1. The Business Environment
Your customers are making an important decision to
purchase a Hewlett-Packard Corporate Business System.
More than buying just a _box,_ customers rely on our
philosophy, our reputation for technological innovation
and leadership, and our commitment to their success. Their
careers and businesses ride on their investment decisions,
and they're counting on Hewlett-Packard to make them
successful. HP has created the new HP Premier Account
Support program especially for the Corporate Business
System buyer. The new Corporate Business Systems were
just a concept in our technology labs when we started
meeting with potential corporate business systems
customers, studying our future competition, and laying out
the foundation for a new best-of-class level of post-sales
services that would give you the competitive weapon you
need to close the sale.

At the heart of a customer-focused organization is the
ability to understand customers. At the heart of HP's
Premier Account Support program is the concept that our
customers' success defines our success. We've built a
program to help make the Corporate Business Systems
customer successful in the three key areas on which they
are measured:

Solution Availability
Computing power within a corporation can be compared to a
public utility. When a blackout makes power unavailable,
users suffer and productivity stops. System managers are
measured on whether their business solutions are available
to their end users when they say they'll be. These systems
managers rely upon computer vendors to anticipate as many
problems as possible and provide the highest-level
response possible when problems do occur.

Resource Management
Systems managers and Information Technology (IT) managers
are managers: they manage people, equipment, and budgets.
Corporate Business Systems users are measured on how
effectively they plan and manage their resources. They
rely upon a vendor to effectively plan their support needs
at the beginning of the year and develop a single contract
that covers their needs. They don't want to be _nickel
and dimed_ by vendors with charges that are within the
spirit of the original plan.

_____

Technology Planning
System managers and IT managers are responsible for
tracking complex, rapidly evolving systems technologies
and recommending technology implementations that provide
the maximum benefit with minimum disruptions. They need a
business partner who can create a plan for implementing
technologies that create the greatest competitive
advantage for their organizations.

HP's Premier Account Support Program
We have discovered that Corporate Business Systems
customers want one packaged set of services that will
ensure successful implementation and ongoing operation of
their high-end systems ¬ a package that ensures the right
support for their systems hardware, software, network, and
the people using it. HP has packaged the services we
think are truly essential for their systems support into
one fixed-price product. But we also realize that there
are a range of services that they may need to ensure the
success of their entire organization, and these services
are discussed in section 3.

HP has structured a new Premier Account Support program
based upon the needs of the Corporate Business Systems
manager. This program features new support capabilities
packaged together in a single, integrated service and
support product.

Here are some key details of this new fixed-price
package ...

Quota Credit and Commission!

Sell this package up front with the system, and HP will
give you full revenue credit toward your quota.

One Product Number

We've made it easy to quote support! One product number
does it all! Each new HP 3000 Corporate Business System
and HP 9000 Corporate Business Server has a specific
support package associated with it. Each support package
bears the name of the specific processor version it
supports. Add the product to the quote, and you're done!
Your customer gets everything they need to support their
new system configuration.

_____

One Integrated Support Package

Each support package includes the primary services
customers need to support their new corporate business
system. Each Premier Account customer is supported by a
fully integrated support team with account-assigned
representatives from the Systems Support Organization
(SSO), the Professional Services Organization (PSO), and
the HP Response Center. Each product contains the
following premium deliverables, all designed to make the
Corporate Business Systems manager successful:

┤   A new 24 x 7 hardware support service level with
immediate response

┤   An enhanced level of software support with expanded
24 x 7 software coverage

┤   A new account-assigned Response Center engineer who
handles daily technical problems as well as ensuring that
the customer receives the highest level of remote support
possible.

┤   An enhanced level of 24 x 7 network support for the
system

┤   Two person weeks of customer training

┤   An account containing on-site consulting time, so
that the customer gets consulting activities focused on
meeting their unique business needs. For example, a
customer can receive one day every other week for account
planning and general consulting or a combination of
general consulting and specialist activities over a number
of days.

See the next section for more details about the new
support capabilities for the Premier Account customer.

One Fixed Price

Customers pay just one price; the package includes all of
the above service and support deliverables for the SPU,
configured peripherals, and software that are part of the
corporate business system configuration at initial
purchase.

_____

Easy HP Financing Available

In many cases, the up front purchase of fixed-price
packages can be financed through the Finance and
Remarketing Division (FRD). This helps customers to
better manage their cash flow and makes it easier to
purchase support for their corporate business systems.

Out distance the Competition with HP Premier Account
support!
Communicate the following critical benefits to your
customers.

Maximum Uptime

For Corporate Business Systems managers, the best solution
to a problem is not to have the problem. Every aspect of
Premier Account Support is designed with this concept in
mind: to anticipate as many problems as possible and
execute solutions before they impact business operations.
If problems do occur, HP's unprecedented level of response
ensures that the impact is minimized. HP combines
knowledge of products and strategies with a familiarity of
customers' systems environments. The bottom line? The
Corporate Business Systems manager can rely on the HP team
which has the resources and understanding to prevent many
problems and quickly resolve those that do surface. This
adds up to maximum solution availability and maximum
customer satisfaction.

