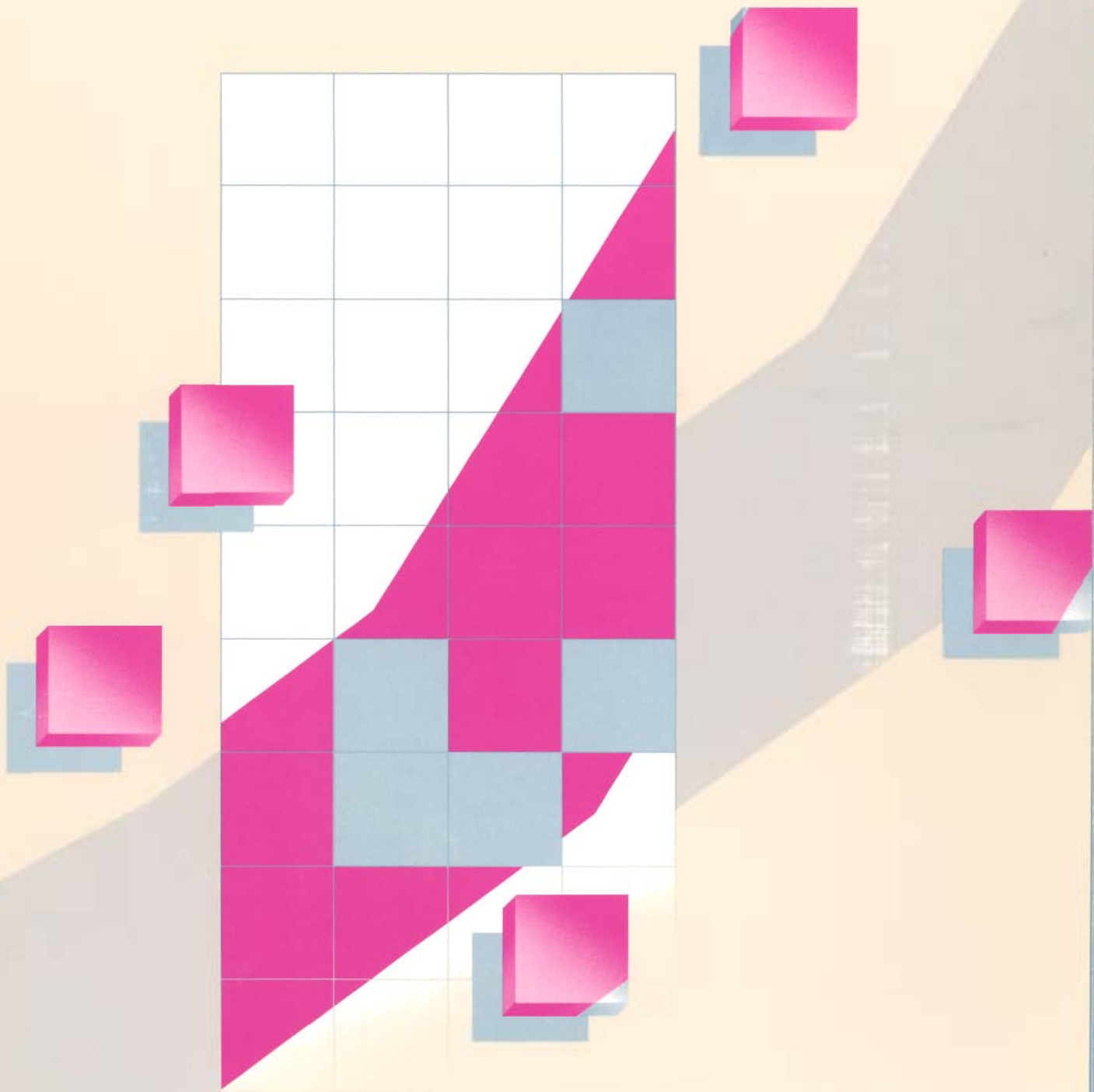


HEWLETT-PACKARD

SYSTEM IMPLEMENTATION AND SUPPORT PLANNING GUIDE

A strategy for your success with our systems



PREFACE

This planning guide presents the major benefits of each of our support programs as they might be used at the various stages in the life cycle of your system. By working with your HP representative and this booklet, you will be able to develop a support program which is specifically tailored to your requirements. Some services described are subject to local availability. Please contact your HP sales representative for additional information.

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PLANNING FOR YOUR SUCCESS: LAYING THE GROUNDWORK

At Hewlett-Packard we want to help you get the most out of your system right from the start. And we provide the means to achieve this goal by producing quality products and backing them with a range of predefined services to help ensure maximum system up-time and productivity at minimum cost. These support programs provide the basis for a successful working partnership between you and your HP support representatives, and they can contribute substantially to long-term success with your HP system.

SUPPORT SERVICES DESIGNED FOR YOUR NEEDS

We support our quality products by offering a range of predefined services with varying features so that you can choose a plan to match your needs. To make sure that we consider all of your requirements and develop a program which is most effective for you, we work with you in evaluating your needs before recommending a support plan to meet them. This proposal is then documented in a System Implementation and Support Plan which guides us in providing you with the various services you need when you need them. From the copy included at the end of this guide, you can see that every task necessary to implement your particular support program is planned in advance.

Since your requirements can change once your system is in operation, we continue to evaluate your needs on a regular basis and modify your support plan as needed. And because we share your goal of making sustained operations more productive, we can recommend customer education and consulting services to help achieve this objective.

Our extensive experience in following through on this detailed planning results in a smooth, orderly system implementation and a successful ongoing support program for your HP system.

SERVICES PACKAGED FOR MAXIMUM FLEXIBILITY

Our services are available to you separately, so that you can select from our programs with total flexibility. Many of your needs can be met most effectively through our standard, predefined services. These include product and skills training, consulting and implementation support services, and contractual maintenance services. These standardized services enable us to meet your needs in the most cost-effective way.

If your needs do not match any of our predefined services or you wish to purchase services on an occasional basis, you can choose assistance on a time and material basis. In any case, you purchase only those services you want and need, getting the maximum value for your money.

SERVICES DELIVERED CONSISTENTLY THROUGHOUT THE WORLD

No matter which type of support you select, you benefit from a combination of personalized, local attention and advanced technology delivered through our worldwide support organization. The key element in this structure is the local account team—the Customer Engineer (systems and hardware specialist), Systems Engineer (systems and applications software specialists), and Sales Representative specifically assigned to your account.

The members of this team work directly with you to manage your support program on an ongoing basis and to focus HP resources to your maximum advantage. Their detailed understanding of your applications and environment, together with their technical expertise, allows them to take proactive steps to help ensure your effective system operation.

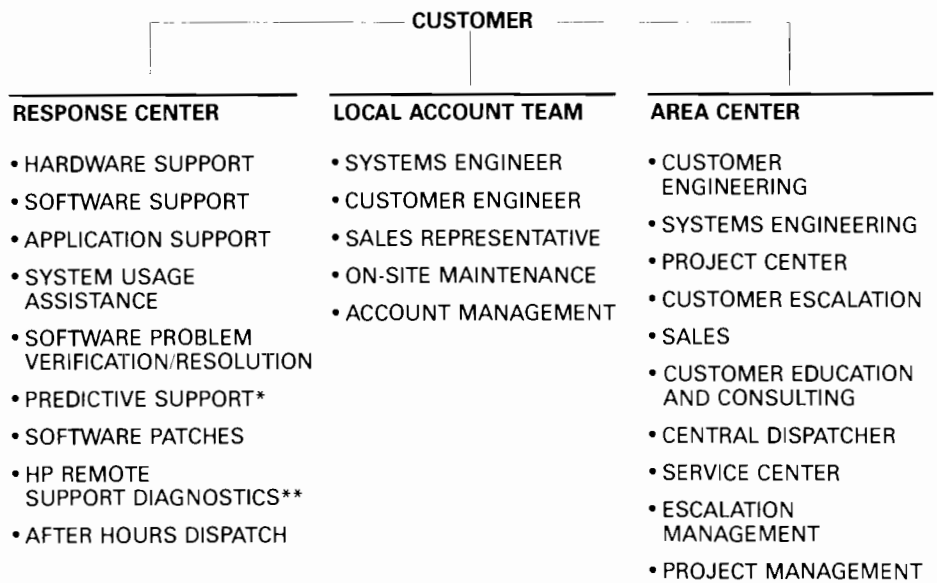
Your account team works out of a local HP Support Responsible Office where they coordinate HP resources to manage your support program personally. These local offices are part of the Area organization, a self-contained business unit with all the resources needed to support your systems.

