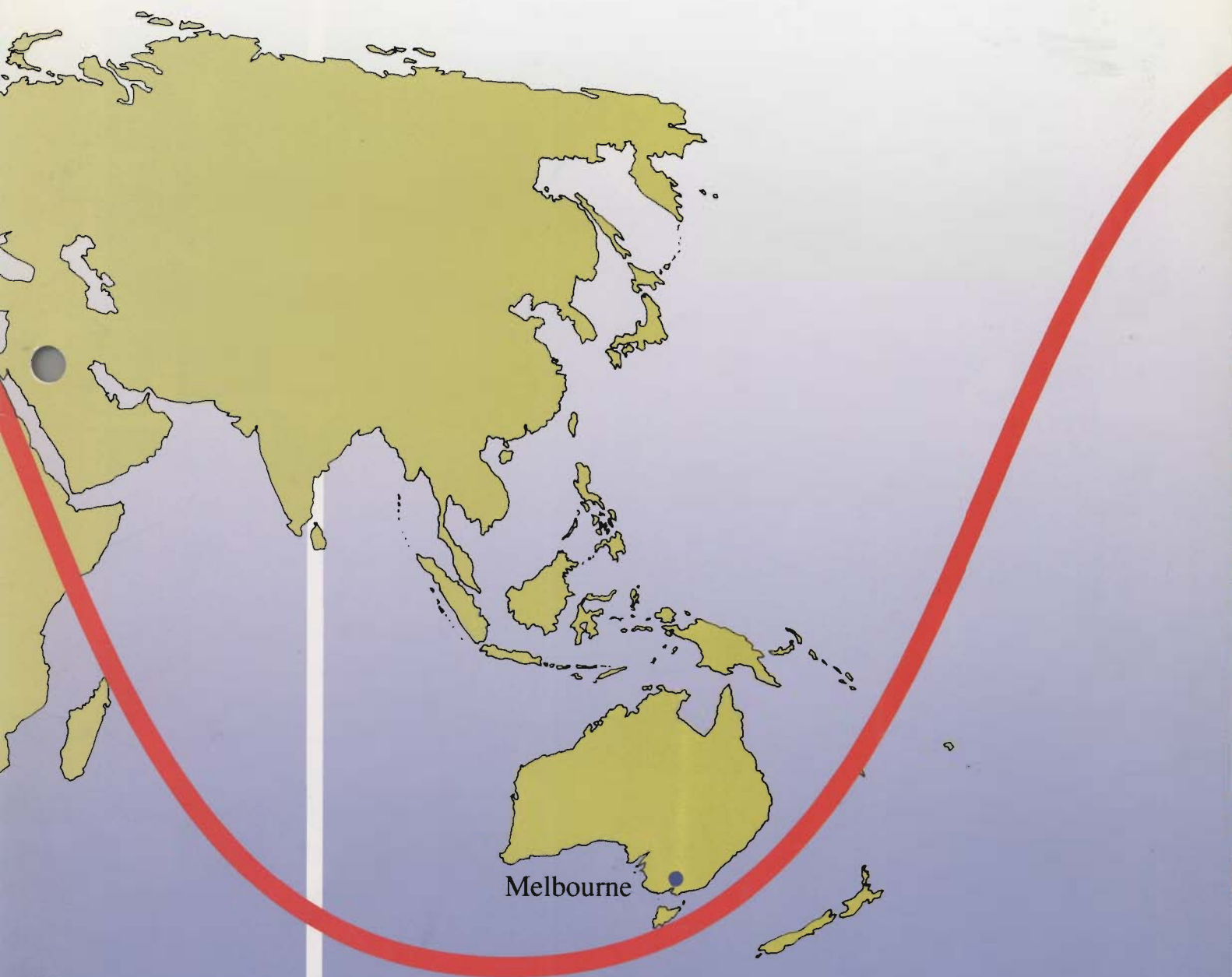


HEWLETT-PACKARD AUSTRALASIAN RESPONSE CENTRE

**WHATEVER TIME YOU CALL
HEWLETT-PACKARD WILL HELP**

*10AM EST
"Hewlett-Packard Australia,
G'day, can I help you?"*

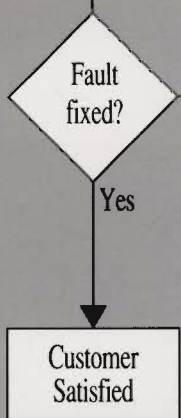
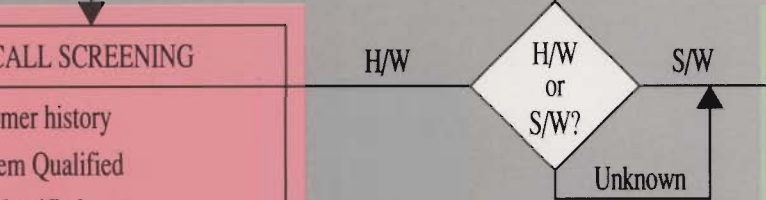


CUSTOMER SUPPORT REQUEST	
008 033 833	0014 800 125 541
• Local Call Rates	• 24 hour service
CALL MANAGEMENT	
• Call Logged	• Prioritised

