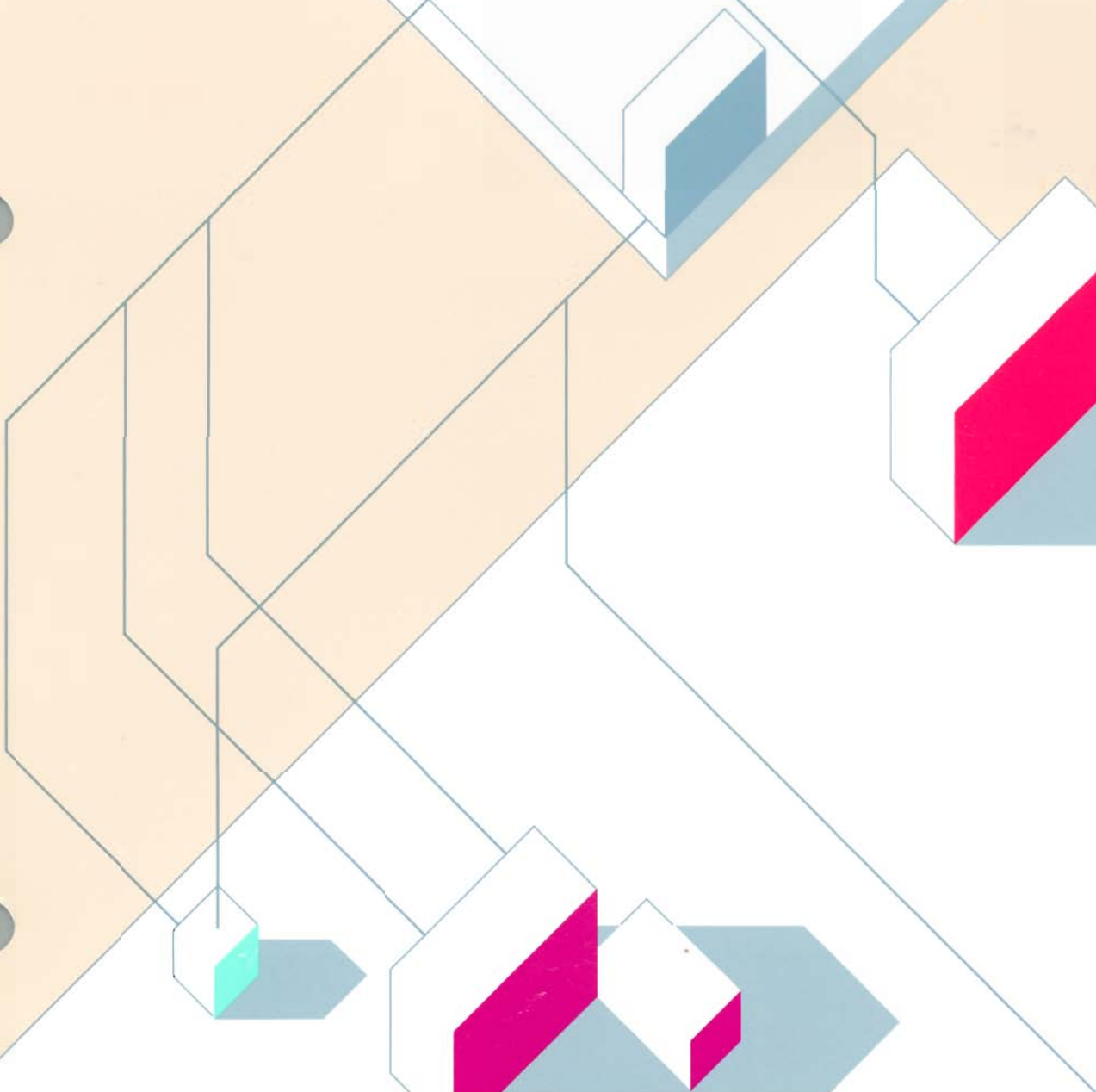
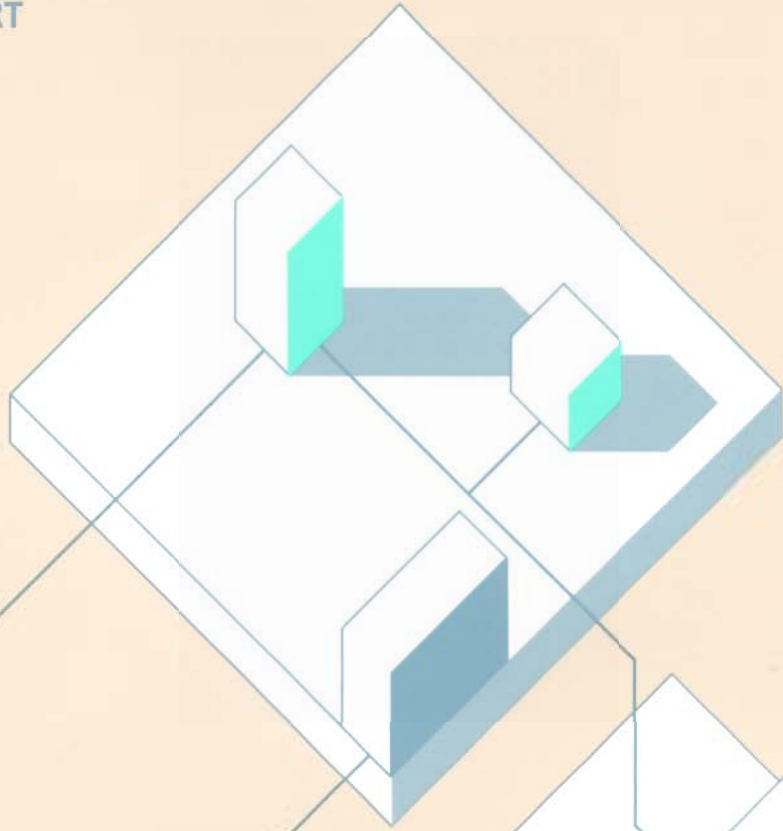


