



## Multi-Vendor Support

*Complementing your own skills...*

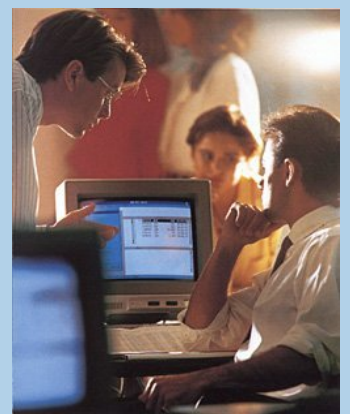
The demand for greater availability of your systems to support key business functions has grown steadily over the years. Now there is a greater expectation that your systems will be available 24 hours a day, 7 days a week. This puts extra pressure on your organisation to deliver your clients' service levels whilst maintaining an acceptable cost.

Bull developed the **GlobalCare** Support & Maintenance solutions to help you ease the process and reduce the time spent on keeping multi-sourced IT equipment operational. **GlobalCare** can be tailored to your specific requirement that supplements your own service offer, including:

- **National/European Coverage** - enabling rapid hardware support to sites throughout the UK and Ireland, and beyond
- **24hour contact centre** to log & progress incidents
- **Choice of service levels** to suit the requirement
- Hardware and operating system guidance, support and **problem resolution**
- Software **upgrade services** to identify, source and support the migration of operating systems and applications
- Team of **experienced IT professionals** for support on issues from desktop through specific application servers to large mainframes
- IT **asset recording** and management
- Hardware **relocation service** to ease the pain of physically moving systems from one site to another
- **Equipment disposal services** that include the secure destruction of data, handling of hazardous substances and issue of statutory documentation
- Operational and logistics **support for unattended/remote sites**
- **Preferential access to professional services** for the design & implementation of key projects



GlobalCare



Support on Demand

# GlobalCare Multi-Vendor Support

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## Bronze

- 24 x 7 Calls placed via the web
- Call back for diagnosis same day
- Service hours : Monday to Friday  
09:00hrs – 17:00hrs
- On-site intervention next business day
- On-site repair, parts and labour

## Silver

- 24 x 7 Calls placed via the web
- Call back for diagnosis within 2hrs
- Service hours : Monday to Friday  
08:00hrs – 18:00hrs
- On-site intervention within 4 hours  
(critical) or 8h (non-critical)
- 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 – Sunday  
08:00hrs – 20:00hrs
  - Support extensions to 24h
  - Systems monitoring 24 x 7
  - On-site interventions within  
2h (Critical) or 4h (non-critical)
  - Guaranteed repair time 8h
  - On-site repair, parts and labour
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## Confidence and Assurance

Bull's Multi-Vendor Support service allows your organisation to:

- Control costs and obtain maximum value from your support provider
- Help ensure continuity of service over single or multiple sites
- Have the support of single or multiple vendor sourced equipment (including **Bull, HP, Compaq, Dell, IBM, Sun, Data General, 3COM, StorageTek, Tandberg, EMC, NEC, Veritas, Microsoft and Cisco**) from a single service provider
- Have access to support resources without having to employ and train them directly
- Have the confidence that you have a partner that has the capability to meet your needs, is available when you require, is flexible enough to adapt to a changing environment and can be trusted to be consistent in providing support when and where it is needed

Using a unique combination of maintenance, support and management services the **GlobalCare** 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.

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Contact **GlobalCare** today:

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