Complete Primary Coverage with No Surprises

The annual account plan and a single comprehensive
contract form a flexible solution covering all your
customer's general systems, network, and, planning and
support needs.* It is an effective way to maximize
productivity and to simplify support for Corporate
Business Systems. The bottom line? Your customer will
have the confidence that the HP team can generate
solutions ¬ clearly, productively, and regardless of the
course of the future.

*   Note: The annual account plan may recommend a range
of consulting not included in the standard package. This
can be planned up front for your customer, with the
additional charge included in a single quote, single
solution package.

_____

A Technology Leader on their Team

Corporate Business Systems customers are often just
starting to use open systems technology, and they need to
develop an overall plan to minimize risk. As part of the
consulting in Premier Account Support, Corporate Business
Systems customer's can opt to have HP help them move
toward an open software environment, tailored to their
unique business and technology needs. HP can show your
customers how to make the most of their existing IT
investments, by building open systems solutions that
leverage the hardware, software, networks, and people that
they already have, while still showing them ways to
incorporate future technologies. The bottom line? Your
Corporate Business Systems manager gets an open systems
road map that they can share with their management ¬ a
road map that is tailored to their unique business needs
and which takes into account their existing investments in
people, hardware, software, and networks.

*   Note: Many of these activities may require
additional consulting time that is not included in the
standard package. Additional open systems activities are
available. See the section entitled _Additional
Professional Services._

Quote the fixed-price, fixed-deliverable HP Premier
Account Support product for your Corporate Business
Systems customers. They will know that HP will do
whatever it takes to keep their system running smoothly ¬
now and in the future. That's good business for both you
and your customer. Good selling!

_____

_____

2. A Look Inside the Package

HP Premier Account Support is a fixed-price, fixed-deliverable product solution, designed to be easily sold up front with the Corporate Business Systems. While the Premier Account Support capabilities can also be quoted individually with the help of your support representative, the packaged solutions are designed to be sold by you, the HP Sales Representative to deliver the greatest value to your customers.

This convenient package includes the attractively priced selection of the primary HP support services your customer will want to ensure their success in their high-end systems environment.

For one quote at one price, your customer knows that HP will support the critical activities of their corporate business system. It is comprehensive, and it contains clearly defined deliverables. Ordering simplicity will benefit both you and your customers¬ orders will be clear and fast, and customers can easily predict support costs for planned system purchases.

This section details what's included with each fixed price package. Product structure is detailed in the _Ordering Information_ section.

_____

Hewlett-Packard is unequaled in providing highly-available systems. In addition to reliable products, the basic hardware, software and network services are the major ingredients of available systems. A fully integrated support team with account-assigned representatives from the SSO, the PSO, and the HP

Response Center continuously monitor your customer's environment and ensure the highest level of customer satisfaction in the industry. Their tools include these innovative support capabilities:

A new 24x7 hardware support service level with immediate response.

Key features such as the non-stop hardware support can help you penetrate accounts where up-time is absolutely essential. With Premier Account Support, all HP hardware products purchased in a Corporate Business System configuration are automatically supported at the highest level HP has ever offered, 24x7 coverage with an immediate response.

NEW!
With immediate hardware response, a Customer Engineer (CE) is dispatched simultaneous with an HP Response Center engineer starting problem isolation. With no delay in starting to troubleshoot the problem, HP arrives at the customer's site armed with all the available informat

_____

iontogettheirCorporateBusines
sSystemsbackonline.

_____

_____

NEW!

The account CE monitors all hardware recalls. As needed, the CE reviews the calls with the customer to better understand why problems occurred and how to prevent future problems.

NEW!

All HP Premier Account Support open calls are continuously monitored and quickly escalated on an accelerated basis.

An account CE delivers on-site services and participates in the annual account plan, scheduling regular visits for preventive maintenance.

HP Predictive Support software helps minimize downtime through the early warning and prevention of potential problems.

An enhanced level of software support with expanded 24x7 software coverage.

With HP's worldwide network of Response Centers, Corporate Business Systems customers receive HP's top-rated software support around-the-clock. All documentation and updates for HP software products purchased with the Corporate Business Systems are automatically included and are

_____

supported at the highest level HP has ever offered:

NEW!
Corporate Business Systems software is fully supported 24 hours per day, 7 days per week. Staffing levels have been increased and paging systems have been implemented.

Access to the HP SupportLine electronic databases which feature powerful browse and keyword search facilities, help your customers quickly find solutions to problems and questions.

HP PowerPatch for MPE/iX and Electronic Access to Patches for HP-UX will speed the delivery and installation of patches from the Response Center to the customer's site before they experience software problems.

A new account-assigned Response Center engineer who handles daily technical problems as well as ensuring that the customer receives the highest level of remote support possible.

With HP's Premier Account support, Hewlett-Packard adds an account-assigned Response Center engineer (ARCE), completing a fully integrated support team. Their knowledge of your customer and thei

_____

r environment enables them to anticipate potential problems and to solve new problems in the shortest possible time. They provide both a focal point for technical issues as well as feedback and review of the

customer account, coordinated factory support and monitoring active problem resolution status. Specific activities include:

NEW!
The account-assigned Response Center Engineer is assigned based upon your customer's expected call profile. The goal is for the ARCE to be able to solve as many of your customer's questions as possible. If the Account RCE can't solve the problem, he routes it directly to senior HP Response Center engineers on other teams who give the customer priority assistance.

