

Build your business with the right service provider - HP.

Look for experience.

HP has a proven track record of providing consistently superior service and support to its customers. Recognising all customers are different, HP spends the time to understand your business needs before applying expertise to create the right solution.

Evaluate size and capabilities.

HP has the right people and geographic coverage to ensure superior support services are maintained. HP has an extensive range of services that can be customised to meet your specific needs.

Assess stability and flexibility.

You can depend on HP to be there for the long term. HP is flexible and able to adapt to the changing needs of your business.

HP's support capabilities include:

- Hardware and Software Support Services
- System Management
- Network Management
- Multivendor Services
- Help Desk Services
- Business Recovery Services
- Asset Management
- Network Integration Services
- Network Planning and Design
- Project Management
- Equipment Relocation Services
- On-site Installation
- Computing Environment Preparation

HP's Selective Outsourcing Solutions

Your management information system is an indispensable asset when it is aligned to support your organisation's business objectives. HP offers a wide range of quality services customised to support your business.

HP's selective outsourcing services include:

Systems Management: HP provides monitoring, backup and administration services for centralised and distributed systems.

Network Management: Network Management services include monitoring, fault isolation, problem resolution, network documentation and performance reporting for local and wide area networks.

Desktop Services: A range of services aimed at improving user productivity and streamlining the management and support of desktop environments. Services include Help Desk, Asset Management and Multi-vendor support.

Business Recovery: This service comprises planning, recovery rehearsals, and access to back-up computing services 24 hours a day, 7 days per week.

HP's hardware, software and network support services ensure the on-going availability of your computing environment. This enables you to spend more time managing your business and less time managing your systems.

For more information contact your Hewlett-Packard sales representative.

Immediate assistance
24 hours a day,
365 days per year.
One point of contact.

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HP Computer Museum
www.hpmuseum.net

For research and education purposes only.

Anywhere, anytime, HP will be there to support your business needs.



Whether you own a HP PC, workstation, commercial or technical system, the HP Customer Response Centre provides immediate assistance 24 hours a day, 365 days per year.

For prompt professional advice:

1. Dial 13 11 47 from anywhere in Australia.
2. Follow voice prompts and select the option relating to support agreements.
3. Identify your HP Support Contract with either a:
 - System handle;
 - Serial number;
 - Company name;
 - Authorised caller's name; or
 - Control number.
4. Clearly describe your problem.
5. Confirm the location and your contact number (direct line or extension).

It's as simple as that!

After your call is logged, HP will work with you to ensure the problem is resolved quickly so as to minimise any disruption to your organisation.

Calls are prioritised using the following guidelines:

Software Problems:

Priority	Problem Description	Response Time
1	System is down, causing serious productivity loss.	Within 15 mins
2	Application is down, major interruption to business.	Within 30 mins
3	General problem, not having a large impact on business activity.	Within 1 hour
4	Low priority problem/query causing inconvenience. (e.g. "how to" question)	Within 2 hours
5	Not urgent, having minimal or no impact on business activity.	Next day

Hardware Problems:

Response times for hardware problems will depend on your HP Support Contract. Your hardware support coverage may range from Two Hour On-site response to Return-to-HP service. If you have any queries about your support coverage, please contact HP on 13 11 47.

Useful HP Contact Numbers

13 11 47

Customer Response Centre

For all support queries relating to HP SupportPack and HP Support Contracts.

13 10 47

HP Customer Support Information

For all non-contractual support enquiries.

03 9272 2627

HP FIRST Fax Back Information Service

Get the facts about HP PCs, networks, peripherals and support 24 hours a day, 7 days a week.

1800 035 520

Customer Education Centre

For information relating to courses covering topics such as UNIX, Open Systems, Networking, Programming with system calls, System Administration, System Performance and Tuning, System Security and Trouble-shooting.

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HP works on your side.



Hewlett-Packard Australia Limited

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