For convenient telephone assistance, our centralized Response Centers utilize experienced hardware, software and network support personnel and sophisticated on-line information databases to provide fast, effective answers to questions regarding system usage and problem resolution. These system resources contain up-to-date information on every known problem experienced with HP software. When linked to other data bases containing the exact configuration on your systems, Response Center personnel gain a head start on answering your questions quickly and effectively.

This balanced organizational structure, combining local and centralized support, allows you to benefit both from the personalized attention of your account team as well as from the vast HP resources available at the more centralized locations.

Linking the resources of all our offices, and our product divisions, enables us to quickly resolve the majority of problems. For situations requiring additional, immediate attention, our well-defined escalation procedures can be implemented quickly. We focus whatever resources are necessary to resolve your problem via your local account team.

THE HP SUPPORT ORGANIZATION



HP'S WORLDWIDE PRESENCE

Over 300 service locations, two response centers serving North America
Combination of centralized and country-based response centers internationally

*HP 3000 only

**HP 3000 and HP 9000 Series 840



SERVICES TO GET YOU STARTED

When you are considering implementing a new system or an upgrade to your existing one, we provide a variety of services designed to help you achieve your objectives. These services offer assistance in deciding which systems you need as well as help with the actual implementation and ongoing management and support of your system.

SERVICES HELPFUL BEFORE INSTALLATION

During the initial phase of analysis and recommendation, you may want to take advantage of training programs or consulting services designed to help you decide which type of system best suits your needs. These services can also help define system requirements and software needs and smooth the transition to a new system.

Customer Education

One of the most effective ways to improve the productivity of your system is to train the people who work with it. A well-trained staff provides you with the in-house expertise to maximize your effectiveness with your system.

Hewlett-Packard offers a wide variety of courses to train people at all levels of experience on many different products and in many skills as well. The categories which follow outline the framework we use to train the key personnel in your organization for utmost effectiveness.

Many of these courses are instructor-led classes, offered on a regular basis at over 40 training centers throughout the world. They can also be taught at your site if that arrangement proves more cost-effective or convenient for you. In addition to instructor-led courses, we offer many self-paced tutorial packages.

Introductory This level of training provides students with the basic skills needed in using and operating our systems. These courses can serve as a foundation for more advanced courses or can fulfill the needs of occasional users.

Programmer Courses for programmers focus on programming languages and basic system applications, such as the IMAGE data base management system. An introductory level course provides the fundamental background needed for these courses.

Advanced programmer Courses at this level expand the student's background and experience with the system to the technical area beyond languages and basic applications. Students may choose courses on system internals or other technical applications for more advanced work on the system.

System manager/administrator Courses tailored for managers and operators of your system ensure that you receive maximum efficiency of operation. When these courses are taken before installation, they allow your less technically sophisticated staff to get up-to-speed quickly.

Applications Courses in this category teach the user how to work with application software and HP tools other than programming languages. As we introduce new applications to meet your continually changing needs, you and your staff can enroll in additional courses throughout the lifetime of your computer system.

Consulting Services

Many of our consulting services are designed to assist you right from the beginning of your system design and implementation process. They help you define the requirements of your system and identify the products which best suit your needs. An example is the Application Fit Analysis module of the HP-ASSIST program, a support plan for HP's application software. In addition, HP offers an extensive set of Network Consulting Services to plan and design a detailed network for you.

Applications Hewlett-Packard offers a wide range of application software in areas such as materials management, office automation, financial management, computer-aided design, and instrumentation. Through an application fit analysis, highly trained Customer Support Representatives help you select the most effective solutions for your operation.

To help design the right system for you, your Customer Support Representative works closely with you to understand your functional requirements and define the application areas that can contribute to your productivity, profitability, and efficiency. If, in the course of the application fit analysis your company needs more in-depth analysis of your functional requirements, the HP Representative can recommend further consulting assistance.

Upon completion of this initial phase, our representative makes a recommendation of the HP products and services which can be implemented to meet your needs.

Network Planning and Design

HP Network Planning and Design provides you with the assistance you need to select the best network strategy to support your business objectives. Experienced Network Consultants analyze your communications requirements and create a detailed network design to satisfy your current and future needs.

HP will tailor both the Network Requirements and Design Analysis Report and the Network Design Report to fit your specific business goals. This planning early in your network life cycle ensures future flexibility, cost savings, and a better probability of success implementing the network within your organization.

SERVICES HELPFUL DURING INSTALLATION

Once you have decided upon a system, you may select from several specialized services intended to help put your implementation plan into action.

Site Planning and Installation Services

We offer several services designed to make the installation of your system successful. Taking into account such questions as power availability and space requirements, these services ensure that your system is operational in the shortest time frame. For many of our systems, these services are included with your purchase; for others, they can be purchased as needed.

Site Planning This service consists of a visit to your site by an HP Site Planning Engineer. This specialist will advise you, your facilities people, and your contractors on technical site planning, preparation, and installation activities for your system. If required, additional planning visits may be purchased to augment your site preparation activity.

Site Survey An HP Site Planning Engineer visits your site to take measurements of all site specifications which HP has found to be critical to ensuring the sustained, reliable operation of your system.

The Site Survey is performed before or at the time of system installation. Additional survey visits may be purchased, if required, to ensure that your site is ready for system installation.

System Installation An HP Customer Engineer will install your system unless it is a system you can easily install without HP assistance.

The Customer Engineer connects the hardware, makes necessary adjustments, runs the system verification tests, and trains the operators as needed to perform their part in system maintenance procedures.

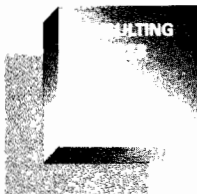
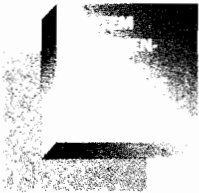
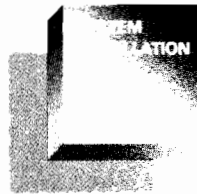
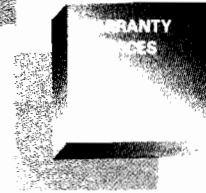
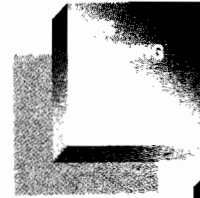
All software products included with the initial system purchase are also installed on the central system free of charge.

Network Startup Network Startup provides you with assistance during the installation of your network. HP will work with your staff and other third party vendors to coordinate the activities and resources necessary to ensure the successful start-up of your network. Network Startup also provides you with the configuration of the HP network components and verification testing of the connections. Upon completion of the network installation, your network operator will receive complete documentation of the network.

Warranty Services After installation, HP provides on-site maintenance services for all the systems for a 90-day warranty period. The standard level of service for a particular category of products will apply.

HP software and firmware is warranted for 90 days to be free of defects in material and workmanship and will be replaced upon returning the defective media to HP.

Note: Selected HP products have a one-year return-to-HP warranty which may be converted to 90 days on-site.



Consulting Services

Consulting services are available to supplement training and contractual support during installation and throughout the life of your system. Generally, an HP support representative will meet with you to define the results desired from a particular service and to put together a plan for accomplishing them with you. Consulting topics can include system conversion, system or application design and implementation, and performance analysis. HP also offers considerable expertise in data base technology, networks and data communications interfacing, and distributed data processing. Additionally, many of our people have in-depth experience in implementing HP application software programs such as the Materials Management/3000 system.

Network Implementation Services

A network design is only as good as its implementation. HP offers a set of network implementation services that will ensure your organization is successful with its new communication network.

HP Network Prepare helps you develop a detailed plan for implementing your network, by combining our network expertise and implementation experience with your unique knowledge of your organization. We work with you to identify necessary tasks and resources, and we recommend network staffing, training and operating procedures.

HP will also work with you to successfully execute the implementation plan through our custom project services delivered by our Application Project Centers.

HP Computer Museum
www.hpmuseum.net

For research and education purposes only.

Installation Management

Consulting* The installation of your new computer gives you an excellent opportunity to establish effective standards and procedures for the management of your system. This consulting service augments and customizes the basic training conducted in System Management and Operator courses. It provides advance training and documentation and the experienced guidance of an HP System Engineer who reviews your procedures and coordinates the transition to a new system. The personalized attention to operational details such as account structure and job scheduling can prevent many potential problems and encourage the immediate, productive use of your new system.

HP ASSIST: Application

Implementation Assistance To ensure that you derive full operational benefits from HP application software, the HP-ASSIST program delivers specialized assistance in three phases: Implementation Analysis, Implementation Team Training, and Project Implementation Assistance. Since this type of support is a joint effort between you and HP, we work closely with your implementation team and its leader during all phases.

In establishing your clear understanding of the timing, strategy, resources, and major activities that your implementation involves, the HP Representative guides you through an Implementation Analysis.