NEW!
Your customer will be immediately connected to their ARCE when they're available. With fewer callbacks, your customer's problems are solved in the shortest amount of time. If the Account RCE is unavailable, your customer can either leave him a detailed proble

m description in a voice mailbox (where available), or they can request a callback from another Response Center engineer.

NEW!
When it becomes necessary for the HP

_____

Response Center to call your customer back, the call will automatically be given a priority response.

NEW!

The Account RCE monitors all software and network calls. Monthly, the Account RCE reviews the calls with the customer to better understand why problems occurred and how to prevent future problems.

NEW!

The Account RCE tracks the customers support environment, understands how the Corporate Business Systems customer's business operations affect their remote support requirements. The Account RCE annually participates with the HP Support team on a customer visit to better understand the customer's environment, communicate the HP Response Center's participation in supporting the customers environment, and to develop an action plan to help the customer more effectively ta

ke advantage of HP's remote support resources.

NEW!

The Account RCE monitors all general release patches and helps the Corporate Business Systems manager on a monthly basis determine which patches should be installed at the customers site in order to minimize the likelihood of future problems.

NEW!

_____

The Account RCE will proactively contact the customer if a class problem arises with a Corporate Business Systems product and will proactively work with your customer to implement a workaround and minimize system disruption.

Your customers will be assured to know that their factory support team will be seasoned, account-informed, and consistent throughout the support cycle. And they will be guaranteed of getting a familiar voice on the telephone when they take advantage of this new service.

_____

_____

_____

An enhanced level of 24x7 network support for the system.

HP Premier Account Support provides round-the-clock support for network problems on the system, as well as network documentation and planning assistance for the customer's entire network.

NEW!
HP will provide the same 24-hour, 7-day (24x7) coverage with immediate response on the network components as for the hardware components, including fault isolation and problem management.

NEW!
The Account RCE monitors system network calls. Monthly, the Account RCE reviews the calls with the customer to better understand why problems occurred and how to prevent future problems.

NEW!
All HP Premier Account Support open calls are continuously monitored and unsolved problems are quickly escalated on an accelerated basis.

The customer will receive documentation about their network at the start of support coverage.

Network planning assistance is provided.

_____

Two person weeks of customer training

NEW!
10 units of customer training are automatically
 included in each package. Each unit represents one seat for each day of training. These training units can be used for any of HP's large selection of core and specialized training courses.

An account containing on-site consulting time, that can include account planning or specialist activities.

In addition to the personalized services provided with software support, this comprehensive service and support program provides a formal method for an HP
 consultant to work on-site, arm-in-arm with your customer. An account-assigned Technical Consultant will act as a single point of contact for both the customer and HP. This technically-proficient consultant will:

| Eliminate _bureaucracy_, act as account lead and focal point for all HP
 factory and field resources, and ensure that appropriate HP
 resources are made available to the Corporate Business Systems customer.

_____

- Attend the customer's relevant business and planning meetings.

_____

_____

┤ Lead the development of the annual account support plan and coordinate an annual HP
Support team visit.

In addition to a leadership role by the account-assigned Technical Consultant, the HP
Premier Account Support package has additional allotted consulting time that can be used to best meet the needs of the Corporate Business Systems manager. Examples of other consulting activities include, migration, performance, networking, information management, applications, and database management consulting.

* Note: Many of these activities may require additional consulting time that is not included in the standard package.

_____

_____

3. Additional Support

Tools and Services

Some Corporate Business Systems customers will need more consulting than included in the fixe

d-price HP Premier Account Support package to help migrate their applications to a client/server environment. Others may want to add more training or some of the value-added products and services sold separately and discussed below. With the help of your local support representative, these additional services can be easily quoted under a single, comprehensive quote. The flexible solution, HP Comprehensive Support for Premier Accounts is not eligible for quota and commission, although it can create a more complete HP support solution. This flexible solution should also be used for customers who do not want all the premium-level services included in the fixed-price package.

Here are some additional tools and services that round out the HP support offering.

Additional Tools

An array of state-of-the-art performance management tools is available to deliver performance analysis and planning information. These tools will help customers more effectively manage their computing environment, saving them valuabl

_____

etimeandresources.

*Note: HP GlancePlus, HP LaserRX, and HP RXForecastareautomaticallydeliveredwiththeHP 300099 2DXmodels.

HP GlancePlus*

HP GlancePlussoftwareprovidesyourcustomerswithon-lineperformanceinformation. ThismonitoringanddiagnostictoolallowsyourHP 9000andHP 3000systemcustomerstotakethepulseoftheirsystemstounderstandcurrentsystemactivityandtoisolateandresolveperformancebottleneckswhentheyoccur. HP GlancePlusdeliversacombinationofpowerandeaseofusetohelpcustomersmanagetheon-lineperformanceoftheirsystems.

