



Bull Infrastructure Services & Support provides the 24/7 availability and performance your systems need to help your organisation succeed in an open, networked world.

GlobalCare

Whatever it takes...

Support of AIX 4.3 – 5.3

Bull **GlobalCare** makes it easy for you to put Bull world-class software support to work in a cost-effective and efficient way. **GlobalCare** Software Support provides access to responsive software and technical support around the clock. It provides prompt responses to your questions by offering the convenience of a single contact point.

Bull **GlobalCare** Software Support includes the following features:

- 24x7 access to a variety of Bull technical resources in the UK and in Bull's European Support Centre
- Answers to user and administrator operational questions
- Provision of known fixes and latest maintenance levels
- Remote access to your system by Bull Technicians to speed problem resolution
- System dump analysis
- No limits on the number of designated IT technical staff that can contact **GlobalCare** Software Support for help
- Access to the Bull Software Support Web site at: www.opensup.bull.com

Reduce Risk

Bull **GlobalCare** protects the complete enterprise IT environment including hardware and software.

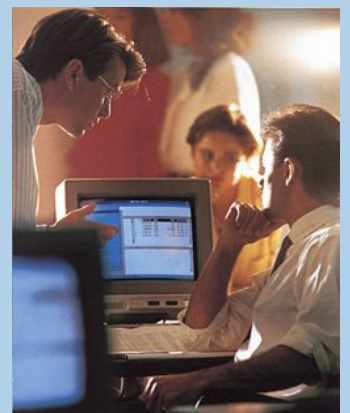
GlobalCare is a set of packaged services that ensures the IT infrastructure operates at full availability so that organisations run their business efficiently and securely.

GlobalCare enables you to control and manage the costs of both IT investment and daily operations.

GlobalCare can be fully customised to specific Customer requirements.



GlobalCare



Support on Demand

GlobalCare Software Support

Whatever it takes...

Bronze

- 24 x 7 Calls placed via telephone or the Web
- Call back for diagnosis same day
- Service hours: Monday to Friday 9h – 17h
- 24 x 7 Access to symptom solution web on-line-support

Silver

- 24 x 7 Calls placed via telephone or the Web
- Call back for diagnosis within 2hrs
- Service hours: Monday to Friday 8h – 18h
- Support extensions for 12h, 24h, Saturday, Sunday

Gold

- 24 x 7 Calls placed via telephone or the Web
- Call back for diagnosis within 1 hr
- Priority management
- Service hours: Monday – Sunday 8h - 20h
- Support extensions to 24h
- Systems monitoring 24 x 7
- Annual configuration performance review

Confidence and Assurance

Bull Information Systems understands the importance of your systems to the success of your business and we have tailored an extensive service portfolio to fit your needs.

Using a unique combination of maintenance, support and management services, the **GlobalCare** services portfolio is designed to protect and enhance your investment.

For you to exceed your Customer service expectations and keep your associates focused on your Customers, you need the assurance that your systems will maintain high availability – **GlobalCare** gives you that assurance.

By selecting Bull Information Systems as your partner for infrastructure support services, you can be confident that you align yourself with an experienced and credible service provider.

Bull Information Systems has made a significant investment in being uniquely qualified to service all of your infrastructure system components and we have ensured that dedicated service personnel with the appropriate skills and experience are available.

You can rely on Bull's commitment to provide the support services that respond to your needs and requirements, now and in the future.

Contact **GlobalCare** today:

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