During the training phase, your project leader and team receive training and assistance that prepares them for starting, guiding, and controlling the implementation project. The HP Representative conducts meetings to provide the team with a common understanding of the software, project management, the role of HP-ASSIST, and business areas affected by the application. Based upon the findings of the Implementation Analysis and the topics covered in the Team preparation sessions, the HP Representative works with the Project Team to develop project milestones.

During the Project Implementation Assistance phase of HP-ASSIST the team builds on the project milestones from the team training phase. The HP Representative helps Team members develop tasks, assign responsibilities, identify task dependencies, and schedule review points.

As part of the scheduled periodic reviews, we work with you to monitor the project's status, help identify problems and deviations from the plan, and offer advice for corrective action.

System Implementation

Assistance Hewlett-Packard's Systems Engineers are trained and experienced in many areas of general purpose system usage and applications, including networks, data base management, instrumentation, and project management. These consultants are able to assist you with such tasks as code review, custom training, conversion assistance, project plan reviews, and support plan development.

CONSULTING SERVICES FOR ONGOING OPERATIONS*

In addition to the consulting services discussed earlier, we offer a complete line of Capacity Planning and Performance Evaluation Services useful throughout the life of your HP 3000 system.

HPCAPLAN, our capacity planning service, aids you in planning for business and system expansion. Using your forecasts of application and user growth, HPCAPLAN will help you predict how processing requirements will affect system performance and when to plan for additional resources. You should use HPCAPLAN on a regular basis, coincident with your budgetary process, so that you can plan in advance for adequate computing power.

HPSNAPSHOT is a consulting service which is delivered by a highly trained HP Performance Specialist. The service provides you with a detailed analysis of system performance together with HP's specific tuning recommendations to achieve improved performance. HPSNAPSHOT is useful not only to remove current performance bottlenecks, but also to proactively ensure system efficiency.

SERVICES TO KEEP YOU GOING

Once your system is up and running, you can ensure its continued smooth operation through services providing hardware and software support. The particular level of assistance you choose for each type of support will match your level of need in that area.

SYSTEM SUPPORT

System Maintenance Services

All of our system maintenance services provide a complete maintenance management program for your system hardware. Everything necessary to accomplish scheduled preventive maintenance and unscheduled repairs is covered by the agreement, including travel, labor and parts.

HP system maintenance services offer the following benefits:

- A range of services that allows you to tailor a program meeting your application's uptime requirements at a cost that is right for you
- A fixed monthly maintenance charge which covers all ongoing service costs for your system
- An account management program where a Customer Engineer is personally responsible for managing your system maintenance plan
- A choice of options, such as extended periods of coverage or improved response for a single incident failure, to supplement your basic agreement
- Additional Features which provide proactive and quick resolution to system problems through Predictive Support and Remote Support*

HP Predictive Support*

As part of System Hardware Maintenance Services on the HP 3000, HP provides Predictive Support. This service provides early warning of potential problems, thereby avoiding unscheduled downtime, reducing user frustration and increasing

system availability. An electronic link allows automatic transmission to the Response Center of potential problems. With access to the full system support history and sophisticated diagnostic tools, Response Center engineers can monitor complex system trends to provide the highest level of support.

Software Support Services

Our software support services provide the ongoing technical information your staff requires. The support provided can range from documentation updates to personalized technical assistance, depending upon the complexity and urgency of your needs.

The HP Software Support Program includes the following features:

- A range of services which includes Account Management Support, providing local Systems Engineering support, Response Center Support, providing phone-in assistance, and a service for self-supporting customers called the Software Materials Subscription
- Services packaged for maximum flexibility
- Additional System Coverage for economical support of additional systems under the same System Manager
- A Custom Support Plan which extends Account Management Support to incorporate additional services into an annual plan
- Additional features providing remote access to assist in problem resolution*

If you purchase a Software Support contract at the same time as your system, you will receive the contract level of support for the first 90 days at no extra charge.

NETWORK SUPPORT

NetAssure

NetAssure is HP's contractual support service for multivendor networks. NetAssure provides you with problem isolation on the network connections to ensure increased network uptime. HP will also manage the problem resolution, working directly with selected third party vendors to get your network up and running quickly. Your network operator will receive timely information on HP and supported third party data communication products through our NetAssure newsletter. HP NetAssure requires that all HP components on the network are covered under HP software and hardware support services.

WORKSTATION SUPPORT

Workstation Hardware Support

We offer maintenance services designed specifically for workstation products (terminals, personal computers, engineering workstations, and their associated mass storage and output devices). These specialized services provide a range of lower cost maintenance alternatives designed for the many different situations in which workstations are used. You can take advantage of these programs:

- To save on maintenance costs for workstations with less critical applications, and
- To meet your fast-response needs for single units with critical applications.

Personal Computer Software Support

Phone-in assistance is offered for most HP personal computer software products on either a contractual or per-call basis. You can receive telephone support from Response Center PC specialists for software supported on Vectra, Touchscreen, Portable, Integral, and Series 80 personal computer products and their peripherals.

Our PC software support program allows you to:

- Match your support coverage to your PC users' work environment, and
- Improve your productivity through responsive, high quality telephone support.

Contractual support is also available for applications and programming languages on the Series 200/300 technical workstations.

INSTRUMENT SUPPORT

Hewlett-Packard offers a variety of maintenance services for instruments connected to computers for test and measurement applications. Depending upon the instrument and your application for it, these HP services can be integrated as part of your overall HP System Maintenance Service. This can include both repair services and also calibration or verification services, to assure measurement integrity for your system and for individual instruments in the system. Where applicable, these services can also be performed at HP Customer Service Centers.

ONGOING CUSTOMER EDUCATION AND CONSULTING

As you experience changes in personnel or acquire new products, you will discover the benefits of ongoing customer education and consulting services. New employees gain a thorough understanding of your system, while experienced employees can obtain advanced knowledge. These specially designed courses are offered at customer education centers throughout the world.

We constantly reevaluate our extensive customer education program and develop new courses to meet customers' needs. You can obtain information on course offerings and schedules by contacting your local HP sales office.

A CATALOG OF SERVICES

SELECTING THE RIGHT HARDWARE SUPPORT SERVICE

Once you have a clear understanding of your needs for hardware maintenance, you can select the service with the price/performance level that meets those needs.

Features Common to All Systems-Level Services

Several important features are included with our system maintenance programs at no additional cost. A Customer Engineer assigned to your account schedules visits to perform preventive maintenance, install additional system hardware on agreement, update your system with engineering improvements, monitor your site environment periodically, and maintain a current system log. When your system requires emergency service, your HP Customer Engineer has the training and materials to resolve most problems rapidly. The CE stays on-site until your problem is solved, even if this involves working beyond your coverage hours. For very difficult problems, your Customer Engineer initiates an escalation plan which enlists all HP resources necessary to provide a solution.

Guaranteed Uptime Service*

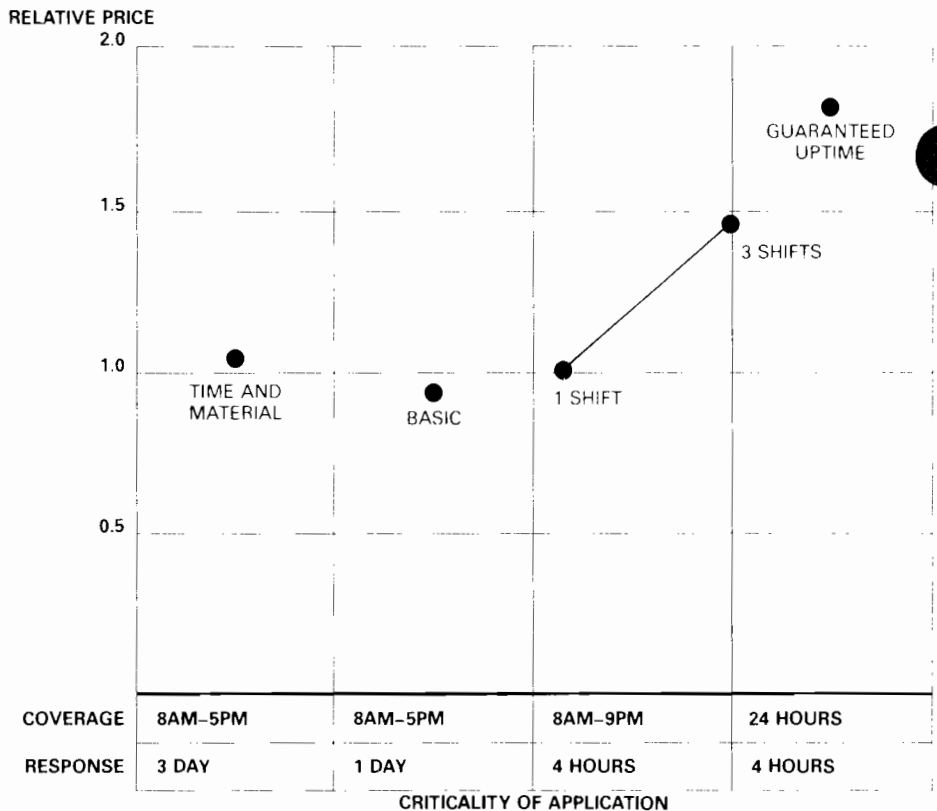
When critical applications call for a very high level of system availability, Guaranteed Uptime Service provides a minimum of 99% uptime coverage for the system core.**

Whenever your uptime percentage for a three-month period is reported below 99%, you receive a credit equal to one month of the service charges for the products covered. Guaranteed Uptime Service assures you of a 4-hour on-site response time and service that provides around-the-clock, continuous coverage.

