



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

HIGH AVAILABILITY SERVICES

When every minute counts...

Information is one of the main assets of your company. Each business process is increasingly dependent on the availability of Information Systems. Lack of availability of any critical IT resource can cripple the business process affecting: revenue, profit, productivity, customer and business partnership relations and, reputation.

The greater the impact of IT downtime on direct and indirect costs, the more important higher levels of IT availability becomes.

To guarantee very high availability levels to its customers, Bull has developed **HA999**, a specialised service delivered by dedicated technical teams, located in a state of the art technical centre. The **HA999** service is an integral part of the Bull **GlobalCare** support portfolio and compliments the existing **GlobalCare** service contracts.

UPTIME 99.99%

If your business requires it and your infrastructure is configured for it, the enhanced **HA999** service can provide uptime of 99.99%: that is less than 50 minutes downtime per year! Enhanced **HA999** will provide you with the absolute confidence that you will achieve maximum availability of your IT infrastructure. The Services provided by the Bull HA-Centre are permanent remote system monitoring, a detailed quarterly report on your system's operation, and technical help 24 x 7 days for system related incidents and problems. When required, the HA Centre will dispatch a local Bull Field Service engineer to quickly intervene in your infrastructure on your site.

UPTIME 99.9%

Primarily for non clustered systems the **HA999** service contract guarantees an annual system uptime of 99.9%: that is less than 8 hours downtime per year, plus all the other benefits of the Enhanced service.

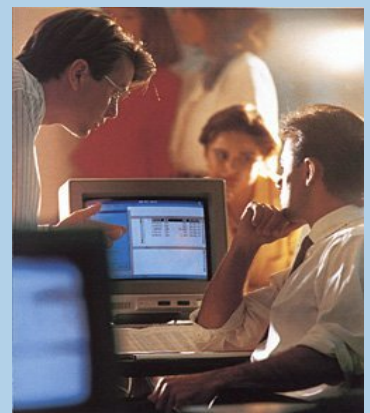
UPTIME 99.5%

A cost effective version of **HA999** for those customers whose business requires a sub set of the main features. A service focused on permanent pro active monitoring of system behaviour and fast reaction to system incidents, with detailed regular report of system's operation.



Architect of an Open World™

GlobalCare



Support on Demand

High Availability Services

HA-Centre 24 X 7 X 365

Operating within the scope of **GlobalCare**, the Bull HA-Centre with its dedicated experts offers you a set of remote services to improve the availability and performance of your IT infrastructure in a secured manner:

- ✓ Continuous system behaviour analysis
- ✓ Remote monitoring of system operations
- ✓ Remote monitoring of applications
- ✓ Remote monitoring of E-mail system
- ✓ Remote monitoring of Web site
- ✓ Automatic Alerts



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:

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