PREDICTIVE SUPPORT
• Predictive Calls

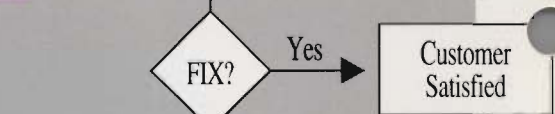
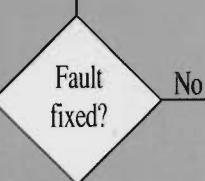
CALL SCREENING
• Customer history
• Problem Qualified
• Part Identified
• Remote diagnosis

PHONE ASSISTANCE
• Specialist teams of engineers
• Knowledge Systems (KDB)
• Problem replication equipment
• Remote diagnosis

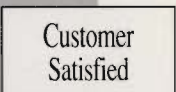
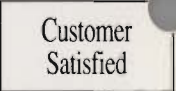
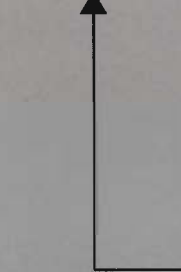
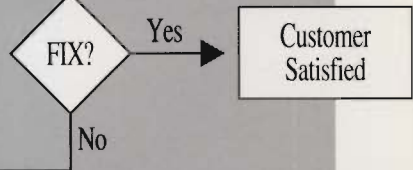


ENGINEER DESPATCH
• Local knowledge
• Communications

ENGINEER (LOCAL)
• Fault information communicated
• Account knowledge
• System expert
• Local parts



ESCALATION MANAGEMENT
• Dedicated Specialists
• Direct Factory Assistance
• HP Management Awareness
• Loaner Products
• Escalation Managers
• Agreed Contingency Planning



HP Computer Museum
www.hpmuseum.net

For research and education purposes only.

Whatever HP product you use – PC, workstation, commercial or technical system – The Hewlett-Packard Response Centre provides you with advice on usage and speedy resolution of problems 24 hours a day, 365 days per year. To ensure timely resolution of your problem, we use a standard call management process throughout the world.

Call Management

Call Management is designed to help you resolve your problem quickly.

Wherever you are in the country, our toll free numbers let you access Hewlett-Packard Response Centres around the world providing you with assistance whatever time you call, night or day:

008 033 833

(Monday through Friday 7.00am to 7.00pm)

0014 800 125 541

(outside above hours)

To help us deal with your problem more effectively, we will ask you for some specific information.

Software Problem

For a SOFTWARE PROBLEM, we will initially seek the following information from you:

1. System Handle (System Name)
2. Your name and phone number
3. A brief problem description
4. Priority of call

We ask you to prioritise your call, either 1,2,3 or 4; where 1 is a down system, 2 is an application unavailable, 3 is a general problem, 4 is a low priority "how to" question.

A priority 1 call will typically be responded to in 15 minutes. Other calls will typically be returned in 1 hour (maximum 2 hours).

Your call is then assigned to the most suitable engineer.

Hardware Problems

For a HARDWARE PROBLEM, we will initially seek the following information from you:

1. Serial Number and Model Number of failing unit
2. Your name and phone number
3. Physical location (address) of failing unit
4. A brief problem description

Your hardware call is assigned to the most suitable Hardware Engineer. The Engineer will contact you if further clarification of the problem is needed or to request access to your system via a dialup modem to run system diagnostics.

In both cases, the Call Management Team will allocate a Reference Number to your call and inform you of expected response times.

Remote Diagnosis

On the majority of occasions your problem will be resolved remotely. Engineers are aided by powerful "knowledge" databases – unique libraries of all known problems that have occurred.

Using these tools, not only can we call up what was done and when, but also why and by whom, and whether a similar circumstance has occurred with another system anywhere in the world. These corresponding records are invaluable in the problem's resolution.

In the event that our databases are unable to assist the Engineer, we will remotely access your system or simulate your environment using our extensive inhouse replication equipment.

If further assistance is needed or in cases where the Engineer cannot resolve the problem remotely, the call and any new information gathered will be passed to your local engineer, who will schedule a time for an on-site visit.

Escalation Management

Central to our philosophy of customer support is the concept of escalation. This process applies an increasingly higher level of expertise and resources to your problem, to ensure its speedy resolution. Escalation can be implemented at any time during the problem solving process – from your first call into the Response Centre until the moment your problem is resolved to your complete satisfaction.

Usually, Escalation comes into play even when one of our highly skilled engineers is unable to solve a problem. He will request Escalation, calling upon the specialist knowledge and skills available in the Worldwide Response Centre Network. The level of skills, experience and responsibility will then escalate automatically as necessary, going right to the very top of Hewlett-Packard.

Electronic Support

HP have provided a number of additional electronic tools to help increase your productivity.

HP SupportLine provides you with on-line access to the same support information used by HP Response Centre Engineers. By searching the electronic database, you can independently solve problems and retrieve information to apply solutions. In addition, you can obtain the latest HP product news, technical tips or log calls.

Predictive Support

HP Predictive is a state of the art software package developed by Hewlett-Packard to help increase your system productivity.

