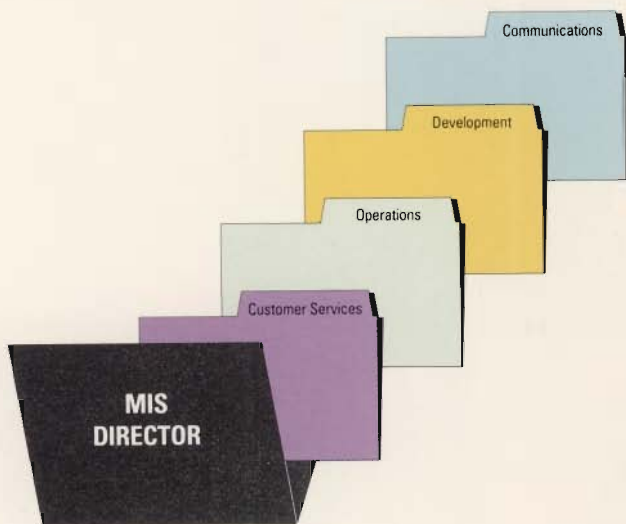
Together we'll get
the job done better

Communications

Development

Operations

Customer Services

MIS
DIRECTOR

HP helps you get
the most out of
your end-user ser-
vices, operations,
communications,
and development
departments.

Capitalize on your investment

Your high-quality HP 3000 or HP 9000 business systems help you meet the challenge of ever-changing information in an on-line transaction processing environment. Hewlett-Packard's service and support can increase your return on an already sound investment by maximizing up-time and improving productivity.

We work closely with you to understand your business goals. Then we apply our knowledge of information systems to structure a service and support program that best meets your specific needs.

As your support partner, we provide you with a range of support services throughout your system's life cycle. Our services include training, consulting, disaster recovery, network, and multivendor PC support. HP's worldwide coverage ensures that you receive prompt, personal attention, wherever you conduct business.

And HP helps you get the most out of your customer and end-user services, operations, communications, and development groups. By making our support services an integral part of your organization, you capitalize on your investment.
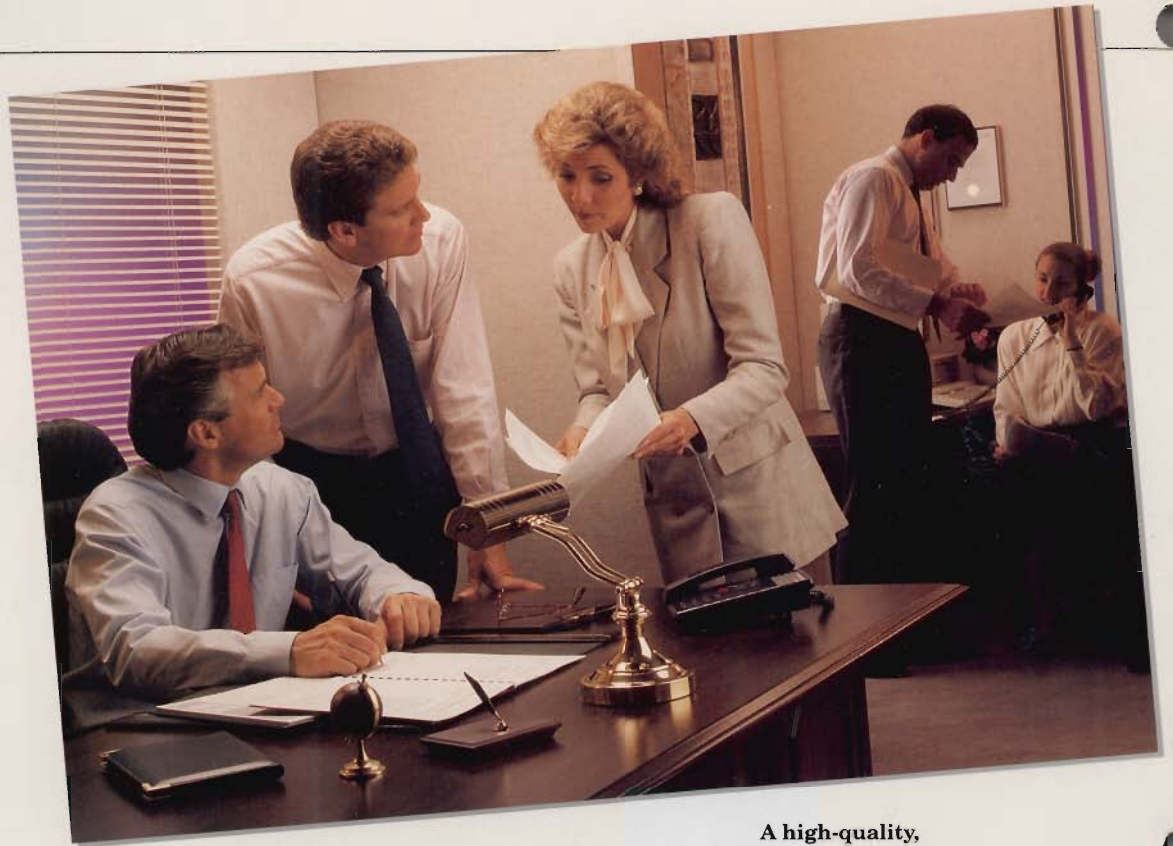
A high-quality, comprehensive HP support plan helps improve your end users' productivity.

