

HP OEM-Ready Care Pack Services Available to Help You Build OEM Better™

Offered for Resale to Add Value and Competitive Advantage to Your OEM Business

Services are a key consideration for any business, and can add critical revenue and competitive advantage to your OEM offering. HP and Bell Micro make it easy for you to offer extended Care Pack services as part of your business with:

- **Comprehensive Care Pack options for HP technology products, available for partner-sale and HP-delivery, worldwide**
- **You can also qualify as an HP Authorized Support Partner to gain the option of offering partner-delivered Care Pack services, for even more revenue advantage**

Bell Micro offers you access to OEM-branded Care Pack services collateral, as part of the benefit of working with the leading HP OEM technology supplier.

Become Authorized to Offer and Deliver HP Care Pack Services

HP and Bell Micro work together to provide comprehensive service offerings to support your OEM offerings to your end-user customers. Service offerings include:

- **HP Standard Warranty**—ensures quality of the equipment shipped, covering replacement of defective parts
- **HP OEM Service Care Packs**—can be sold by OEM to your end-user customers, to provide extended warranty on parts and 24x7 services and support availability
- **OEM partner sold services** can be delivered by HP service teams

You can go a step farther with your OEM business, and apply to become an HP Authorized Support Partner. By meeting HP OEM Service Care Pack standards, Authorized Support Partners gain these additional advantages:

- **OEM partner sold services** can be delivered by the Authorized OEM partner—lifting the value of the service
- **Authorized Support Partners** have access to spare part depots such as the 60+ spare parts depots located across North America, to avoid the need to inventory spare parts and to speed the time-to-fix for the customers of OEM businesses
- **The Authorized Support Partners program** is administered on a country-by-country basis by HP, meaning that you must apply individually—and meet individual requirements—for each country in which you want the partner-delivered service option

Roadmap Disclosure

HP understands the critical nature of product roadmap information to OEM partners and customers. HP will share this information quarterly or as needed, under Non-Disclosure Agreement (NDA). In addition, OEM partners and customers can subscribe to receive proactive email notification of certain product component level changes 60 days in advance of the effective date (using the Subscriber's Choice website).

For help in requesting roadmap disclosure, work with your Bell Micro OEM representative.

Bell Micro Value-Add Services

To assist OEM customers, Bell Micro offers unique value-add services designed to lower costs to OEM customers. Custom configurations assembly and testing, fast availability of free demonstration systems, and system trade-in options are just some of the services available. Our customers consistently report that their experience in working with the Bell Micro/HP team significantly lowers their costs, speeds their time to customer ship, and increases their competitiveness.

Gain Access to OEM-Ready Services Marketing Materials

Bell Micro provides an OEM-Ready datasheet describing HP OEM Service Care Pack options and service levels. These can be customized to show OEM brand logos and OEM company "About" information, in place of Bell Micro information. OEM customers can add this datasheet to their web site and solution materials, as an immediate extension to their solution offering.

For an example of how this datasheet will look and the content that it will provide, see pages 3 – 4 of this OEM-Ready Services brochure.

To request your custom version of the Care Pack datasheet, work with your Bell Micro OEM representative. Be prepared to provide a high resolution image of your company logo (PDF or EPS format), along with your company contact and "About" information details.

You can also offer the Bell Micro branded version of the datasheet with no change, which is available to you in soft copy format for unlimited online and printed use.

About Bell Micro • Bell Microproducts Inc. is an international value-added distributor of a wide range of high-tech products, services and solutions, including storage systems, servers, software, computer components and peripherals, as well as maintenance and professional services. An industry-recognized specialist in storage products, we are one of the world's largest storage-centric value-added distributors. We serve a diverse set of customers including original equipment manufacturers (OEMs), commercial and value added resellers (VARs) and system builders.



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buildoembetter.com

Extended Care Pack Services to Increase Your Uptime, Productivity and Solution Value

Options for Extending Your Solution Life and Service Levels



Our solutions are built using name-brand HP technology components, because of their high quality and reliability. Now, we can offer you exclusive access to HP Care Pack service options that extend the life and service levels of HP equipment warranties.

Work with us to select any of these service options.

About the HP Care Pack Services

HP products and technologies each come with their own standard product warranty, which provides you with access to replacement parts and services for some period of time which is variable depending on the exact product and component. The exact warranty periods that apply to your HP embedded systems components will vary according to the solution that you purchase.

