

Sequent Support

Service mission/target market Sequent's vision of service and support is based on providing customers not only with the most innovation hardware and software products but also the latest and most up-to-date services capabilities. Sequent provides direct service and their personnel perform all installations, hardware fault isolation, and software support. Sequent's strategic partner, National Advanced Systems (NAS), performs field hardware module exchanges under the direction of Sequent Product Support Specialists.

Service offerings Sequent offers a range of service and support offerings organized into a series of service products. These products allow customers to select the level of support required for their operations.

System services

This is Sequent's most comprehensive service offering. For a fixed monthly fee, Sequent provides onsite remedial hardware maintenance, factory-based software and documentation support, and periodic updates. Other features include:

- **Sequent Hotline.** The Hotline provides a toll-free telephone number for technical consultation. This service is a direct link to Sequent's product support specialists. The Hotline is accessible 24 hours a day, 7 days a week.
- **Electronic Problem Reporting.** Using the "Mailbug" utility program, subscribers can report problems directly to Sequent via electronic mail. Sequent will use its best efforts to determine the nature of the problem and provide the subscriber with a solution.

Software services

Software Support Services include automatic distribution of software and updates as they become available. For each system under contract, Sequent provides one copy of the new software accompanied by installation instructions and one set of documentation. Additionally, the Software Service Agreement includes:

- The Sequent Toll-Free Hotline
- Electronic Problem Solving

Software Update Service

The Software Update Service is identical to the Software Support Service, with the exception that Hotline access is not available. This service is designed for customers who want to keep software and documentation up-to-date, but do not require direct technical assistance from Sequent. It also includes:

- Electronic Problem Reporting

Depot Exchange Service

Through the Depot Exchange Service, Sequent offers customers a factory-based hardware service agreement for a fixed monthly charge. This per-system fee ensures that replacements for defective modules will be shipped from the Sequent factory within five working days. All Sequent provided modules in a system must be included in the service agreement. Items returned for upgrade only, or which are determined not to be defective, are subject to charge.

Per-incident services

These services are provided for customers who prefer support services on an as needed basis.

- Depot Repair Service. Guarantees that modules are repaired and shipped within 30 working days after receipt.
- System Installation Service. For an additional charge, Sequent will provide onsite installation. This includes site planning and preparation.
- Software and Documentation Update Kits. Software and documentation update kits may be purchased separately and typically include one or more cartridge tapes and documentation.
- Time and Materials Services are also available.

Professional services

Sequent Professional Services plans, designs, and implements information systems. Consulting services are available for database development, application development, system administration, network consulting, and software migration. Sequent Professional Services also includes consulting in the areas of OLTP, relational databases, 3GLs and 4GLs, and client/server architectures.

Educational services

Sequent has five training centers throughout North America and will provide onsite training when appropriate. Sequent currently offers classes in system administration and management, system migration, DYNIX/ptx, hardware maintenance, network administration, and application development.

HP's strengths against Sequent

HP advantage:

HP outranks Sequent in size and number of service locations. Sequent has only 25 onsite service locations (20 in the U. S.) and depends on National Advanced Systems (NAS) for logistics and support worldwide.

Customer benefit:

HP has hundreds of service locations throughout the world. With HP's Response Center Network, customers can be assured that their support requirements are covered 24 hours a day, 7 days a week, no matter where their company is located.

HP advantage:

HP provides a wealth of support capabilities. In addition to general maintenance service, HP is a leader in providing customers with tools to help them move to an open system environment.

Customer benefit:

This protects customers' current investment in technology no matter which vendor they have.