Standard System Maintenance Service Next to Guaranteed Uptime Service, this program provides the fastest response and most comprehensive hardware support for business and technical applications. This same-day service program provides on-site response within 4 coverage hours. Support coverage is from 8 a.m. to 9 p.m. every day of the standard workweek (excluding HP holidays).*** Extended coverage options are available which can provide service up to 7 days a week, 24 hours per day.

Basic System Maintenance Service If your business operates primarily during standard working hours and can tolerate a one-workday service response, then this service is the economical choice for you. Coverage is from 8 a.m. to 5 p.m., Monday through Friday (excluding HP holidays) within 100 miles of a Service Responsible Office.*** Longer response times are offered beyond 100 miles. (An improved response time and After Coverage Hours service are also available at additional cost on a per-incident basis.)

SYSTEM MAINTENANCE SERVICE



*HP 3000 and HP 3065

**CPU plus one or two system domain disk drives

***Begin and end times may vary by country

Workstation Maintenance Services

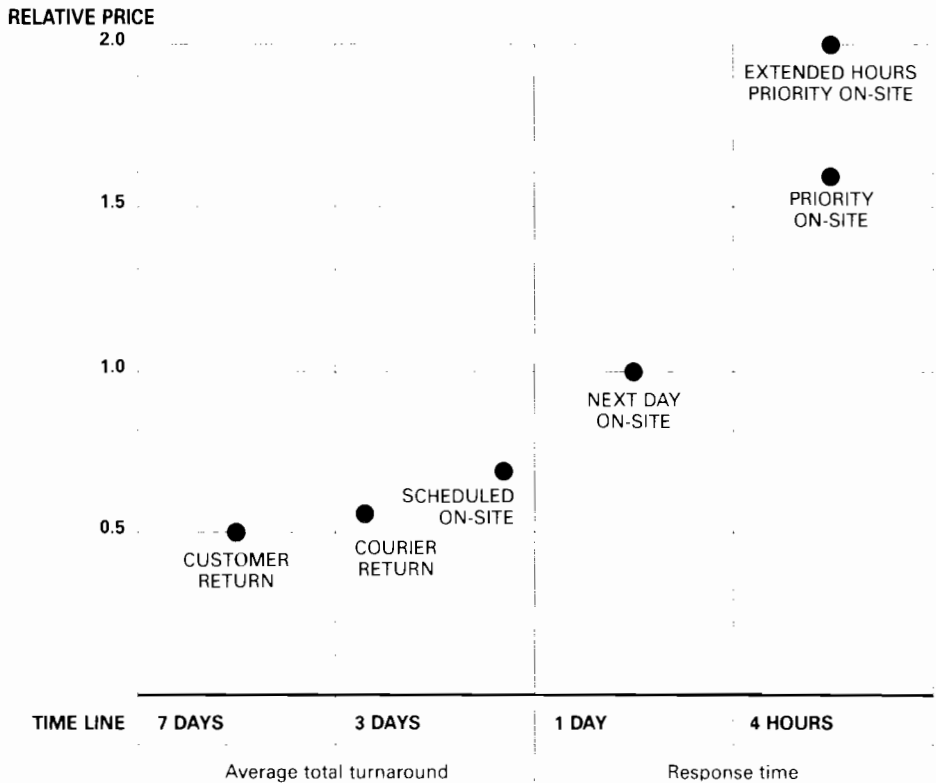
A range of support is available for terminals, personal computers or engineering workstations, and their associated mass storage and output devices. The following contractual programs are specifically tailored to the support requirements of workstation products, providing them with time-effective and cost-effective support. All on-site services are available at specified response times within 100 miles of Service Responsible Offices.

Priority On-Site Service This service gives you four-hour response on critical-use workstation products, between the hours of 8 a.m. and 5 p.m. Monday through Friday.*

For workstations requiring extra hours of coverage, you can purchase extended hours contractually for workstations located with a system which has the same extended coverage hours. You can also obtain After Coverage Hours support on a per-incident basis for standalone workstations.

Next Day On-Site Service Next Day On-Site Service gives you next-day response between the hours of 8 a.m. and 5 p.m., Monday through Friday.* After Coverage Hours support and improved response time are also available on a per-incident basis.

WORKSTATION MAINTENANCE SERVICES



Scheduled On-Site Service This service offers the lowest on-site support costs for your HP workstation products. With a minimum of 25 eligible units, HP will make scheduled weekly visits to a single, central site which you may specify.

"Units" include CPU's, mass storage devices, and output devices, so a typical personal computer "system" may comprise three to four units. With the savings from this service, you can purchase one or more spare units to back up products used for critical applications.

Courier Return Service This economical and user-convenient service provides on-site pickup of your workstation or personal computer. Our designated courier provides you with packing material and delivers your product from your desk to our service center and, in most cases, returns it to you within four days of your call.**

Customer Return Service For sites not located within our Courier zones, our service centers offer return-to-HP service for your workstation or personal computer. Products returned by you to an HP Customer Service Center will be repaired within three days of their arrival and shipped back to you prepaid via normal land freight.

Standard Coverage Per-Incident Service This service improves the response time for Next Day On-Site or Priority On-Site Service to that of Standard System Maintenance Service for a fixed charge. For calls received between 8 a.m. and 5 p.m., Monday through Friday, the per-incident charge gives you response within four hours, up until 9 p.m.*

Instrument Maintenance Services

A wide range of support services is available for HP's instrument products integrated with or connected to HP's technical computing products. Some instruments may be repaired or calibrated completely on-site. However, some instruments must be returned to HP Customer Service Centers for repair or calibration.

On-Site Maintenance Services

When integrated into a test/measurement system, HP instruments can be covered by the same Basic or Standard System Maintenance Service as your system. Where available, the options on coverage hours and response times for Basic or Standard System Maintenance Service are also applicable.

Instrument repair service under these Basic and Standard services is performed at your facility where applicable. Where the nature of the instrument does not permit this, the HP Customer Engineer will take responsibility for transporting your instrument to the nearest HP Customer Service Center, expediting the repair, receiving the instrument, installing it back into your system, and verifying that the system is then back in operating condition.

Calibration Services Most instruments require periodic calibration, to ensure optimum measurement integrity. As mentioned, some HP instruments permit on-site system verifications or calibrations, while some require return to HP Customer Service Centers. In either case, these calibrations can be made a part of your overall HP system maintenance service contract, with your HP Customer Engineer assuring you of prompt, efficient results.

Military Standard Calibration

Calibrations in compliance with the U.S. Military Standard 45662 can be obtained at HP U.S. Customer Service Centers for applicable instruments.

Loaner Coverage Selected HP instruments can be reserved on either an exclusive or non-exclusive basis, for an additional charge. With this service option, instruments requiring return-to-HP repair or calibration can be exchanged for the loaner, maximizing your system availability.

Comparing Maintenance Services

The system and workstation services presented earlier are differentiated primarily on the basis of price and performance (as measured by response time and hours of coverage). These relationships are illustrated in the Price/Performance Graph and summarized along with our service options in Tables 1, 2, 3, and 4.

