



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...

Availability Services

A range of Services providing high availability for your infrastructure including Bull and non Bull products using vendor class levels of quality, skills and commitment. Whatever the circumstances, you can be assured that Bull experts will be on hand whenever you need them to protect your investment and provide maximum availability for your users.

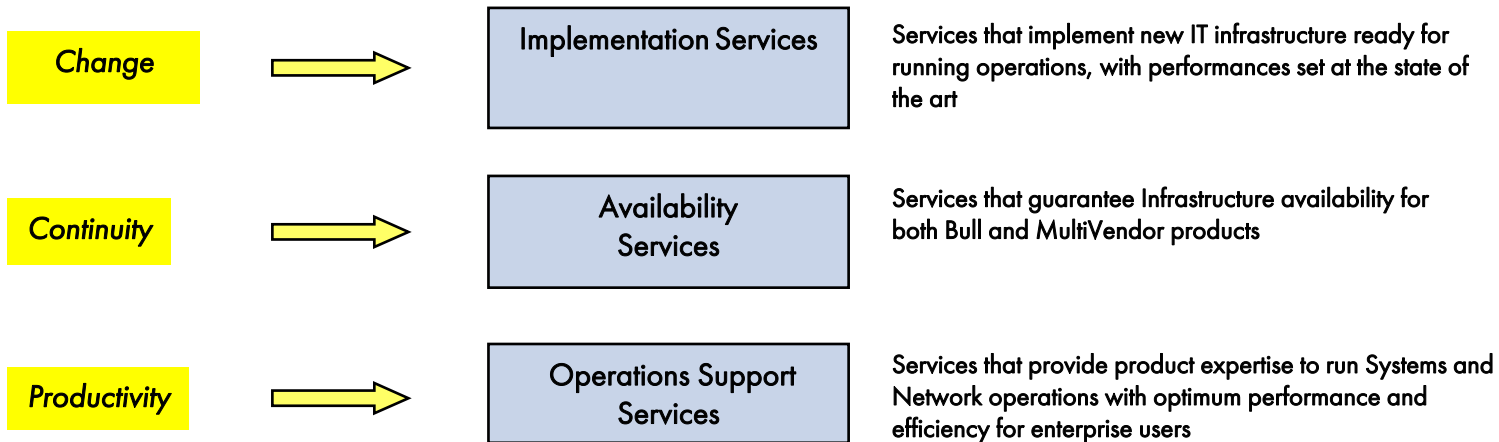
Bull **GlobalCare** Availability Services include:

- Hardware Maintenance services from basic response in prime shift to repair time commitments twenty four hours a day, seven days a week.
- Software Support from Bull experts by telephone and email plus on-line database for your IT professionals to view and use as they require.
- Vendor class support for non Bull products such as IBM, HP, SUN, EMC...
- Availability assessment comprising configuration review, system pinch points, throughput analysis, security advice
- HA999 Service providing a 99.99% availability commitment using remote monitoring, alarming, diagnostic and support
- Proactive Services providing firmware and software patch control, upgrade advice, interoperability guidance, trend analysis and reporting.
- Single source for enterprise wide infrastructure providing one entry point for services and support



GlobalCare Availability Services

Whatever it takes...



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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