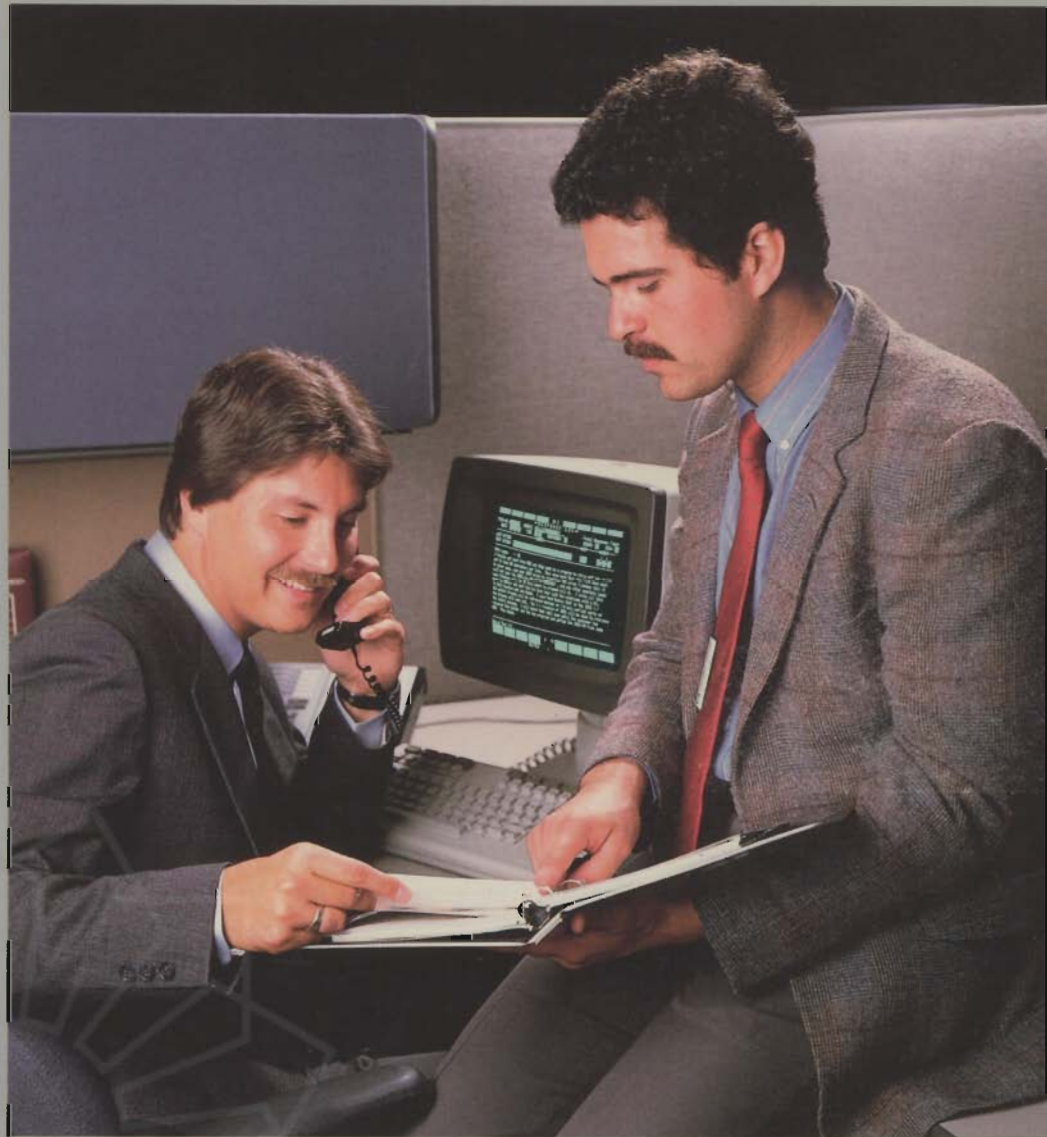


HEWLETT-PACKARD

Response Centers



*Dedicated Resources
Dedicated to You*

What is Hewlett-Packard's Response Center Network?