"Ten HP 3000s, in a network that functions 24 hours a day and serves 200 users, manage production and data-processing requirements for eight breweries distributed throughout Italy. The HP technicians and consultants with whom we have worked over the years—in fact, the entire HP organization—contribute to the success of our operations by their readiness to intervene immediately and efficiently."

G. Nicola Giorgi
Information Systems Manager
Birra Dreher S.p.A.-Heineken Group
Italy

Improve end-user productivity

Hewlett-Packard provides expert training and PC support to enhance your current support capabilities. We help you with time-intensive tasks such as new product education and multi-vendor PC support. Backed by our support resources worldwide, we gear our services to meet your needs in a distributed on-line transaction processing environment.

Save time and money with professional instruction

HP's highly trained professional instructors understand your industry and its language. In clear, concise terminology, they cover the subject effectively—everything from system performance to local area network (LAN) and wide area network (WAN) protocols. As a result, your people's technical skills increase quickly and efficiently. The time you save in training minimizes lost business opportunity costs and dramatically increases productivity. So novices and experienced staff alike learn what they need to make better decisions, increase operational efficiency, and improve customer service—while *you* manage costs.

Simplify PC system support administration

HP's multivendor support program eliminates finger pointing and simplifies your day-to-day administration. You get single-point end-user support for all your personal computers. You place one telephone call, and HP handles the rest. Support engineers, backed by strategic alliances with key vendors, take full responsibility for multivendor network problems.

Take advantage of flexible system support

HP's system life cycle programs maximize the performance and productivity of your entire networked system. We can tailor a comprehensive program to match your availability requirements and budget constraints. As your support partner, HP works both to simplify service administration and to increase your system uptime.

Receive quality service from HP's local support team

Whether you need support for a few offices or a building filled with a variety of PCs and peripherals, HP's support team can help. Through rigorous hardware and software training, our support experts keep up to date with your systems, networks, and applications. And since they master new technologies and new products on our time, not yours, it takes them less time to integrate new equipment into your system.

Retain control with flexible hardware support

Contractual hardware support programs cover everything from installation and relocation to preventive maintenance. Flexible coverage gives you the response time that suits your critical user groups.

HP's sophisticated remote support processes enable the HP Response Center to troubleshoot, diagnose, and resolve many problems over the telephone. Our support procedures can reduce downtime by using historical trends to predict and correct problems before they affect your system.

Your HP support consultant listens and works with you to understand your business needs.

HP Computer Museum
www.hpmuseum.net

For research and education purposes only.

Increase end-user satisfaction with solid software support

HP structures software support to put you closer to our information sources. For personal technical assistance, HP TeamLine service assigns a trained HP support consultant to you. The consultant knows your operating environment and applications and works with your people to tailor support to your specific needs.