Configuring Hardware Support

The Service Selection Guides (Tables 1 and 2) can help you choose the best service for your system, its workstations and its instruments based on your support requirements and system applications. Here are a few guidelines to remember when configuring your support program:

- System peripherals (excluding workstations) must be covered by the same system service with identical coverage hours and response times. Guaranteed Uptime Service is the only exception. If GUS is selected for the HP 3000 or HP 3065 system core, the rest of the system peripherals can be covered by the Standard or Basic System Maintenance agreement.
- If your system has multiple terminals or terminal workstations, you can save money by selecting from five different types of services designed specifically for workstation products.
- No standalone workstation products should be placed on Standard or Basic System agreements. If engineering workstations or personal computers are an integral part of the system, then they should all have equivalent coverage hours and response times. To configure the equivalent coverage hours and response times, use the workstation service offerings. Types of services that can be configured to be equivalent are Priority On-Site Service and Standard System Service, or Next Day On-Site Service and Basic System Service.
- For other workstations, Next Day On-Site Service achieves convenient next day service. Priority On-Site Service provides the fastest response time. If you have 25 or more workstation products at one location, Scheduled On-Site Service provides the lowest cost on-site service. For the most economical return-to-HP service, choose either Courier Return or Customer Return Service.
- For instruments integrated with your system, choose either one of the on-site system maintenance services or one of the Return-To-HP Services available.



TABLE 1. SYSTEM SERVICE SELECTION GUIDE

SERVICE NAME	GUARANTEED UPTIME SERVICE ³	STANDARD SYSTEMS MAINTENANCE SERVICE	BASIC SYSTEMS MAINTENANCE SERVICE	TIME AND MATERIALS
MAJOR BENEFIT	99% UPTIME MONEY BACK GUARANTEE	FAST RESPONSE EXTENDED COVERAGE OPTIONS	COST EFFECTIVE	BACK UP SUPPORT
BEST FIT FOR SYSTEM USED IN	PRODUCTION CRUCIAL APPLICATIONS	PRODUCTION CRITICAL APPLICATIONS	COST SENSITIVE APPLICATIONS	ENVIRONMENTALLY SENSITIVE LOCATIONS
SPECIFIED RESPONSE ²	4 HOURS	4 HOURS	ONE WORK DAY	3 DAYS
COVERAGE HOURS ⁴	24 HOURS/DAY 7 DAYS/WEEK	8AM-9PM ¹ MONDAY-FRIDAY	8AM-5PM MONDAY-FRIDAY	8AM-5PM MONDAY-FRIDAY
RELATIVE PRICE	1.6	1.0	0.8	1.1

TABLE 2. WORKSTATION SERVICE SELECTION GUIDE

SERVICE NAME	PRIORITY ON-SITE SERVICE	NEXT DAY ON-SITE SERVICE	SCHEDULED ON-SITE SERVICE	COURIER RETURN SERVICE	CUSTOMER RETURN SERVICE
MAJOR BENEFIT	ON-SITE BEST UPTIME CONVENIENT	ON-SITE CONVENIENT	ON-SITE COST EFFECTIVE	CONVENIENT COST EFFECTIVE	VERY COST EFFECTIVE
BEST FIT FOR EQUIPMENT USED IN	PRODUCTION CRITICAL APPLICATIONS	STANDARD APPLICATIONS	SITUATIONS WITH MANY (>25) UNITS AVAILABLE	SITUATIONS WITH <25 UNITS OR WITHOUT SHIPPING	COST EFFECTIVE <25 UNITS PER LOCATION
SPECIFIED RESPONSE ²	4 HOURS	NEXT WORKING DAY	SCHEDULED WEEKLY VISIT	4-7 DAYS TOTAL	3 DAYS IN HOUSE (+ TRANSPORT TIME)
COVERAGE HOURS ⁴	8AM-5PM ¹ MONDAY-FRIDAY	8AM-5PM MONDAY-FRIDAY	8AM-5PM MONDAY-FRIDAY	8AM-5PM MONDAY-FRIDAY	8AM-5PM MONDAY-FRIDAY
RELATIVE PRICE	1.6	1.0	0.65	0.625	0.50


¹Extended hours are available—see Table 4

²Within 100 miles of a primary SRO—see Table 5 for other locations' response time

³For the HP 3000 and HP 3065—available in selected locations

⁴Begin and end times may vary by country

TABLE 3. HARDWARE SUPPORT AVAILABILITY MATRIX

	GUS	SSMS	BSMS	PRIORITY ON-SITE	NEXT DAY ON-SITE	SCHEDULED ON-SITE	COURIER RETURN	CUSTOMER RETURN	CALIBRATION	MILITARY CALIBRATION	LOANER
HP 3000	•	•	•								
HP 1000		•	•								
HP 9000 SERIES 500/800		•	•								
HP 9000 SERIES 200/300				•	•	•	•	•			
HP 3065	•	•	•								
HP 64000		•	•								
ATS 1000		•	•								
NETWORK ANALYZER SYSTEMS		•	•								
WORK-STATIONS/ TERMINALS		• ³		• ⁴	•	•	•	•			
PERSONAL COMPUTERS PERIPHERALS				• ⁴	•	•	•	•			
INSTRUMENTS		• ¹	• ¹					•	•	•	• ²

¹When integrated with a system

²For return-to-HP repair instruments only

³Available for system console only

⁴Extended coverage hours available for workstations integrated with systems

TABLE 4. EXTENDED HOURS OF COVERAGE FOR HARDWARE SERVICE

PERIOD OF COVERAGE	5 DAYS/WEEK EXCLUDING HP HOLIDAYS	6 DAYS/WEEK EXCLUDING HP HOLIDAYS	7 DAYS/WEEK INCLUDING HP HOLIDAYS
SHIFT 1 8AM TO 9PM	STANDARD UPLIFTED PRIORITY*	+ 10% STANDARD + 10% UPLIFTED PRIORITY	+ 20% STANDARD + 20% UPLIFTED PRIORITY
SHIFT 2 8AM TO 12 MIDNIGHT	+ 10% STANDARD + 10% UPLIFTED PRIORITY	+ 20% STANDARD + 20% UPLIFTED PRIORITY	+ 30% STANDARD + 30% UPLIFTED PRIORITY
SHIFT 3 8AM TO 8AM	+ 20% STANDARD + 20% UPLIFTED PRIORITY	+ 30% STANDARD + 30% UPLIFTED PRIORITY	+ 40% STANDARD + 40% UPLIFTED PRIORITY

*Priority on-site service uplifted 25% for workstation products interconnected and in the same location as customer's HP system

TABLE 5. TRAVEL CHARGES AND RESPONSE TIME FOR HARDWARE SERVICE

TRAVEL ZONES	MONTHLY TRAVEL CHARGE	NEXT DAY ON-SITE OR BASIC COVERAGE RESPONSE TIME	PRIORITY ON-SITE OR STANDARD COVERAGE RESPONSE TIME
1, 2, 3 4, 5 6	+ 0% + 25% + 50%	1 DAY 2 DAYS 3 DAYS	4 HOURS 8 HOURS 12 HOURS
OUTSIDE ZONE 6	RESPONSE TIMES AND MONTHLY TRAVEL CHARGES FOR THESE LOCATIONS WILL BE ESTABLISHED AT TIME OF SALE		

SELECTING THE RIGHT SYSTEM SOFTWARE SUPPORT SERVICE

HP software support services are designed to provide you with the level of support which best meets your particular needs. They span a broad range, from materials only to local personal assistance, and give you the flexibility to adapt your support plan to meet your changing requirements during the ongoing operation of your system.

Our three standard system support services, Account Management Support, Response Center Support, and Software Materials Subscription, can be combined with optional supplements to meet your requirements. Account Management Support can also be enhanced with a Custom Support Plan which incorporates additional assistance into an annual plan developed by you and your account support representative.

Account Management Support

Account Management Support provides you with a locally assigned support representative who becomes familiar with your specific system environment and ensures that HP resources are allocated to meet your particular needs.

A key feature of Account Management Support is the proactive approach made possible by the personalized attention of your account support representative. Through Support Management Reviews and Software Release Planning sessions, this representative assists you in preparing for future needs and in managing your evolving software for maximum effectiveness.

In addition to personal assistance from your account support representative, Account Management Support provides you with unlimited telephone access to HP's Response Centers for questions regarding the operation and usage of HP system software. Highly trained specialists at the centers work with you, using advanced support tools, to give you fast, helpful responses. Also included in this level of support is on-site assistance where needed to identify a problem or develop a workaround.

To keep you up-to-date on changes and improvements in your HP software, Account Management Support also provides all of the support materials you need, including the latest software and firmware releases and documentation updates. Services include:

- Account support representative—your personal contact at HP, responsible for coordinating:
 - Support Management Reviews—to reevaluate your changing needs. For HP 3000 customers, included is the review of an HPTREND report for system resource management
 - Software Release Planning sessions—to plan for smooth implementation of major software releases and prevent potential difficulties

- Product usage and problem solving assistance
 - Access to HP's Response Center
 - Integrated support for system and personal computer software
 - HP Remote-Support*
 - On-site remedial or problem-solving assistance
 - Configuration assistance
 - Software problem verification
- Support materials
 - Software and firmware releases
 - Software Status Bulletin (SSB)*
 - HP Communicator/Newsletter*
 - Reference manual updates

Optional services:

- Monthly HPTREND reports**
- Additional System Coverage
- Additional Response Center Caller
- Off-Hours Emergency Assistance**
- Off-Hours Software Update Installation Assistance**



Custom Support Plan

Designed for Account Management Support customers requiring additional personalized assistance on a contractual basis, the Custom Support Plan is an annual plan developed by you and your account support representative to meet your individual needs. This plan will provide you with any extra support you need in specific areas of operation and allow you to plan your support expenses on an annual basis.