HP GlancePlusisavailableforHP MPEandHP-UXsystems. ForcustomerswhohaveamultivendorenvironmentHP, GlancePlusisalsoavailableforSunSPARCstations.

HP LaserRX*

HP

_____

LaserRX software provides your customers with comprehensive, historical system activity information that aids them in load balancing, system tuning, resource management and trend analysis. This powerful tool gives your customers the information needed to manage the performance of their HP MPE or HP-UX computing environment.

*Note: Eligible for quota and commission.

_____

_____

Your customers can easily create effective management presentations that illustrate resource utilization by systems, applications, or even departments. Furthermore, HP LaserRX software allows customers to readily establish and monitor the service levels they provide to their own end users.

HP RX Forecast *

HP RX Forecast software provides your customers with quick and accurate projections of their future system resource utilization. Customers can anticipate when they'll need more system resources based on past utilization trends or their projections of business activity.

HP RX Forecast requires HP LaserRX as it uses the data collected by HP LaserRX software and integrates into the LaserRX user interface. HP RX Forecast is available for HP MPE and HP-UX systems.

* Note: Eligible for quota and commission.

Additional Site Services

Complete Network Maintenance

_____

HP can also provide fault isolation and problem management for the customer's entire network, including HP devices and multi-vendor equipment. This additional coverage can be quoted as a single line item for your customer.

HP Backup

HP Backup gives the customer access to a fully-operational computer facility in the event of a disaster. This service includes:

- Disaster recovery at an HP facility (in some countries, customers can perform their recovery procedures remotely via telecommunication lines to HP's hot site)

- Expedited delivery of replacement HP equipment, if needed (including modems and multiplexers)

- Access to HP's technical and support resources worldwide

- Annual rehearsal and review (up to 48 hours per year)

HP Backup service may include a hot site, a cold site, or both.

_____

_____

┤ A hot site is a fixed site where the customer has access to fully configured HP 3000 and HP 9000 systems, telecommunications, and staff¬everything needed to resume computer operations after a disaster.

┤ A cold site is a computer room with telecommunications ready to accept the customer's computer. The customer can establish a temporary computer center using their own equipment.

HP Integrated Support for Network and System Operation

HP works with customers to maintain and operate their networked open system environments, thereby allowing customers to better focus on their core business. Your customer can leverage HP's technical expertise in the areas of network operations, help desk services, and multivendor PC and HP workstation staging and distribution services to increase the reliability of their computing environment and better support their end-users.

HP Site Design and Implementation

Corporate Business Systems customers face many challenges in their computing environments as they mi

_____

grate to new platforms and possibly de

centralize their computing resources. With HP Site Design and Implementation, HP provides resources and technical expertise to create, install, or modify the customer's computing environments. Your customer receives a complete solution and documentation of all the work that was managed by HP. This work can include cabling, computer room relocation, system and network startup, wire testing, and computing environment preparation and troubleshooting.

Additional Professional Services

HP's Mainframe Alternatives Solutions Consulting

HP Consultants can work in close partnership with the Corporate Business Systems customer to help them identify which business needs, processes and applications will benefit most from HP's Mainframe Alternative Solutions. HP Consultants can help create a practical transition plan that may cover systems, software, networks, and applications evolution and coexistence, customer education, pilot plans, and detailed implementation plans, as well as address people, organizational, and operational issues essential for a successful transition plan.

_____

_____

HP's Open Software Environment Consulting

Today's Corporate Business Systems customers know that open systems offers a lot of benefits. Still, customers often find roadblocks between where they are today and the full benefits of open systems. HP has a proven way to help customers get past the software technology roadblocks.

Corporate Business Systems customers today are dealing with the problems of a multi-vendor IT environment, and many are considering Open Systems to do this. Because high-end systems represent large investments and critical applications, the move to Open Systems must be carefully planned to minimize risk. Specially trained consultants in the PSO provide your Corporate Business Systems customer with specific guidelines for building open applications, and recommendations for selecting software standards and products. OSE is an approach to defining this architecture and building open systems applications, one that maximizes flexibility and protects customers' investments. OSE covers key application development areas such as computer-aided software engineering (CASE), database, user interface, and networking. It is not a vendor-defined architecture or list of products, but a set of guidelines, models, and processes to help customers make software choices that meet their individual business needs.

_____

Network Planning and Design

HP can help customers analyze the costs and benefits of alternative solutions for planning and designing networks. A successful network solution requires thorough planning. This involves performing an in-depth network requirements analysis, providing a high-level logical design, completing a detailed physical design, conducting a connectivity analysis, and creating an implementation plan. The HP Consultant ensures that the network accommodates upgrades, new technologies, and organizational changes easily and cost-effe

ctively.

_____

_____

4. The Competition

Your primary competition for HP Premier Account Support is IBM. They have been in the high-end service business for a long time and are a perceived market leader. DEC and other high-end vendors such as Amdahl also offer a wide variety of service products. Service-only vendors also exist, including Disaster Planning and COMDISCO. Read on for some hints for all of these competitive environments.

Selling Against IBM
┤ IBM's practice is to provide a certain level of account support to its data center customers on a non-billable basis ¬ as part of the system purchase price. Don't let your customers be fooled. They are paying for the service ¬ compare system prices.

