



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...

Whatever the size or shape of your IT infrastructure, making support simple is likely to be a high priority. Bull **GlobalCare** helps you reduce the complexity and cost with nationwide, vendor neutral service reliability that is best in class.



Problems in complex infrastructures have the potential to impact critical business processes. Sometimes they cannot be isolated to a single component or even a single system. Often they involve a complex net of components spreading across your infrastructure.

When complexity multiplies, there's a need to focus on the entire infrastructure rather than individual components. With **GlobalCare**, Bull has the enterprise-wide experience and expertise to own the entire problem, rather than focusing on

single devices or software.

Downtime can cost your organisation more than just a few delayed emails, loss of revenue and profit being two it can least afford. You can protect your infrastructure by relying on Bull **GlobalCare** to respond rapidly to diagnose and cure problems when they occur.

Reduce Risk and Reduce Costs

Bull **GlobalCare** protects the complete enterprise IT environment including hardware and software whilst giving you significant cost reduction over your current expenditure.

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.

Keep Pace with Change

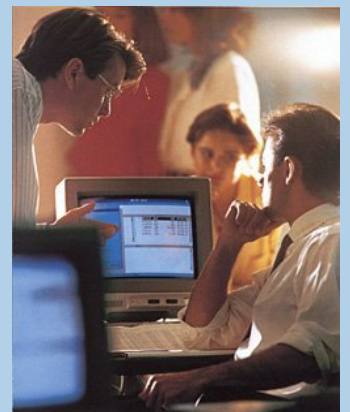
GlobalCare is vendor neutral, providing support services not just for equipment manufactured and supplied by Bull, but for most manufacturers.

By providing support for **IBM, SUN, HP, EMC², Storagetek, NEC, Legato, Veritas, Overland and Tandberg**, **GlobalCare** provides single-source simplicity and accountability that can cope with your infrastructure needs and changes.



Architect of an Open World™

GlobalCare



Support on Demand

Bronze

- 24 x 7 Calls placed via the Web
- Call back for diagnosis same day
- Service hours : Monday to Friday
08:30hrs – 18:00hrs
- On Site Intervention next business day
- On-site repair, parts and labour
- 24 x 7 Access to symptom solution
Web "On-line-Support"

Silver

- 24 x 7 Calls placed via the Web
- Call back for diagnosis within 2hrs
- Service hours : Monday to Friday
08:30hrs – 18:00hrs
- On site intervention within 4 hours
(critical) or 8h
- Support extensions for 12h, 24h,
Saturday, Sunday
- On-site repair, parts and labour

Gold

- 24 x 7 Calls placed via the Web
- Call back for diagnosis within 1 hr
- Priority management
- Service hours: Monday to Sunday
08:00hrs – 20:00hrs
- Support extensions to 24h
- Systems monitoring 24 x 7
- On site interventions within
2h (Critical) or 4h
- Guaranteed repair time 8h
- On-site repair, parts and labour
- 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 Information Systems commitment to provide the support services that respond to your requirements, now and in the future.

Contact **GlobalCare** today:

Bull Information Systems
Maxted Road
Hemel Hempstead
Hertfordshire HP2 7DZ

0870 243 2872
information@bull.co.uk
www.bull.co.uk