Since the Custom Support Plan is designed specifically for you, the services included will depend upon your support requirements. For example, you may need multiple site support coordination or implementation assistance for new applications. Or, you may want performance consulting on a regular basis to enhance your system operation. Any service that HP offers can be included in your plan, providing you with a support program tailored to your needs.

Response Center Support

Response Center Support is an intermediate level of support which provides assistance from experienced professionals via the telephone. Specialists staffing the centers use advanced technology to provide you with prompt answers to your questions or advice on product usage. For this type of assistance to work effectively for you, we recommend that you have sufficient experience with your HP computer so your need for on-site assistance or other local attention will be limited. If you do need this type of assistance, it will be available on a time and material basis.

Response Center Support also provides you with all of the support materials necessary to stay current with changes and improvements in your HP software.

Services include:

- Product usage and problem solving assistance—for prompt answers to your questions and help with problems by means of:
 - Access to HP's Response Center—for help from specialists just a phone call away
 - HP Remote-Support*—for remote diagnosis and assistance, including downloading of software patches
 - An integrated support program that covers system and personal computer applications
 - Software problem verification—for two-way communication with HP regarding software or documentation discrepancies for system and personal computer applications
 - Support materials
 - Software and firmware releases
 - Software Status Bulletin (SSB)*
 - HP Communicator/Newsletter*
 - Reference manual updates
- Optional services:
- Additional System Coverage
 - Additional Response Center Caller
 - HPTREND Reports**
 - Off-Hours Emergency Assistance**
 - Software Update Installation Assistance**
 - Off-Hours Software Update Installation Assistance**

Software Materials Subscription

Software Materials Subscription provides, by mail, all of the materials and information you need to keep up-to-date on your HP software and documentation. It is an integral part of both Account Management and Response Center Support, but it is also available as a separate service if you prefer not to contract for telephone or local support and simply want to keep current on the changes and improvements in your HP software. Of course, should you require it, on-site assistance from HP is available on a time and materials basis.

Services include:

- Support materials—for the latest information on HP software
 - Software and firmware releases—for periodic updates which incorporate improvements
 - Software Status Bulletin*—for up-to-date information on reported discrepancies and suggested corrective procedures
 - HP Communicator/Newsletter*—for regular articles giving information on your particular system, upcoming software releases and new products
 - Reference manual updates—for documentation of features of new releases

Optional service:

- Extended Software Materials Subscription

SOFTWARE SUPPORT PROGRAM

	CUSTOMIZED SUPPORT	LOCAL SUPPORT	TELEPHONE SUPPORT	SUPPORT MATERIALS
CUSTOM SUPPORT PLAN	●	●	●	●
ACCOUNT MANAGEMENT SUPPORT		●	●	●
RESPONSE CENTER SUPPORT			●	●
SOFTWARE MATERIALS SUBSCRIPTION				●

Personal Computer Services

Match one of our PC support services to the coverage required by your different PC work environments. With all of the services, your designated caller(s) will receive:

- assistance with software usage and hardware configurations
- maximum two hour response
- coverage from 7 am to 9 pm EST*

Workgroup Coordinator Assistance

This service is ideal for internal support staff responsible for supporting PC end-users. It provides a designated caller and alternate with unlimited telephone assistance for standalone business PC software. Additional support information is provided via a PC Communicator subscription.

PC User Assistance Individual PC users who depend heavily on PC productivity receive unlimited, direct access to PC specialists for software supported on a single PC model. A PC Communicator subscription is also included.

HP HelpLine** PC users who seldom require assistance can receive cost-effective support on a per-call basis by purchasing packs of five HelpLine Call Certificates or by charging individual calls to major credit cards.



*Coverage hours may vary by country
 **Available only in U.S. and Canada

Configuring Software Support

All HP systems software, except operating systems, is grouped into support categories such as Data Management, Languages, and Utilities. HP applications software is grouped into families, such as Manufacturing, Office, and Factory Automation Applications. Purchase of category support extends all of the benefits of Account Management or Response Center Support on your operating system to the additional systems software in that category. Purchase of family support provides a level of support independent of that covering the operating system for your HP applications software. Support materials can be obtained by ordering a Software Materials Subscription for each software product.

Since a category (or family) need be purchased only once for any system, this structure greatly reduces the average cost of supporting software for multiple software packages in the same category or family.

OPTIONAL SERVICES AVAILABLE

	ACCOUNT MANAGEMENT SUPPORT	RESPONSE CENTER SUPPORT	SOFTWARE MATERIALS SUBSCRIPTION
ADDITIONAL SYSTEM COVERAGE	●	●	
ADDITIONAL RESPONSE CENTER CALLER	●	●	
OFF-HOURS EMERGENCY ASSISTANCE*	●	●	
SOFTWARE UPDATE INSTALLATION ASSISTANCE*	INCLUDED	●	●
OFF-HOURS SOFTWARE UPDATE INSTALLATION ASSISTANCE*	●	●	●
EXTENDED SOFTWARE MATERIALS SUBSCRIPTION			●

*HP 3000 only

Optional Services

For maximum flexibility we have defined several optional services which can be added to your support program to meet your specific needs. These services include:

Additional System Coverage This service allows you flexibility in structuring support for multiple systems by extending your central system coverage to additional systems. It is intended for additional systems managed through one System Manager at your central site. Coverage can be extended at either the Account Management or Response Center Support level.

Additional Response Center Caller

Purchase of Account Management or Response Center Support entitles your System Manager, and designated alternate, to telephone access to the Response Center. If you have a large or decentralized staff, you may wish to give Response Center access to additional callers. Each purchase of this service authorizes one additional Response Center caller, with no limit on the total number allowed. All callers must be HP-trained. This service covers all software on the system for one fixed monthly fee. Additional callers have the same benefits as the System Manager, but only the System Manager can request on-site assistance.

Off-Hours Emergency Assistance*

This service provides access to the HP support organization in case of emergency situations occurring outside of normal business hours. Through a central dispatch center, your System Manager, or designated alternate, may request on-site assistance for time-critical problems. If you are an Account Management Support customer, you pay only a fixed fee for each call. If you are a Response Center Support customer, you will incur the fixed fee per call, plus time and material charges for on-site assistance.

Software Update Installation

Assistance* If you select Response Center Support for your support needs, but still require installation assistance with your software updates, this service will be a valuable addition to your support program. Purchase of this service provides you with installation assistance for one software update, helping to ensure smooth operation of your system.

Off-Hours Software Update Installation Assistance* This service will be useful if even a scheduled interruption of your system operation during normal business hours is undesirable. This option enables your System Manager to schedule the installation of one software update by an HP support representative up to two hours before or four hours after normal 8 a.m. to 5 p.m. operating hours on weekdays. This service can be ordered repeatedly as needed.

Response Center Support customers must order Software Update Installation Assistance prior to ordering the off-hours option.

Extended Software Materials

Subscription This option extends your Software Materials Subscription by providing the right to make one copy of all central system support materials for use on one additional system. It may be purchased for each additional system.

Software Notification Service This service provides one additional copy of the *Software Status Bulletin* and the *HP Communicator/Newsletter* for each order of the service. Multiple purchases of this service provide copies for large programming staffs.

Manual Update Service This service will automatically provide you with one copy of the latest updates to your HP software reference manuals. Multiple purchases of this service enable large programming staffs to maintain individual manuals conveniently.

SELECTING THE RIGHT NETWORK SUPPORT SERVICE

To complement HP's comprehensive product support services, the following Network Support Services are available to provide your operations staff with assistance in multivendor network environments.

Network Startup

With Network Startup, HP simplifies the installation planning process by working with your network operations staff to develop a complete Network Startup Plan. This plan outlines all activities to be performed by HP, your staff, and third parties, and a time frame for each activity.

Successful installation of your network requires proper configuration of all network components. We configure each HP component of your network and work with other vendors to define network configuration parameters which must be jointly determined.

After all installation activities are completed, HP tests each network connection to verify that the network is operating properly. We continue to work with you, and other vendors on the network, until all supported connections communicate properly. Upon completion of Network Startup, your network operator receives documentation of the network which serves as a valuable tool for ongoing network management.