HEWLETT-PACKARD

HP NETWORK SUPPORT

We take the work
out of networks



HP Computer Museum
www.hpmuseum.net

For research and education purposes only.



AS YOU GROW IN NEW DIRECTIONS, IT PAYS TO HAVE SUPPORT YOU CAN COUNT ON.

You depend on your information systems to process information.

But now you need the ability to move that information from one place to another.

Within the factory.

Across the country.

Today, in addition to your information systems, you need *dependable* network capabilities.

To help you grow the way you want to.

The problem is, the world of networks is becoming increasingly complex and confusing.

The terminology is technical.

The alternatives are numerous.

And a mistake can be extremely costly.

So if you are planning on adding network capabilities, it pays to talk to a company you know you can count on, now and in the future.

Hewlett-Packard.

HP'S NETWORK SUPPORT PROGRAM WORKS THROUGHOUT THE LIFE OF YOUR NETWORK.

The HP Network Support Program offers a range of independent yet fully integrated support services. So you can pick and choose the services you need to meet your own requirements.

Whether you're working in a business, manufacturing, or engineering environment.

Whether you need a local area network to connect people within a department, or a wide area network to link branch offices across the country.

With *Network Planning & Design*, *Network Repair*, *Network Startup*, and *NetAssure*, our support program works throughout the life of your network.

A WORLDWIDE SUPPORT LEADER

You usually don't worry about support until something goes wrong.

But with support from Hewlett-Packard, you don't even have to worry then.

Because you can count on HP support *when* you need it, *where* you need it.

In fact, over the past six years, a Datapro survey has rated HP #1 in support and overall customer satisfaction more consistently than any other computer company.

Now, drawing on our expertise as the leader in computer systems support, HP has expanded its services to offer you comprehensive *network* support.