Hewlett-Packard's Response Center network is our centralized support operation for product users around the world.

At each Response Center facility, the Hewlett-Packard Company provides dedicated, highly trained teams of support specialists. These specialists, with the help of advanced support technologies, provide you with usage assistance and problem resolution on your systems and application software plus remote hardware diagnosis.

The extensive resources of the Response Center offer you fast, cost-effective, quality support.

Structured to meet your needs

The heart of Hewlett-Packard's Response Center organization is a world-wide network of strategically-located, regional support facilities. Linked together by advanced voice and datacommunications systems, these Response Centers combine to provide HP customers with the most advanced and effective world-wide support organization.

In North America

The twin hubs of HP's Response Center network in North America are located in Atlanta, Georgia, and Santa Clara, California. Through these two facilities, Hewlett-Packard significantly expands the support capabilities of its local account teams.

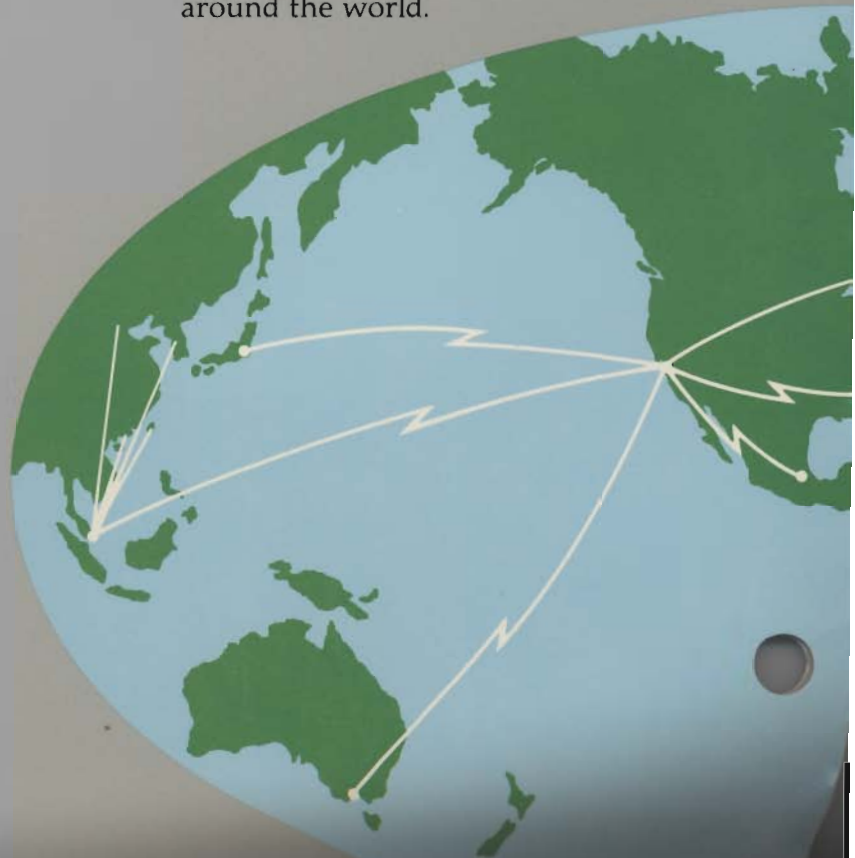
The Response Centers complement the local support structure by providing HP customers in the U.S. and Canada with software telephone assistance and hardware diagnostic support for a wide variety of HP product lines. This quality support includes coverage of HP Instruments, Technical Systems, Personal Computers and Commercial Systems.

... and around the world

If your organization is multi-national, the network links with Regional and Country Response Centers in Japan, Australia, Europe, Latin America and the Far East ensuring that Hewlett-Packard will be able to provide the same high quality support around the world.



*HP Response Center
Santa Clara, California*



HP Computer Museum
www.hpmuseum.net

For research and education purposes only.

And What Does it Mean to You?

Fast response

Hewlett-Packard Response Centers bring together the world-wide resources of the Hewlett-Packard Company into a single, easily accessed network of support information.