┤ Stress that HP is providing the same _whatever-it-takes_ support partnership ¬ but we put our deliverables in writing.

┤ HP's personalized service is unmatched. Our account-assigned consultants know the customer's business and have the technical and industry experience to provide quality planning. Our consultants are HP employees, not third-party hired hands.

Selling Against DEC
┤ Stress HP's full-system product and support solutions. PCs, workst

_____

ations, high-end systems ¬ we have and understand them all.

⊣ Emphasize HP's success and experience directly supporting multivendor networks. DEC claims to offer multivendor network consulting, but relies heavily on VABs to actually deliver it.

⊣ Our service is comprehensive, well-defined and documented.

Selling Against

Independent Service Companies

⊣ Emphasize HP's ability to provide a system solution that goes beyond daily maintenance or consulting. Many service firms lack the high-level perspective and experience required to assist in strategic company planning and implementation.

⊣ HP has a vested interest in keeping the customer satisfied and on the leading edge. Unhappy or poorly equipped customers do not stay competitive and do not buy more systems.

_____

_____

Q & A

Question:
Some of HP's competitors do not charge high-end systems customers for support. Why should HP customers in this environment have to pay for support?

Answer:
Although it may not appear that some of our competitors charge for support, the cost is actually bundled into the price of the product. With HP Premier Account Support, your customer will get:

- a comprehensive support package that includes all of the

  services needed to support their corporate business system or server

- a detailed, written description of the specific deliverables HP

  is committed to providing

- personalized service

Question:
Whom do I contact for financing information?

Answer:
The Sales Finance representative in your local sales office.

Question:
Can I sell HP

_____

Premier Account Support for more than one year?

Answer:
HP Premier Account Support can be sold for more than one year on a specials basis. Please contact your local support marketing center for more information.

Question:
Can my customer finance multi-year support contracts?

Answer:
Yes. In many cases, customers can finance support contracts covering multi-year periods according to their needs. Check with your Sales Finance representative for details.

Question:
Can I sell HP Premier Account Support to customers that are buying HP systems other than the HP 3000 CS 992 series and HP 9000 890 series?

Answer:
The HP Premier Account Support packages are configured specifically for HP 3000 and HP 9000 Corporate Business Systems. Comprehensive Suppor

t for Premier Accounts is recommended when selling systems other than corporate business systems or wh

_____

en more or less coverage is required than included with the HP Premier Account Support packages.

The new capabilities included in HP Premier Account Support for the Corporate Business Systems in time will be made available to other HP systems. Please check with your local support marketing center for availability and/or ordering information.

Question:
Is there more customer value in the upfront package than in the individually quoted services?

Answer:
Absolutely. Since customers pay one price regardless of what configured peripherals and software are included in the configuration, there can be significantly more value in purchasing the package, than in buying support for each specific component. The more items included with the Corporate Business System configuration at initial purchase, the better the value.

Question:
Does HP Premier Account Support cover peripherals, equipment and memory included in the corporate business system configuration?

Answer:

HP Premier Account Support Sales Guide   Page 41

_____

Yes. HP Premier Account Support is configured and priced at the system level. This eliminates the need for complex and lengthy component-level configurations. All peripherals and memory included in a single corporate business system configuration at initial purchase, are supported.

Question:
Is HP's Premier Account Support program available worldwide?

Answer:
Yes, although local availability of specific capabilities may vary from country to country. Check with your local country support marketing center for details.

Question:
What about quota and commission for selling HP Premier Account Support?

Answer:
HP will give you full revenue credit toward your quota for each HP Premier Account Support package sold up front with the system.

Question:
What about quota and commission for selling consulting services?

Answer:
If your account is part of the FY92 pilot of the Consulting Quota and Commission program, and these consu

_____

lting services meet the order minimum (varies by geography), you will receive quota credit.

Question:
How much consulting time does the customer receive with HP Premier Account Support?

Answer:
HP Premier Account support provides on-site technical consulting for approximately one day every other week. This can be used for general consulting or for other specialist consulting such as performance consulting.

_____

_____

Question:
Does HP Premier Account Support cover multivendor network equipment?

Answer:
No. HP Premier Account Support offers network fault isolation and problem management for all direct corporate business system to HP-device connections. Additional network coverage for the customer's entire network can be included in single line price quotes or through Comprehensive Support for Premier Accounts.

Question:
What are the benefits to the customer of the HP Premier Account Support package?

Answer:
HP Premier Account Support offers customers the service and support they need for their corporate business system or server configuration. Customers get the assurance of maximum uptime, complete coverage and a technology leader on their team, all for a single fixed price.

Question:
What are the benefits to HP in selling the HP Premier Account Support fixed-price package?

Answer:

_____

There are cost savings in reducing the time it takes to sell support. HP also benefits from the improvement in customer satisfaction as a result of helping customers increase their solution availability; effectively plan and manage their resources; and, map new technology to business goals.

Question:
What is the process for selecting the account-assigned Response Center Engineer (ARCE)?

