HP's Computing Environment Troubleshooting Service

Specifications

Service Description

Occasionally, intermittent system problems occur that cannot be attributed to the hardware, software, or network. With Hewlett-Packard's computing environment troubleshooting service, HP provides a thorough analysis and a set of recommendations for resolving environmental out-of-specifications conditions.

HP's computing environment troubleshooting service helps you ensure that your environment will meet your specific system and network requirements. Effective environmental control improves the reliability and operating performance of your systems.

Benefits to You

• Optimized system and network uptime
• Fast resolution of environmental problems
• Protection for your computing environment investments
• Minimized ongoing computing environment-related costs
• Enhanced computing environment quality

Service Features

• Thorough analysis of environmental conditions
• Quality diagnosis of problems and recommendations
• Single-vendor coordination of all activities
• Verification and documentation of implemented solution

Table 1 on the following page includes descriptions of these features.

Specifications

Table 1. Service Features

Feature	Delivery Specifications
Thorough analysis of environmental conditions	HP first analyzes the external and internal physical surroundings of the computer environment. On the basis of the findings, HP performs further analysis of key environmental areas, including electrical supply, and air quality, temperature, and humidity.
Quality diagnosis of problems and recommendations	HP performs tests and inspections and provides a set of recommendations.
Single-vendor coordination of all activities	When a solution is selected, HP creates an implementation schedule and ensures coordination with other vendors if necessary. The assigned HP project manager regularly reviews progress and ensures a smooth and timely resolution of the problem.
Verification and documentation of implemented solution	After installation, HP executes standard tests and performs appropriate inspections to verify that the problem has been resolved. HP continues to work until all the implemented recommendations are operational.

Ordering Information

HP's computing environment
troubleshooting service is
quoted to meet your specific
business requirements. Please
contact your HP representative
or local HP sales office for more
information.

For more information, call your local HP sales office listed in your telephone directory or an HP regional office listed below for the location of your nearest sales office.

United States:
Hewlett-Packard Company
4 Choke Cherry Road
Rockville, MD 20850
(301) 670-4300

Hewlett-Packard Company
5201 Tollview Drive
Rolling Meadows, IL 60008
(708) 255-9800

Hewlett-Packard Company
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No. Hollywood, CA 91601
(818) 505-5600

Hewlett-Packard Company
2015 South Park Place
Atlanta, GA 30339
(404) 955-1500

Canada:
Hewlett-Packard Ltd.
6877 Goreway Drive
Mississauga, Ontario L4V 1M8
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Japan:
Yokogawa-Hewlett-Packard Ltd.
15-7, Nishi Shinjuku 4 Chome
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Latin America:
Hewlett-Packard
Latin American Region Headquarters
5200 Blue Lagoon
Suite 950
Miami, FL 33126
(305) 267-4220

Australia/New Zealand:
Hewlett-Packard Australia Ltd.
31-41 Joseph Street
Blackburn, Victoria 3130
Australia
(03) 895 2895

Asia Pacific:
Hewlett-Packard Asia Ltd.
Asian Pacific Region Headquarters
22/F Bond Centre
West Tower
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Central, Hong Kong
(852) 8487777

In Europe, please call your local HP sales office or representative.

Austria:
(0222) 2500 0

East Central Europe (ECE), Commonwealth of Independent States (CIS), and Yugoslavia:
(0222) 2500 0

Belgium and Luxembourg:
Customer Information Center
(02) 761 34 00

Denmark:
(42) 81 66 40

Finland:
(90) 88 721

France:
(1) 69 07 02 24

Germany:
(06172) 16 0

Greece:
(01) 68 28 811

Iceland:
(91) 67 10 00

Ireland:
(01) 88 33 99

Sweden:
(08) 750 20 00

Israel:
Computation and Measurement Systems (CMS) Ltd.
(03) 5380 333

Italy:
(02) 95 300 134

Netherlands:
(020) 547 6669

Norway:
(02) 87 97 00

Portugal:
(11) 301 73 30

Spain:
900 123 123

Switzerland:
(057) 31 21 11 (Head Office)
(022) 780 41 11 (Suisse Romande)
(046) 05 15 05 (Customer Information Center)

South Africa:
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