For example, if you encounter a problem that HP has already solved for another customer in another location, your Response Center can determine if the solution will work for you. In this way, you could have the solution to a complex problem almost immediately.

Quality solutions

If the Response Center can't provide a known solution to your problem, it has the resources to develop one.

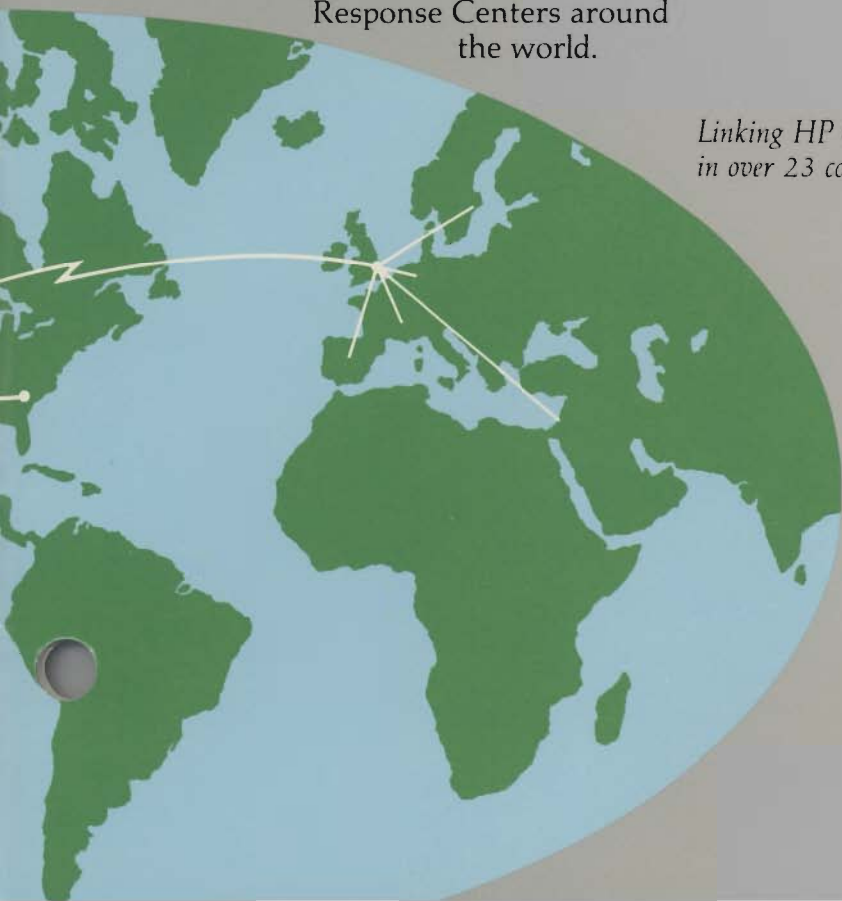
Each customer request is the responsibility of a multi-disciplinary team of engineers. They examine every aspect of your problem and use advanced simulation systems to develop the best possible solution. This then becomes part of the solution libraries maintained at the

Response Centers around the world.

Cost-effective support

HP Response Centers offer HP customers the benefits of an ongoing HP research and development effort dedicated to improving and lowering the costs of support. These efforts are specifically oriented toward developing new proactive tools and artificial intelligence-based diagnostic systems.

These innovative systems deliver cost-effective support by enabling Response Center engineers to do problem-solving remotely, and reduce the need for more costly on-site service.



*Linking HP expertise
in over 23 countries*



*HP Response Center
Atlanta, Georgia*

An Inside Look at HP Response Centers

Through the Response Centers you have access to highly-skilled specialists. These specialists work with a database of known solutions and a complete range of diagnostic systems to help resolve your problem. One phone call to your Response Center puts all of these resources at your disposal.