HP ResponseLine service enables you to call the HP Response Center network of experts for fast, accurate answers to questions or help in resolving configuration issues. They provide cost-effective remote support on issues ranging from PC integration to support of industry standards.

Using comprehensive knowledge databases, support specialists speed repairs and minimize

downtime by tracking known solutions to problems, product data, and system history. You also can access answers electronically or use powerful keyword and menu-driven search facilities to tap HP's worldwide bank of problem-solving information yourself. Or use HP LaserROM information tools to access the equivalent of over 24,000 pages of software information on a single compact disc. To save additional time, you also can receive selected HP software updates on compact disc.

"We commend Hewlett-Packard for providing professional service and a smooth system installation. HP's prompt response to all of our requests contributed to the success of the project. Hewlett-Packard personnel fit in with our team, and showed the patience and competence required for a new site implementation."

Bryan Ericson
EDP Executive
Diners Club International
Australia

Your HP support consultant helps you develop an effective, comprehensive support strategy to maximize productivity.

Augment your staff with HP expertise

With HP's ongoing planning services, you can accurately assess the efficiency of your information management system. Timely information enhances your organization's ability to respond to changes. And making carefully planned changes can maximize productivity and enhance overall performance.

Our professional support consultants can augment your staff. These consultants have the technical knowledge and practical experience to evaluate your business needs, propose solutions, and implement those solutions successfully. Through a modular approach, HP provides a broad range of business-focused services to build custom services for you.

Your assigned HP support consultant leads periodic reviews to keep you informed. Topics in these sessions might include performance, backup and security procedures, system administration and operation, and current support and technical issues. And support consultants recommend ways to optimize the performance of your system.

Prepare for disasters with recovery experts

HP's recovery specialists help you develop disaster recovery plans and conduct full-scale rehearsals of your data-processing recovery procedures. That way, you and your HP backup team can iron out potential problems in advance. The HP Disaster Recovery program provides all the hardware, technical support, and customized telecommunications capabilities you need to resume operations after a disaster.

Improve network performance and availability

HP understands the intricacies of building and supporting complex networks for distributed environments. Our experience includes managing LANs and WANs for large, multinational companies besides our own international, multivendor network.

The HP Network Support program helps you maximize multivendor network availability and performance. Working closely with you, our network support specialists define objectives and specific

reliability, performance, and security requirements. Final recommendations cover the technology, topology, and functionality of each network component.

Once we have your network up and running, our maintenance and multivendor problem resolution services help it stay that way. Network support specialists at the HP Response Center identify and isolate problems quickly, while remote diagnosis accelerates the entire process.

"HP managed our LAN installation efficiently and professionally—from design to implementation. I could concentrate my efforts on upgrading our system, while they coordinated the project. With HP's service and support, our system was soon up and running smoothly."

Stacey E. Horne
Software Systems and Controls Manager
Kelley Oil Corporation
United States

Secure your business success

Year after year, industry experts rate HP as a leader in delivering high-quality service and customer support. Now you can put our track record to work for you. HP's integrated support network can give you the worldwide support and consistency your business needs. Our extensive business system experience can help improve the performance and availability of your on-line transaction processing solutions. And our people are ready to deliver personal service and professional excellence.

Call us today

Your HP representative can show you how HP can help you further capitalize on your investment in HP information management systems. For more information, please contact the HP office nearest you.

HP's support helps you capitalize on your system investment, ensuring your organization's long-term success.

For more information, call your local HP sales office listed in your telephone directory or an HP regional office listed below for the location of your nearest sales office.

United States:
Hewlett-Packard Company
4 Choke Cherry Road
Rockville, MD 20850
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Hewlett-Packard Company
5201 Tollview Drive
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Belgium and Luxembourg:
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Denmark:
(42) 81 66 40

Finland:
(0) 88 721

France:
(1) 69 82 60 60

Germany:
(06172) 16 0

Greece:
(01) 68 28 811

Iceland:
(91) 67 10 00

Ireland:
(01) 88 33 99

Italy:
(02) 92 19 91

Netherlands:
(020) 547 6669

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