Answer:
When an order is placed for the HP Premier Account Support package, the Response Center is notified and immediately starts to work with the customer's account team to profile the customer's corporate business system configuration and system software. The goal is to match ARCE expertise to the customer's support requirements.

_____

_____

Ordering Information

For the HP 3000

HP Product Number	Description

Fixed-Price Packages:

H5331A	CS 992/100 Support HP Premier Account Support
H5332A	CS 992/200 Support for regular and DX systems
H5333A	CS 992/300 Support |
H5334A	CS 992/400 Support |
H5340A	CS 990 Support |

Flexible Solution:

H5329A	Comp Sup 3000 CS HP Comprehensive Support for Premier Accounts

F
o
r
t
h
e

_____

HP 9000 HP

Product Number

Description

_____

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

_____

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

_____

_
_
_
_
_
_
_
F
i
x
e
d
-
P
r
i
c
e
P
a
c
k
a
g
e

s

:

                              H5335A   890 1 CPU Support
                                        HP Premier Account
                              Support
                              H5336A   890 2 CPU Support |
                              H5337A   890 3 CPU Support |
                              H5338A   890 4 CPU Support |

                              Flexible Solution:
                              H5330A   Comp Sup 9000
                                        HP Comprehensive Support
                                                          for
                              Premier Accounts

H

P

P

r

e

m

i

e

r

A

c

c

o

_____

u
n
t

S
u
p
p
o
r
t

Q
u
o
t
i
n
g

t
h
e

f
i
x
e

_____

d-price HP Premier Accounts

_____

u
p
p
o
r
t
i
s
s
i
m
p
l
e
.
J
u
s
t
s
e
l
e

_____

c
t
h
e
p
r
o
d
u
c
t
n
u
m
b
e
r
f
o
r
t
h
e

_____

s

p

e

c

i

f

i

c

p

r

o

c

e

s

s

o

r

t

i

e

r

a

n

_____

d include the product number

_____

on the quote.

Example: 1 ea

_____

H
5
3
3
1
A
C
S
9
9
2
/
1
0
0
S
u
p
p
o
r
t

H

_____

P

C

o

m

p

r

e

h

e

n

s

i

v

e

S

u

p

p

o

r

t

f

o

_____

r

P

r

e

m

i

e

r

A

c

c

o

u

n

t

s

F

o

r

c

u

s

t

o

_____

m
e
r
s
w
i
t
h
s
u
p
p
o
r
t
n
e
e
d
s
t
h
a

_____

t
e
x
c
e
e
d
t
h
o
s
e
i
n
c
l
u
d
e
d
i
n
t
h

_____

e

f

i

x

e

d

-

p

r

i

c

e

H

P

P

r

e

m

i

e

r

A

c

c

_____

o
u
n
t
s
u
p
p
o
r
t
p
a
c
k
a
g
e
,
a
m
o
r

_____

e
f
l
e
x
i
b
l
e
s
o
l
u
t
i
o
n
i
s
a
v
a
i
l

_____

a

b

l

e

.

W

o

r

k

i

n

g

w

i

t

h

y

o

u

r

l

o

c

_____

al support representative,

_____

y
o
u
s
e
l
e
c
t
t
h
e
a
p
p
r
o
p
r
i
a
t
e

_____

s
e
r
v
i
c
e
s
t
o
m
e
e
t
y
o
u
r
c
u
s
t
o
m

_____

e
r
'
s
n
e
e
d
s
.
T
h
e
r
e
s
u
l
t
i
n
g
s

_____

u

p

p

o

r

t

s

o

l

u

t

i

o

n

c

a

n

s

t

i

l

l

b

e

_____

q
u
o
t
e
d
a
s
a
s
i
n
g
l
e
p
r
o
d
u
c
t
n

_____

u
m
b
e
r
u
s
i
n
g
H
P
C
o
m
p
r
e
h
e
n
s
i

_____

v
e
S
u
p
p
o
r
t
f
o
r
P
r
e
m
i
e
r
A
c
c
o
u

_____

n
t
s
.
N
o
r
m
a
l
l
y
H
P
C
o
m
p
r
e
h
e
n

_____

s
i
v
e
S
u
p
p
o
r
t
f
o
r
P
r
e
m
i
e
r
A
c

_____

c
o
u
n
t
s
i
s
q
u
o
t
e
d
a
s
a
m
o
n
t
h
l
y

_____

p

r

i

c

e

.

_____

_____

E
x
a
m
p
l
e
:
1
2
e
a
H
P
5
3
2
9
A
C
o
m
p

_____

S
u
p
3
0
0
0
C
S

H
P

C
o
m
p
r
e
h
e
n
s
i
v

e
S
u
p
p
o
r
t
f
o
r
P
r
e
m
i
e
r
A
c
c
o
u

_____

n
t
s
s
h
o
u
l
d
a
l
s
o
b
e
u
s
e
d
f
o
r
c
u

_____

s
t
o
m
e
r
s
w
h
o
d
o
n
o
t
w
a
n
t
a
l
l
o

_____

f

t

h

e

s

e

r

v

i

c

e

s

i

n

c

l

u

d

e

d

i

n

t

h

_____

e
f
i
x
e
d
-
p
r
i
c
e
p
a
c
k
a
g
e
s
.