NetAssure

Through account assigned personnel, software updates and fast response times for hardware repair, HP's current system support services provide you with increased system uptime and performance. With NetAssure, HP expands its service offering to provide you with a simplified service interface and increased uptime for multivendor networks.

NetAssure increases network availability by providing timely problem isolation and resolution. Under NetAssure, HP works directly with specified Joint Support Vendors to return your network to normal operation.

Within two hours of your network operator's call to HP, we begin working to resolve your problem. When your network operator calls the HP Response Center with a problem, the call is turned over to a Network Specialist who begins working to isolate the problem and who contacts other vendors when necessary. A local HP support engineer is dispatched when the problem cannot be resolved remotely. The local engineer coordinates all local and remote resources necessary to return your network to normal operation.

NetAssure also provides your network operator with information to aid in ongoing network management. Network documentation provides information about the network configuration and support contacts while the NetAssure Newsletter provides timely product and support information on HP and third party products.

SUPPORT SERVICES LITERATURE

The following list of HP literature contains detailed descriptions of support services covered in this planning guide. Also included are a number of forms and documents that are useful in planning your support and in setting up your support service agreements. This literature is available from your HP Sales Representative.

General

Travel & Office Directory	5953-7167
Executive Brochure	5953-8815
Escalation Brochure	5954-8614
HP-ASSIST Brochure	5954-2807
Long Term Support Flyer	5954-2830
HP 3065 Board Test System Support	5954-2825D
HP 64000 Logic Development System Support	5954-2824D
Project Services Brochure	5954-7364
Automated Test Systems Brochure	5954-7390

Customer Education

1986 Data Pro Survey	5954-7377
North American Customer Training Schedule	5954-0121
Education Planning Guide	5954-0142
Designing and Optimizing Applications	5953-5211
Professional Programmer Series Flyer	5953-8829
System Management Training Flyer	5953-5233
System Operator Training Flyer	5953-5229
Rapid Series Training Flyer	5954-0147
Advanced System Management Training	5954-0145
Introduction to HP-UX	5954-0104
Introduction to RTE	5953-8821
Introduction to Computers and the HP 3000	5954-0107
Education Overview Brochure	5954-7391

Application Assistance Service

Financial Applications

HPFA-ASSIST Data Sheet	5954-0595
HPGA-ASSIST Data Sheet	5954-0558

Office Applications

OFFICE-ASSIST Data Sheet	5954-2835
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Manufacturing Applications

HP Maintenance Management Data Sheet	5954-0576
MM/PM-ASSIST Data Sheet	5954-2805
JIT-ASSIST Data Sheet	5954-2810
QDM-ASSIST Data Sheet	5954-0579
PMC-ASSIST Data Sheet	5954-0575

Engineering Applications

DRAFT-ASSIST Data Sheet	5954-0141
EGS-ASSIST Data Sheet	5954-7393

Consulting Services

HPSNAPSHOT Data Sheet	5954-2753D
Custom Performance Consulting Data Sheet	5954-2754D
HPCAPLAN Data Sheet	5954-2755D
Installation Support Data Sheet	5953-8802
Installation Support Service Exhibit 2P	5953-8803D
Off-Hours Emergency Assistance Data Sheet	5953-5204
After Hours Software Support Flyer	5953-5246
HP 3000 Performance Consulting Brochure	5954-7380
HP 3000 Performance Consulting Flyer	5954-7383

Software Support Services

Software Support for Business Computers Data Sheet	5954-2766
Additional Systems for Business Computers Data Sheet	5954-2781
Software Support for Technical Computers Data Sheet	5954-0111
Additional Systems for Technical Computers Data Sheet	5954-0112
Account Management Support Exhibit (18T)	5954-2767D
Response Center Brochure	5954-2820
HP Response Center Support	5953-9642
Response Center Flyer	5954-0124D
Response Center User Guide	5958-7386
Response Center Support Exhibit (18H)	5954-2768D
HP Software Materials Subscription	5953-9643
Software Materials Subscription Exhibit (18S)	5954-2769D
Technical Personal Computer User Assistance	5954-7403
Technical Personal Computer User Assistance Exhibit (18F)	5954-8621D
HP Software Notification Service	5954-2800
Time and Material (SE) Data Sheet	5953-7173
HPTREND Data Sheet	5954-2752D

Hardware Support Services

Guaranteed Uptime Exhibit (2G)	5953-5220D
Standard System Maintenance Service w/3000 Data Sheet	5954-2759
Standard System Maintenance Service Data Sheet	5954-2780
Standard System Maintenance Service Exhibit (2A)	5954-2778D
Basic System Maintenance Service Data Sheet	5954-2760
Basic System Maintenance Exhibit (2B)	5954-2779D
Time and Material (CE) Data Sheet	5953-7188
Predictive Support Flyer	5954-7397

Workstation Support Services

Workstation Support Services Data Sheet	5954-2805
Customer Return Service Exhibit (2D)	5954-2795D
Courier Return Service Data Sheet	5954-2761D
Courier Return Service Exhibit (2M)	5954-2758D
Next Day On-Site Service Exhibit (2C)	5954-2794D
Priority On-Site Service Data Sheet	5954-2799
Scheduled On-Site Service Exhibit (2L)	5954-2797D
Priority On-Site Service Exhibit (2N)	5954-2798D
Workstation Support Planning Guide	5954-2785
Courier Return Service Flyer	5954-0114D
HP Personal Computer Care Flyer	5954-2792D

PC Software Support

Workgroup Coordinator Assistance Data Sheet	5954-2829
Workgroup Coordinator Assistance Exhibit (18D)	5954-2827
PC User Assistance Data Sheet	5954-2826
PC User Assistance Exhibit (18E)	5954-2828
Personal Computer Assistance Flyer	5954-2762D

Network Support Services

Network Support Program Brochure	5954-8597
Network Startup Data Sheet	5954-8599
NetAssure Data Sheet	5954-8600
Network Planning & Design Data Sheet	5954-8601
Network Prepare Data Sheet	5954-8604



SYSTEM IMPLEMENTATION AND SUPPORT PLAN



SYSTEM: _____
MODEL: _____
ORDER DATE: _____
INSTALLATION DATE: _____
SYSTEM S.O. #: _____
SYSTEM HANDLE: _____
CSSA #: _____
S/W SUPPORT: _____
S.O. #: _____
H/W SUPPORT: _____
S.O. #: _____
SYSTEM SERIAL #: _____
CAAP #: _____
IPR DATE: _____

CUSTOMER _____
INSTALLATION ADDRESS/STREET _____ BLDG DEPT FLOOR _____
CITY _____ ZIP CODE _____ COUNTRY _____

1 SALES TEAM

SALES REPRESENTATIVE _____ SYSTEMS ENGINEER _____ CUSTOMER ENGINEER _____ SITE PREPARATION ENGINEER _____

2 KEY CUSTOMER PERSONNEL

PRIMARY CONTACT POSITION/TELEPHONE NUMBER _____ SECONDARY CONTACT POSITION TELEPHONE NUMBER _____

3 VALUE-ADDED BUSINESS PARTNER

NAME _____ CITY _____ STATE COUNTRY _____
PRIMARY CONTACT POSITION/TELEPHONE NUMBER _____
SECONDARY CONTACT POSITION/TELEPHONE NUMBER _____

