



Computer Computer Ltd  
 2 Constable Crescent  
 LONDON  
 N15 4QZ

Tel: +44 (0)20 8885 9900  
 Fax: +44 (0)20 8880 9122  
[www.servermaintenance.co.uk](http://www.servermaintenance.co.uk)



## *SPECIALIST INDEPENDENT HP SERVER SUPPORT*

### HP9000



### PROLIANT

  
**ProLiant DL**



Density optimised for flexibility and manageability  
 Ideal for multi-server deployments

  
**ProLiant ML**



For remote & branch offices to data centres  
 Tower and rack deployment options

  
**ProLiant BL**



Ultra-dense server blades rapidly deployed and ideal for space-constrained enterprises

Save on UNIX servers



Computer Computer Ltd  
2 Constable Crescent  
LONDON  
N15 4QZ

Tel: +44 (0)20 8885 9900  
Fax: +44 (0)20 8880 9122  
[www.servermaintenance.co.uk](http://www.servermaintenance.co.uk)



## ***SPECIALIST INDEPENDENT HP SERVER SUPPORT***

### **PEACE OF MIND AND UP TO 40% SAVINGS ON HP SERVERS**

Our commitment to you is low cost, high quality maintenance. We have been providing a superior service at prices that are up to and sometimes **over 40% less than HP list** since 1989. Talk to our customers. Undoubtedly their experiences will reassure you that time and time again we provide an excellent service whilst dramatically reducing the prices that they were paying.

Our business model has value at its core. The on-going success of our maintenance service is based on excellent engineering skills and low cost administration with readily accessible spares. We have recruited the most technically competent engineers with many years experience of HP & Compaq equipment.

Our overheads are low because we refrain from expenditure in areas where we do not believe there is benefit to you, the customer. We hope you'll agree the key to a successful maintenance service is fast response and fast fix times. These are the areas we have invested in and they are the essential ingredients for our growing maintenance success.

### **CUSTOMER RESPONSE CENTRES**

Our Customer Response Centres and excellent parts availability enable fast responses and support rapid fault fixing. Every attempt is made to fix your computer fault on the first call. This policy applies to all fault calls from system down calls to more basic problems. The Support Centre has a full complement of HP systems, which enable our engineers to assist customers with off-site fault investigation of system errors and to provide a full back-up maintenance facility for our customers. The Response Desk is operational 24 hours a day, 365 days a year and our engineers are immediately contactable.

### **MAINTENANCE FOR UNSUPPORTED SYSTEMS**

The core business of hardware manufacturers is selling new equipment. They have fast evolving product portfolios which often leave customers behind. We specialise in supporting servers for as long as you the customer require them. We appreciate the significant investment you have made in your technology and provide a bridge between the 'end of life' of a product as far as HP are concerned and the end of its useful life to you the customer.

### **SOFTWARE SUPPORT**

Computer Computer offer a complete range of software support for operating systems HP-UX and Microsoft. We also provide a practical support package for older HP-UX versions which are no longer supported. Our OS support for HP-UX can range from ad-hoc system housekeeping and performance tuning to server monitoring and management outsourcing.

### **LISTEN TO OUR CUSTOMERS**

*"Computer Computer provides a positive team spirited approach to system support from the moment of first contact to completion. They always dispatch an engineer who knows our system. They don't waste time whilst engineers familiarize themselves with the installation. This enables a faster diagnosis and ultimately a faster repair service."*

Dave Smith  
IT Manager  
Seddon Atkinson Vehicles





Computer Computer Ltd  
2 Constable Crescent  
LONDON  
N15 4QZ

Tel: +44 (0)20 8885 9900  
Fax: +44 (0)20 8880 9122  
[www.servermaintenance.co.uk](http://www.servermaintenance.co.uk)



## SPECIALIST INDEPENDENT HP SERVER SUPPORT

### NATIONWIDE COVERAGE

We provide nationwide support from our regional service centres. Each is equipped with a complete spares holding and this can be supplemented with on-site spares for many customers in order to ensure fast responses and first time fixes.



### TAILORED SUPPORT PACKAGES

We realise that not everyone is the same; hence many of our customers opt for different packages across different departments or machines. Some choose a higher cover package (4 hour response with 4 hour fix) for servers which are mission critical machines whilst opting for a lower package (8 hour response) for development machines. We are always happy to discuss tailoring a support model to complement the way you work.

### PLATFORM/SERVICES FOR SUN CUSTOMERS

Platform	Maintenance	Software Support	Disaster Recovery
HP9000	✓	✓	✓
Proliant	✓	✓	✓
Integrity	✓	✓	✓
Storage	✓	✓	✓

### OTHER SERVICES FOR HP CUSTOMERS:

- **Systems (New & Used)**
- **Upgrades (New & Used)**
- **Rentals**
- **Disaster Recovery**
- **Parts locator**

#### Platinum

24 x 7 x 365  
4hr response  
+ 4 hr Fix  
Dedicated engineers  
Remote Monitoring

#### Gold

Monday to Friday  
Cover  
7am to 7pm  
Ex. Bank Hols  
4hr response

#### Silver

Monday to Friday  
Cover  
9am to 5pm  
Ex. Bank Hols  
4hr response

#### Bronze

Monday to Friday  
Cover  
9am to 5pm  
Ex. Bank Hols  
8hr response

More

*Savings...*

**COMPAQ**



#### ADD ONS

OS Support  
DR Cover

#### ADD ONS

OS Support  
+ Fix time  
Extended Hours  
Weekend Cover  
Bank Hols Cover  
Remote Monitoring  
DR Cover

#### ADD ONS

OS Support  
+ Fix time  
Extended Hours  
Weekend Cover  
Bank Hols Cover  
DR Cover

#### ADD ONS

OS Support  
+ Fix time  
Extended Hours  
Weekend Cover  
Bank Hols Cover  
DR Cover

Save on  
UNIX servers