A
d

_____

d
i
t
i
o
n
a
l

R
e
s
o
u
r
c
e
s

T
h
e

f
o
l

_____

l
o
w
i
n
g
d
o
c
u
m
e
n
t
s
c
a
n
p
r
o
v
i
d

_____

e

f

u

r

t

h

e

r

i

n

f

o

r

m

a

t

i

o

n

a

b

o

u

_____

t
H
P
'
s
P
r
e
m
i
e
r
A
c
c
o
u
n
t
S
u
p
p
o

r
t
p
r
o
g
r
a
m
.

_____

—
—
—
—
—
—
—
—
—
—
—
—

_____

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

_____

—
—
—
—
—
—
—
—
—
—
—
—
—
—
—
—
—
—
P
u
b
l
i
c

_____

ation Number Description

_____

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

_____

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—————————————

—

—

—

—

—

—

—

N
e
w
5
0
9
1
-
4
3
0
2
E
H
P

P
r

_____

e
m
i
e
r

A
c
c
o
u
n
t

S
u
p
p
o
r
t

P
r
o
g

_____

r
a
m
d
a
t
a
s
h
e
e
t
5
0
9
1
-
4
3
0
3
E
H
P

P
r

_____

e
m
i
e
r

A
c
c
o
u
n
t

S
u
p
p
o
r
t

P
r
o
g

_____

r
a
m
p
r
o
d
u
c
t
b
r
i
e
f
_
_
_
_
_
_
_
_

_____

_

_

_

_

_

_

_

_

_

_

_

_

_

_

_

_

_

_

_

_

_____

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

_____

OSE Sales Support Tools Thes

_____

e

i

t

e

m

s

a

r

e

a

v

a

i

l

a

b

l

e

f

r

o

m

y

_____

o

u

r

l

o

c

a

l

O

S

E

C

o

n

s

u

l

t

a

n

t

o

r

P

_____

r
o
g
r
a
m
M
a
n
a
g
e
r
,
o
r
v
i
a
H
P
D
e

_____

s

k

f

r

o

m

t

h

e

_

I

M

A

u

t

o

i

n

f

o

_

h

o

t

_____

l
i
n
e
(
s
e
e
b
e
l
o
w
)
*

1
.
O
S
E
S
o
f

_____

t

w

a

r

e

A

r

c

h

i

t

e

c

t

u

r

e

W

o

r

k

s

h

o

_____

p D a t a S h e e t (3 p a g e s) A v a i l a

_____

b
l
e
t
o
d
a
y
f
r
o
m
I
M
A
u
t
o
i
n
f
o
,
S
u
b

_____

j
e
c
t
:
O
S
E
D
S
A
v
a
i
l
a
b
l
e
a
s
a
g
l

_____

o

s

s

y

f

r

o

m

L

.

D

.

C

.

i

n

M

a

y

.

2

.

O

_____

SE Slidesets with scripts **A**

v

a
i
l
a
b
l
e
t
o
d
a
y
f
r
o
m
:
U
.
S
.
&
A
s
i
a

_____

/

Pacific: IM Autoinfo, Sub

_____

j
e
c
t
:
O
S
E
P
R
E
S
E
u
r
o
p
e
:
C
o
m
p
u

_____

t
e
r
S
y
s
t
e
m
s
H
o
t
l
i
n
e
,
S
u
b
j
e

_____

c

t

:

O

S

E

P

I

T

C

H

3

.

O

S

E

I

n

t

r

o

d

u

_____

c
t
o
r
y
P
a
p
e
r
,
—
A
R
o
a
d
m
a
p
t
o
O
p

_____

e
n
S
y
s
t
e
m
s
_
(
1
3
p
a
g
e
s
)
O
v
e
r

_____

view of all aspects of OSE. Fo

_____

r

c

u

s

t

o

m

e

r

s

o

r

R

F

P

s

.

A

v

a

i

l

a

b

_____

l

e

t

o

d

a

y

f

r

o

m

I

M

A

u

t

o

i

n

f

o

,

S

u

b

j

_____

e

c

t

:

O

S

E

P

A

P

R

4

.

O

w

e

n

s

-

C

o

r

n

i

n

_____

g

F

i

b

e

r

g

l

a

s

V

i

d

e

o

t

a

p

e

5

-

m

i

n

_____

u
t
e
v
i
d
e
o
t
a
p
e
o
f
a
l
a
r
g
e
s
a
t

_____

isfied customer telling why

_____

t
h
e
y
f
o
u
n
d
O
S
E
C
o
n
s
u
l
t
i
n
g
t

_____

o
b
e
u
n
i
q
u
e
l
y
v
a
l
u
a
b
l
e
.
A
v
a
i
l

_____

able in U.S. (VHS) and Europe

_____

a
n
f
o
r
m
a
t
s
.
N
o
n
-
d
i
s
c
l
o
s
u
r
e

_____

is not required.

Available to

_____

d

a

y

f

r

o

m

H

P

–

T

V

.

