



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



SPECIALIST INDEPENDENT IBM SUPPORT

RS6000



P-SERIES



X-SERIES



Save on
UNIX servers



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SPECIALIST INDEPENDENT IBM SERVER SUPPORT

PEACE OF MIND AND UP TO 40% SAVINGS ON IBM 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 IBM 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 IBM 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 IBM 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 IBM are concerned and the end of its useful life to you the customer.

SOFTWARE SUPPORT

We offer a complete range of software support for operating systems AIX and Microsoft. We also provide a practical support package for AIX versions 4.3.3 and earlier which are no longer supported by IBM. Our OS Support for AIX can range from ad-hoc system housekeeping and performance tuning to server monitoring and management outsourcing.

IBM @server®



LISTEN TO OUR CUSTOMERS:

"To quote an American saying – ' You get a lot more bang for your buck.' Computer Computer had the right product at the right price at the right time. The staff also offered an excellent service and came back promptly with answers to all my questions."

Jock Shannon
IT Manager
Peavey Electronics.



Save

More....



Microsoft®

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UNIX servers



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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.



OTHER SERVICES FOR IBM CUSTOMERS:

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

PLATFORM/SERVICES FOR IBM CUSTOMERS

Platform	Maintenance	Software Support	Disaster Recovery
RS6000	✓	✓	✓
P-Series	✓	✓	✓
X-Series	✓	✓	✓
Netfinity	✓	✓	✓



More Savings....

Platinum	Gold	Silver	Bronze
24 x 7 x 365 4hr response + 4 hr Fix Dedicated engineers Remote Monitoring	Monday to Friday Cover 7am to 7pm Ex. Bank Hols 4hr response	Monday to Friday Cover 9am to 5pm Ex. Bank Hols 4hr response	Monday to Friday Cover 9am to 5pm Ex. Bank Hols 8hr response
ADD ONS	ADD ONS	ADD ONS	ADD ONS
Software Support DR Cover	Software Support + Fix time Extended Hours Weekend Cover Bank Hols Cover Remote Monitoring DR Cover	Software Support + Fix time Extended Hours Weekend Cover Bank Hols Cover DR Cover	Software Support + Fix time Extended Hours Weekend Cover Bank Hols Cover DR Cover



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