So as you add new capabilities, you have the assurance of continued, expanded support from a worldwide support leader.

THE HP NETWORK SUPPORT PROGRAM: Services tailored to your needs.

The HP Network Support Program assures you of having support each step of the way, throughout the life of your network.

Flexible enough to accommodate networks of varying sizes and complexities, our support services are easily tailored to your specific requirements—including planning and design, implementation, maintenance and education.

Choose the HP Network Support services *you* need for your continued business growth and success:

NETWORK PLANNING & DESIGN: Careful planning provides the flexibility for growth.

Information is only as good as its accessibility.

A carefully planned network ensures that you'll always have the information you need. When you need it, where you need it.

Our experienced HP Network Consultants work closely with you to plan and design a network based on your business strategies and goals, and the communications capability required to meet these goals.

And since we understand that your network needs will change as your business grows, part of our design includes a plan for expanding your network.

As you grow, you'll want to protect your investment and have the flexibility you need to add capabilities and incorporate new technologies.

Our commitment to using and supporting industry standards provides this flexibility and allows you a broad range of network alternatives.

Instead of being locked into a network solution with one vendor's proprietary architecture, you can choose the hardware and software that best suits your needs. From a variety of vendors.

With HP *Network Planning and Design*, you have the assurance of a network that is carefully planned from the outset. A network that meets your current needs and also connects you to the future.





NETWORK PREPARE: Taking charge of the transition.

HP assists you in developing a network implementation plan to help you prepare for the smooth integration of the network into your business. The implementation plan covers project scheduling, resource and training requirements, and procedures for managing the network.

We can also assume the role of project manager for your network implementation through our custom project services.

NETWORK STARTUP: Getting you off to a good start.

You need your network up and running quickly. Whether you are installing a new network or adding connections to an existing one, with *Network Startup* you can count on HP for help.

Your HP support team works with you to plan and coordinate the configuration and installation of all network components.

And we work with you to thoroughly test the network. So you can be sure that the network we install is operating properly and meets all previously agreed upon criteria.

Network Startup also provides you with documentation that accurately reflects the network we have put into operation for you.

NETASSURE: A single-vendor solution for a multi-vendor environment.

Networks are usually comprised of equipment and services—mainframes, minicomputers, PCs, modems, switches, PBXs, and telephone lines—from many different vendors.

So when something goes wrong, it is often difficult to know just where the problem lies. And harder still to know which vendor to call for help.

A runaround from vendor to vendor can run you ragged. And keep your network from running at all.

Instead of *finger-pointing*, HP believes in *pin-pointing* your problem. So you can get it fixed. Fast.

With *NetAssure*, we become your major contact.

So you don't have to call every vendor on your network.

We isolate the problem to a specific component on all supported connections of your network. Whether it's our equipment or another vendor's.

HP simplifies problem resolution and reduces your network downtime by working directly with selected vendors under our joint support program.

In addition, we've tested a variety of equipment from leading network vendors to ensure that it runs smoothly with HP equipment in a network environment. This multi-vendor compatibility in conjunction with our own products' well-known reliability means that with HP, network problems are less likely to arise in the first place.

CUSTOMER EDUCATION

HP Customer Education provides a range of courses and educational material to meet your needs throughout the life of your network—from high-level overviews to operational training classes to in-depth technology seminars.

If you have special requirements, we can also provide customized training to meet your particular needs.

HP NETWORK SUPPORT TAKES THE WORK OUT OF NETWORKS.

While everyone is talking networks, few are speaking the same language.

HP cuts through the confusion to help you develop a clear-cut strategy that will meet your information management needs today and far into the future.

From planning and design to operation, we make it simple for you to build and maintain complex network capabilities.

With HP taking the work out of networks, you'll be pleased with the net results.

**GET THE INFORMATION YOU
NEED FOR YOUR INFORMATION
MANAGEMENT NEEDS.**

To find out more about the HP
Network Support Program, and avail-
ability in your area, contact your
local HP sales representative.



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