With HPPredictive you gain increased uptime and less recovery time. The ability to predict system hardware problems before they occur means less stress for you and greater productivity for your organisation.

and the people . . .



Administration Team



Commercial Team



Medical Team



Network Team



Hardware Team



UNIX Team



PC Team

All these resources are brought together to ensure the highest level of service is always available for your Hewlett-Packard systems.



RESPONSE CENTRES SERVICES

- PREDICTIVE SUPPORT
- CALL MANAGEMENT
- CALL SCREENING
- FAULT ISOLATION
- PROBLEM RESOLUTION
- TELEPHONE ASSISTANCE
- ESCALATION MANAGEMENT
- ENGINEER DESPATCH
- ELECTRONIC SUPPORT
- 24 HOUR TOLL FREE WORLDWIDE SOFTWARE SUPPORT



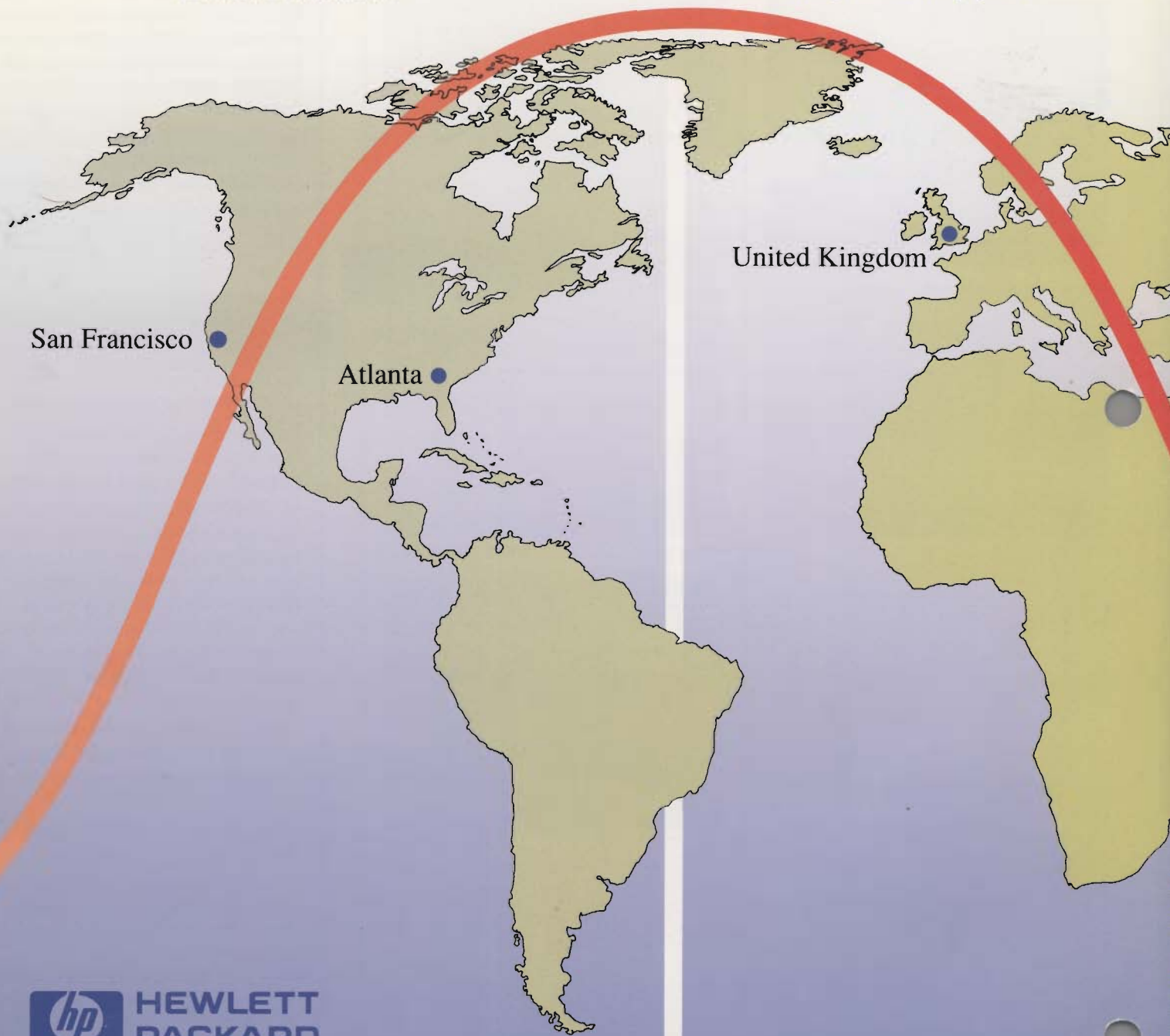
During the 1989 Earthquakes in the San Francisco Bay area, the Hewlett-Packard Australasian Response Centre took over for the West Coast of the United States until normal San Francisco operations were resumed.



**HEWLETT
PACKARD**

4AM
*"Hewlett-Packard U.S.A.,
Hi, can I help you?"*

9PM EST
*"Hewlett-Packard U.K.,
Good morning, can I help you?"*



Phone 008 033 833