O

r

d

e

r

i

n

g

i

n

s

t

r

_____

u
c
t
i
o
n
s
o
n
I
M
A
u
t
o
i
n
f
o
,
S
u
b
j
e

c
t
:
O
S
E
S
S
(
r
e
a
d
t
h
e
s
e
c
t
i
o
n
l

_____

a
b
e
l
e
d
_
O
S
E
S
S
5
_
)
.
5
.
_
Q
u
e
s

_____

t
i
o
n
s
a
n
d
A
n
s
w
e
r
s
o
n
O
S
E
_
(
2
0

_____

p
a
g
e
s
'
I
n
t
e
r
n
a
l
U
s
e
O
n
l
y
)
A
v
a
i
l

_____

able today from IM Autoinfo, Su

_____

b

j

e

c

t

:

O

S

E

Q

A

_____

_____

6 . A r t i c l e R e p r i n t s (G l o s s

_____

i

e

s

f

r

o

m

c

o

m

p

u

t

e

r

i

n

d

u

s

t

r

y

p

_____

r

e

s

s

)

A

v

a

i

l

a

b

l

e

t

o

d

a

y

.

S

e

n

d

r

e

_____

q
u
e
s
t
v
i
a
H
P
D
e
s
k
t
o
_
T
e
a
m
O
S
E
_
.

_____

7

.

S

u

c

c

e

s

s

S

t

o

r

i

e

s

(

C

a

s

e

s

t

_____

u
d
i
e
s
o
f
a
c
t
u
a
l
e
n
g
a
g
e
m
e
n
t
s

_____

,

n

o

n

a

m

e

s

)

A

v

a

i

l

a

b

l

e

t

o

d

a

y

f

r

o

_____

m
I
M
A
u
t
o
i
n
f
o
,
S
u
b
j
e
c
t
:
O
S
E
S
S

_____

8. List of OSE Consultants,

_____

Worldwide **Available today** fro

_____

m
I
M
A
u
t
o
i
n
f
o
,
'
S
u
b
j
e
c
t
:
O
S
E
C
O
N

_____

S

For additional sales tool

_____

s

'

c

h

e

c

k

w

i

t

h

y

o

u

r

l

o

c

a

l

O

S

E

_____

C
o
n
s
u
l
t
a
n
t
o
r
P
r
o
g
r
a
m
M
a
n
a
g

_____

e

r

,

o

r

s

e

n

d

a

m

e

s

s

a

g

e

_

T

o

:

I

M

_____

Autoinfo, Subject: INDEX_.

_____

* Ordering from _IMAutoinf

_____

o
_
:
S
e
n
d
a
n
H
P
D
e
s
k
m
e
s
s
a
g
e
_
T

_____

o

:

I

M

A

u

t

o

i

n

f

o

—

,

w

i

t

h

_

S

u

b

j

e

_____

c

t

:

_

a

s

i

n

d

i

c

a

t

e

d

(

l

e

a

v

e

m

e

s

_____

s
a
g
e
t
e
x
t
b
l
a
n
k
)
.
M
o
s
t
i
t
e
m

s

a

r

e

H

P

D

e

s

k

t

e

x

t

m

e

s

s

a

g

e

s

'

b

_____

u
t
a
f
e
w
a
l
s
o
c
o
m
e
a
s
p
r
i
n
t
-
i
m

_____

ages to be down-loaded to a PC

_____

a
n
d
p
r
i
n
t
e
d
o
n
a
L
a
s
e
r
J
e
t
(
b

ecausetheycontainnicetyp

_____

e
f
a
c
e
s
a
n
d
/
o
r
p
i
c
t
u
r
e
s
)
.

_____

F
o
r

M
o
r
e

I
n
f
o
r
m
a
t
i
o
n

D
o
m
e
s
t

_____

icSalesSupport

In the U.S.

_____

'the Customer Support Sale

_____

s

C

e

n

t

e

r

i

s

s

t

a

f

f

e

d

f

r

o

m

7

:

0

0

_____

am to 5:00pm, Pacific time,

_____

Monday through Friday. Call

_____

Telnetor (408) 447-4444. I

_____

n
t
e
r
n
a
t
i
o
n
a
l
S
a
l
e
s
S
u
p
p
o
r
t

_____

I
n

E
u
r
o
p
e
a
n

d

I
n
t
e
r
c
o
n
'

c
a
l

l
t
h
e
c
u
s
t
o
m
e
r
s
u
p
p
o
r
t
m
a
n
a

_____

g

e

r

i

n

y

o

u

r

c

o

u

n

t

r

y

f

o

r

a

s

s

i

s

_____

tance.

Warning

Thedes

_____

c
r
i
b
e
d
p
r
o
d
u
c
t
s
c
o
n
t
e
n
t
s
c
a
n
d

_____

i
f
f
e
r
i
n
s
o
m
e
c
o
u
n
t
r
i
e
s
o
u
t
s
i

_____

d
e

o
f

t
h
e

U
.
S
.

P
l
e
a
s
e

c
o
n
t
a
c
t

y
o

_____

urlocalsupportMarketingMa

_____

n
a
g
e
r
f
o
r
m
o
r
e
i
n
f
o
r
m
a
t
i
o
n
.