HP Care Pack Services cost-effectively upgrade or extend your standard warranty with easy-to-buy, easy-to-use support packages. They reduce downtime risks with support levels from basic to mission-critical. They are available for all of the HP technology components on which your solution is built, including: servers, storage, networking, workstations, and software.

HP Care Pack Services include:

Service Category	Care Packs Available	Service Highlights
Hardware Support	6-Hour Call-to-Repair	<ul style="list-style-type: none"> Remote problem diagnosis and support Onsite hardware support 6-hour repair-time commitment Round-the-clock coverage Upfront server audit Escalation Management Optional Defective Media Retention Service
	4-Hour 24x7 Same Day and Same Business Day Coverage Windows	<ul style="list-style-type: none"> Remote Problem Diagnosis and Support 4-Hour Onsite Response 24x7x365 Escalation Management Optional Defective Media Retention Service
	Accidental Damage Protection to complement Onsite and Pick-Up and Return Services	<ul style="list-style-type: none"> Remote Problem Diagnosis and Support Parts and Materials Coverage Windows
	Next Business Day with and without Support for Travelers	<ul style="list-style-type: none"> Remote Problem Diagnosis and Support Next Business Day Onsite Response Coverage Windows Escalation Management Optional Defective Media Retention Service
	Next Day Exchange and Onsite Exchange	<ul style="list-style-type: none"> Remote Problem Diagnosis and Support Next-Day Exchange Standard Business Hours Coverage
	Return Service	<ul style="list-style-type: none"> Remote Problem Diagnosis and Resolution Repair Center Services Service-Level Options Return Shipment Standard Business Hours Coverage
	Pick-Up & Return	<ul style="list-style-type: none"> Remote Problem Diagnosis and Resolution Repair Center Services Pick-Up by HP Return Shipment Standard Business Hours Coverage Accidental Damage Protection

Insert Your Logo Here

Service Category	Care Packs Available	Service Highlights
Software Support	24x7 Technical Support	<ul style="list-style-type: none"> • 24x7x365 Access to Technical Resources • Problem Analysis and Resolution • Software Features and Operational Support • Escalation Management • Installation Advisory • Software Updates and Licensing • Electronic Software Information
	Technical Support	<ul style="list-style-type: none"> • Same as 24x7, but with 9x5 coverage
	Software Product Updates	<ul style="list-style-type: none"> • Updates • Licensing • Electronic Software Information
Deployment Support	Education	<ul style="list-style-type: none"> • HP Care Pack Total Education—credits for unlimited use at HP education centers • Technology and Level-Specific HP Care Pack Services
	Installation	<p>A highly trained HP Services delivery specialist:</p> <ul style="list-style-type: none"> • Verifies that pre-installation service prerequisites are met • Schedules delivery of your service at a mutually agreeable time • Installs your product or technology • Runs appropriate tests and diagnostics to ensure that the product has been installed and configured per HP, industry, or your company's standards • Provides your people with orientation on the product and/or technology • Answers your usage and maintenance questions
Premium Hardware/Software	Critical Service & Proactive 24	<ul style="list-style-type: none"> • Service-Level Management • Availability Management • Configuration, Change and Release Management • Incident and Problem Management
	Support Plus and SupportPlus 24	<ul style="list-style-type: none"> • Telephone Software Support • 4-Hour Response Onsite Hardware Support • Extended Business Hours Coverage • Escalation Management • Software Updates and Licensing • Electronic Support • 24x7x365 Coverage added for SupportPlus 24
Mission-Critical Support	Critical Service & Proactive 24	<ul style="list-style-type: none"> • Service-Level Management • Availability Management • Configuration, Change and Release Management • Incident and Problem Management

For More Information on How You Benefit from HP-Embedded Technology Components

For more information on how you benefit from the HP-embedded technology components on which your solution is built, consult your Bell Micro sales representative.

Insert Your Company Identification Information Here

About Bell Micro • Bell Microproducts, Inc. is an international value-added distributor of a wide range of high-tech products, services and solutions, including storage systems, servers, software, computer components and peripherals, as well as maintenance and professional services. An industry-recognized specialist in storage products, we are one of the world's largest storage-centric value-added distributors. To serve a diverse set of customers including original equipment manufacturers (OEMs), commercial and value added resellers (VARs) and system builders.



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