Teamwork: the heart of the Response Center concept

Each Response Center Team is comprised of engineering specialists drawn from a wide variety of technical backgrounds. Their skills cover HP commercial and technical products including software applications, operating systems, hardware and networks. HP organizes these teams into groups that reflect customer environments, such as:

- Office & Administration
- Planning & Control
- Design & Manufacturing

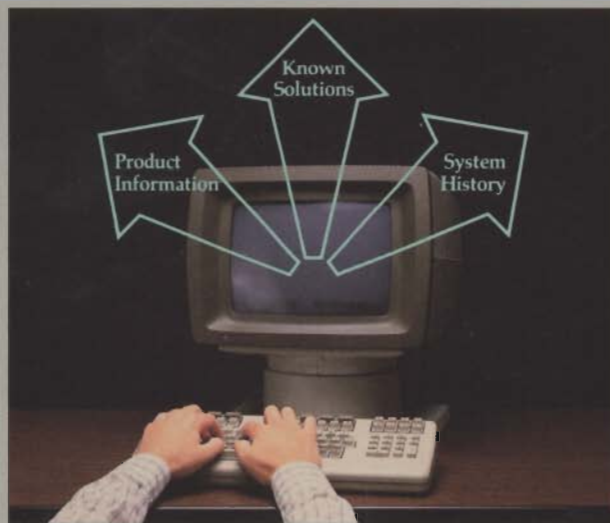
For critical emergencies, such as system interrupts, crisis management capability is provided by special System Interrupt Teams. The objective of these teams is to respond to critical requests within minutes and to help return your system to full productivity as soon as possible.



Project teams help resolve complex problems

Diagnostic systems

Each Regional Response Center is equipped with hardware and software for HP products supported from the Response Center. Regardless of your system, Response Center engineers can reproduce its exact configuration, including peripherals and software, and produce a thorough analysis of your question or problem.



Easy access to critical information speeds problem resolution

A comprehensive database of solutions

All Regional Response Centers house HP 3000 minicomputers on which known symptoms and solutions are stored. From their desks, Response Center engineers can easily access these powerful databases which also provide them with on-line product information and customer system history.

... complementing and supporting your account team

HP Response Centers are an integral member of your HP support team. Response Center engineers work together with your local support team and HP's manufacturing divisions to resolve your requests. As such, they offer you the dependability of back-up support from Hewlett-Packard's resources world-wide. The result? Comprehensive support for a total support solution.



Helping you get the most from your HP products

Harnessing Tomorrow's Technology for Cost-Effective Support

Hewlett-Packard is committed to keeping the Response Center network the finest global support organization in the industry. A commitment that translates into providing all Response Center engineers with the latest, most advanced technical resources.

Foremost among these innovative technical resources are HP-developed proactive and artificial intelligence-based systems. These new support tools vastly increase the diagnostic and problem-solving capabilities of the Response Center engineers.

For example, HP's proactive philosophy drives HP to develop support technology, such as HP Predictive Support and HPTREND which can identify and help resolve problems before they significantly effect your business. This means not only smoother business operation, but more cost-effective support. In short, HP's investment in the future provides you with quality support, faster, and more cost-effectively, today.

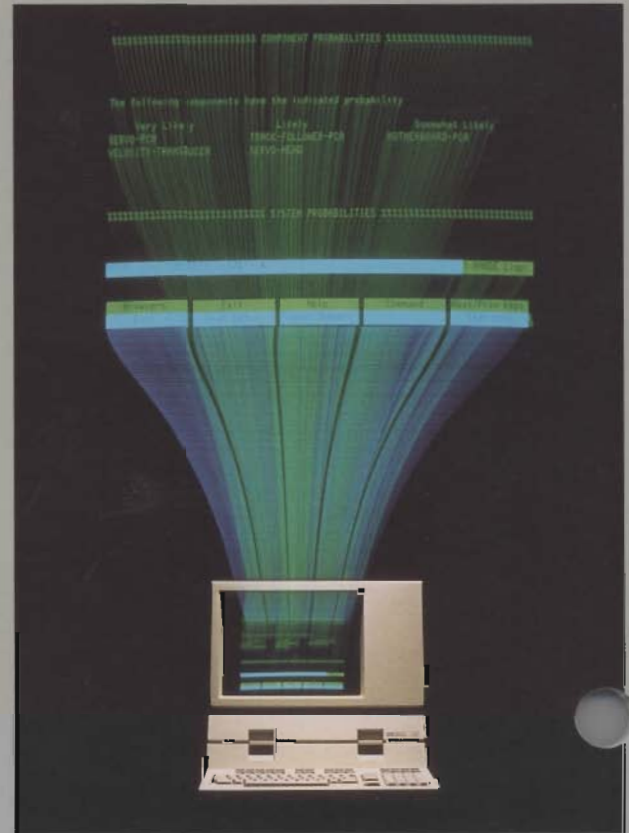
Innovative Support from Technology's Leading Edge . . .