HP/CUSTOMER VALUE ADDED BUSINESS PARTNER RESPONSIBILITIES CLEAR?
 YES NO

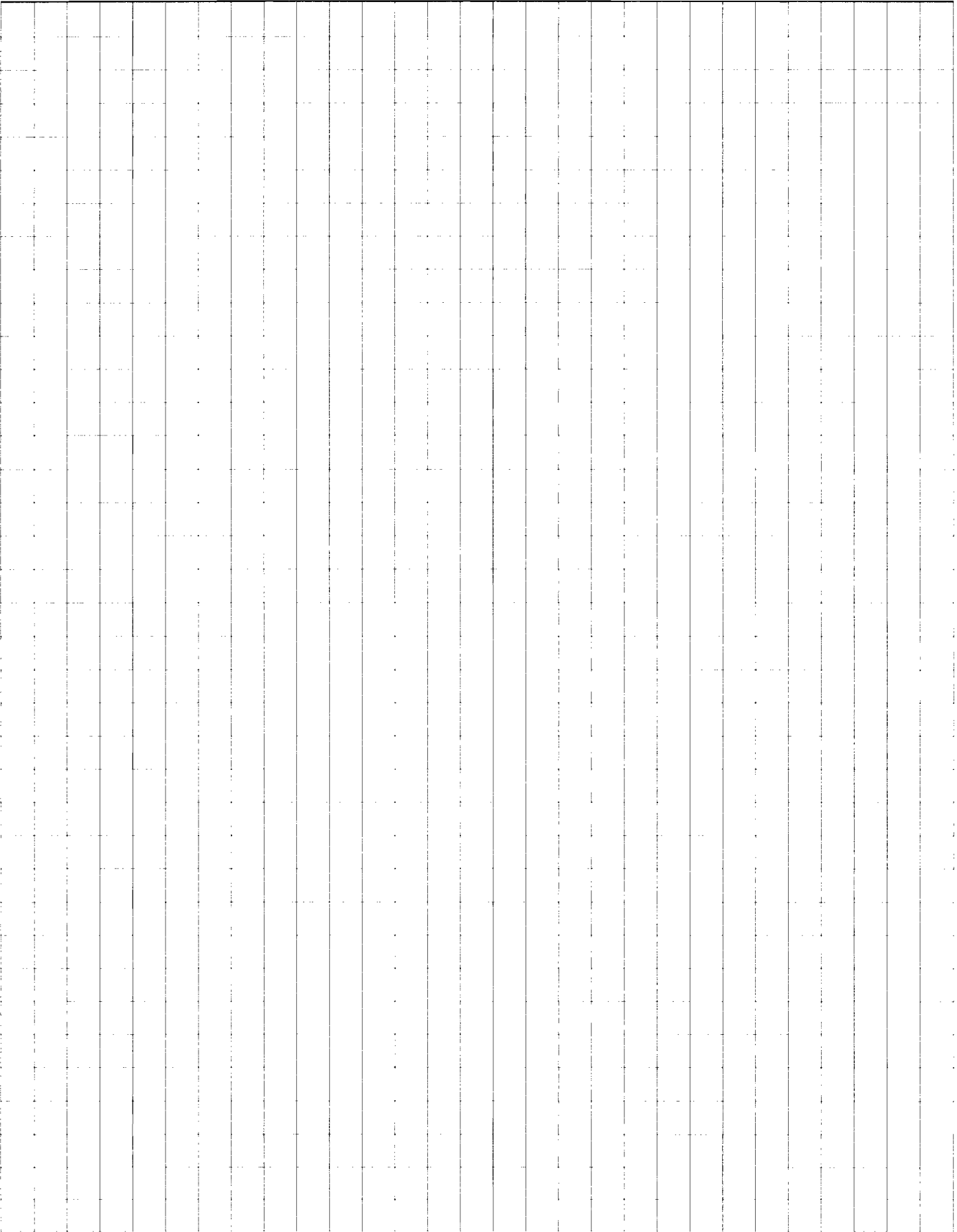
IF NO, EXPLAIN UNDER SECTION 12 _____

4 APPLICATION BRIEF *(Customer Application of System)*

5 REVIEWED BY

THIS WORKSHEET WAS DEVELOPED TO ASSIST IN THE PLANNING AND CLARIFICATION OF RESPONSIBILITIES OF THE SEPARATE ORGANIZATIONS INVOLVED IN THIS INSTALLATION. DATES AND COMMITMENTS ARE BEST ESTIMATES AND ARE SUBJECT TO CHANGE. THE FOLLOWING SIGNATORIES ACKNOWLEDGE ONLY THAT THEY HAVE REVIEWED AND APPROVED THIS SYSTEM IMPLEMENTATION PLAN.

SALES REPRESENTATIVE _____ / DATE _____
SYSTEMS ENGINEER _____ / DATE _____
CUSTOMER ENGINEER _____ / DATE _____
CUSTOMER REPRESENTATIVE _____ / DATE _____
THIRD PARTY REPRESENTATIVE _____ / DATE _____



10 SUPPORT SERVICES

A. HP SUPPORT TEAM *(Local Support Office)*

ACCOUNT SALES REPRESENTATIVE _____

ACCOUNT APPLICATIONS ENGINEER _____

ACCOUNT SYSTEMS ENGINEER _____

ACCOUNT CUSTOMER ENGINEER _____

DISTRICT SALES MANAGER _____

DISTRICT SYSTEMS ENGINEER MANAGER _____

DISTRICT CUSTOMER ENGINEER MANAGER _____

B. RESPONSE CENTER CALLERS

SYSTEM MANAGER TELEPHONE NUMBER _____

ALTERNATE TELEPHONE NUMBER _____

ADDITIONAL CALLER TELEPHONE NUMBER _____

ADDITIONAL CALLER TELEPHONE NUMBER _____

ADDITIONAL CALLER TELEPHONE NUMBER _____

C. CUSTOMER EDUCATION

	CLASS #	CLASS NAME	DATE(S)	LOCATION	ATTENDEE NAME(S)
PURCHASE ORDER					
<input type="checkbox"/> RECEIVED DATE / /					
<input type="checkbox"/> AT THE TIME OF SYSTEM ORDER					
<input type="checkbox"/> OTHER <i>(If other, date)</i>					
DATE / /					

D. CONSULTING

	HP-ASSIST	DATE(S)	PRODUCT #
PURCHASE ORDER			
<input type="checkbox"/> RECEIVED DATE / /			
<input type="checkbox"/> AT TIME OF SYSTEM ORDER			
<input type="checkbox"/> OTHER <i>(If other, date)</i>			
DATE / /			
	STANDARD PACKAGES		
	TIME AND MATERIALS		

E. SOFTWARE SUPPORT

OPERATING SYSTEM SUPPORT LEVEL

- CUSTOM SUPPORT PLAN
- ACCOUNT MANAGEMENT SUPPORT-T
- RESPONSE CENTER SUPPORT-H
- SOFTWARE MATERIALS SUBSCRIPTION-S
- ADDITIONAL SYSTEMS COVERAGE-V
- EXTENDED SOFTWARE MATERIALS SUBSCRIPTION-W
- HP TREND (HP 3000 only)
 - T H V
 - MONTHLY QUARTERLY

(Explain under comments)

- NONE
- DIFFERENT LEVELS OF SUPPORT FOR APPLICATIONS

OPTIONAL SERVICES

- MANUAL UPDATE SERVICE (# of subscriptions)
- ADDITIONAL RESPONSE CENTER CALLERS (# of callers)

SOFTWARE UPDATE HOURS

- SOFTWARE UPDATE INSTALLATION ASSISTANCE
- OFF-HOURS SOFTWARE UPDATE INSTALLATION ASSISTANCE

PERSONAL COMPUTER SERVICES

- WORKGROUP COORDINATOR ASSISTANCE
- PC USER ASSISTANCE
- HELPLINE CALL CERTIFICATES

PURCHASE ORDER

- RECEIVED
DATE / /
- AT TIME OF SYSTEM ORDER
- OTHER (If other, date)
DATE / /

SOFTWARE DISTRIBUTION UPDATE MEDIA

- FLOPPY TYPE
- MAG TAPE 1600 BPI 6250 PPI
- TAPE CARTRIDGE TYPE

COMMENTS

F. HARDWARE SUPPORT

SYSTEM SUPPORT

- GUARANTEED UPTIME 24 HR DAY, 7 DAY/WK
- STANDARD SERVICE
 - 8-9 8-12 24 HR
 - M-F M-S 7 DAYS
- BASIC SERVICE 8-5, M-F
- HP REMOTE-SUPPORT TELEPHONE NUMBER
- OTHER (Explain under comments)

WORKSTATION SUPPORT

- NEXT DAY ON-SITE SERVICE
- SCHEDULED ON-SITE SERVICE
- PRIORITY ON-SITE SERVICE 8-9 M-F
- SAME COVERAGE AS SYSTEM
- COURIER RETURN SERVICE
- CUSTOMER RETURN SERVICE*
- OTHER (Explain under comments)

*If courier return service not available

INSTRUMENT SUPPORT

- STANDARD SERVICE
- BASIC SERVICE
- COURIER RETURN SERVICE
- CUSTOMER RETURN SERVICE

OPTIONS

- INSTRUMENT CALIBRATION
- LOANER COVERAGE

PURCHASE AUTHORIZATION

- RECEIVED AT TIME OF SYSTEM ORDER
- OTHER (If other, date)
DATE / /

SUPPORT PERIOD

- PERPETUAL
- SHORT TERM (If short term, months)
- ONE YEAR

TRAVEL ZONE

- WITHIN
 - 0-100 MILES
 - 100-200 MILES
 - 200-300 MILES

FOR BASIC OR ON-SITE PRODUCT SERVICE

- AFTER COVERAGE HOURS SERVICE
- PREMIUM RESPONSE AUTHORIZED CALLERS

COMMENTS

FOREIGN PERIPHERALS

- YES (Explain under comments)
- NO

SITE PREPARATION

- POWER LINE CONDITIONER
- MODEL
- SIZE

COMMENTS

A series of horizontal lines for writing comments, spanning the width of the page.