Among the many advanced tools used by Response Center engineers, the following illustrate how HP uses leading edge technology for better, faster service:

Fast-search software. Using key-word search techniques to identify solutions and resolve your request as fast as possible.

Expert systems. Employing artificial intelligence technology to not only aid Response Center engineers in defining your problem, but to independently derive and offer potential solutions to your problems as well.

HP Remote support. Using telecommunications technology and sophisticated software, HP can provide a remote diagnosis and, quite often,



HP's Expert systems help diagnose your system problems

resolution of difficulties in HP 3000 hardware and software without the need for an on-site visit. If on-site action is needed, the preliminary diagnosis will help ensure that the right person is dispatched with the right parts.

HP Predictive support. Diagnostic software which actually predicts and informs HP and you of potential problems in your HP 3000 disc drives, system memory and magnetic tape media. This allows HP to take corrective action before these problems affect your business.

HPTREND. Data collection and reporting service for HP 3000 systems which allows the Response Centers to provide you with regular, periodic analysis of your system load levels, and thus enable you to manage and operate your system more productively.

Hewlett-Packard Response Centers

*Increasing productivity throughout
your business*

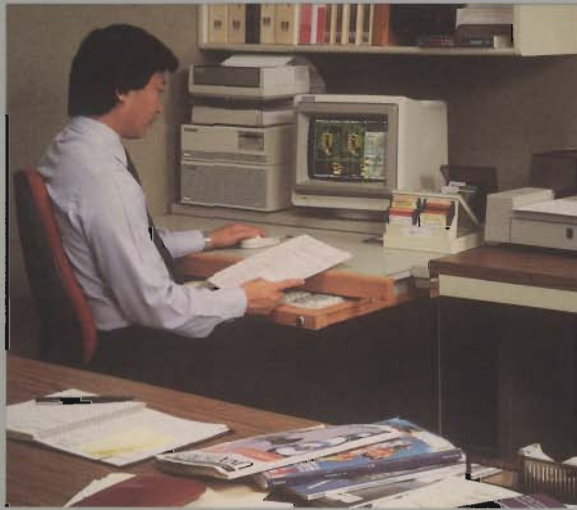
- Providing fast, responsive service
- Protecting your investment in Hewlett-Packard products
- Maximizing the uptime of your system



in your office . . .



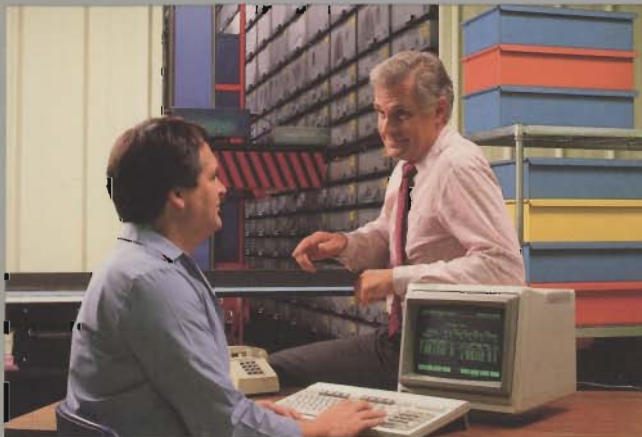
In your data center . . .



in your design lab . . .



in your manufacturing process . . .



. . . and on your factory floor.



For further information on HP products and services, please contact the nearest HP office. Some of our major offices throughout the world are listed below.

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