



Computer Computer Ltd
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www.servermaintenace.co.uk



SPECIALIST INDEPENDENT BULL SERVER SUPPORT

- *From the UK's leading alternative vendor of Bull products and services*





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PEACE OF MIND AND UP TO 40% SAVINGS ON SERVERS

Our commitment to you is low cost, high quality maintenance. We have been providing a superior service at prices that are up to and sometimes **over 40% less than Bull list** since 1989. Talk to our customers. Undoubtedly their experiences will reassure you that time and time again we provide an excellent service whilst dramatically reducing the prices that they were paying.

Our business model has value at its core. The on-going success of our maintenance service is based on excellent engineering skills and low cost administration with readily accessible spares. We have recruited the most technically competent engineers with many years experience of Bull and IBM equipment.

Our overheads are low because we refrain from expenditure in areas where we do not believe there is benefit to you, the customer. We hope you'll agree the key to a successful maintenance service is fast response and fast fix times. These are the areas we have invested in and they are the essential ingredients for our growing maintenance success.

CUSTOMER RESPONSE CENTRES

Our Customer Response Centres and excellent parts availability enable fast responses and support rapid fault fixing. Every attempt is made to fix your computer fault on the first call. This policy applies to all fault calls from system down calls to more basic problems. The Support Centre has a full complement of Bull systems, which enable our engineers to assist customers with off-site fault investigation of system errors and to provide a full back-up maintenance facility for our customers. The Response Desk is operational 24 hours a day, 365 days a year and our engineers are immediately contactable.

MAINTENANCE FOR UNSUPPORTED SYSTEMS

The core business of hardware manufacturers is selling new equipment. They have fast evolving product portfolios which often leave customers behind. We specialise in supporting servers for as long as you the customer require them. We appreciate the significant investment you have made in your technology and provide a bridge between the 'end of life' of a product as far as Bull is concerned and the end of its useful life to you the customer. We currently support technology which is 20 or more years old on the GCOS6 and GCOS7 product lines.

SOFTWARE SUPPORT

We offer a complete range of software support for operating systems AIX, BOS and Microsoft. We also provide support practical support for AIX versions 4.3.3 and earlier which are no longer supported by either Bull or IBM. Our OS support for AIX can range from ad-hoc system housekeeping and performance tuning to server monitoring and management outsourcing.



LISTEN TO OUR CUSTOMERS:

"We transferred to Computer Computer approximately eighteen months ago. We were immediately impressed with the level of knowledge and expertise of their engineers and the cost effectiveness of their maintenance charges. Their fault reporting service is well manned and always courteous. They have supplied a first class service that has surpassed our expectations and have worked willing outside contracted hours supporting us through difficult times."

Dave Cross
IT Manager
DCE Donaldson Ltd. (formally
BTR Environmental)





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NATIONWIDE COVERAGE

We provide nationwide support from our regional service centres. Each is equipped with a complete spares holding and this can be supplemented with on-site spares for many customers in order to ensure fast responses and first time fixes.



TAILORED SUPPORT PACKAGES

We realise that not everyone is the same; hence many of our customers opt for different packages across different departments or machines. Some choose a higher cover package (4 hour response with 4 hour fix) for servers which are mission critical machines whilst opting for a lower package (8 hour response) for development machines. We are always happy to discuss tailoring a support model to complement the way you work.

PLATFORM/SERVICES FOR BULL CUSTOMERS

Platform	Maintenance	Software Support	Disaster Recovery
Escala	✓	✓	✓
Estrella	✓	✓	✓
DPX/20	✓	✓	✓
DPX/2	✓	✓	✓
EXPRESS 5800	✓	✓	✓

OTHER SERVICES FROM COMPUTER COMPUTER:

- Systems (New & Used)
- Upgrades (New & Used)
- Rentals
- Disaster Recovery
- Parts locator

Save

[More...](#)

Platinum

24 x 7 x 365
4hr response
+ 4 hr Fix
Dedicated engineers
Remote Monitoring

Gold

Monday to Friday
Cover
7am to 7pm
Ex. Bank Hols
4hr response

Silver

Monday to Friday
Cover
9am to 5pm
Ex. Bank Hols
4hr response

Bronze

Monday to Friday
Cover
9am to 5pm
Ex. Bank Hols
8hr response

ADD ONS

Software Support
DR Cover

ADD ONS

Software Support
+ Fix time
Extended Hours
Weekend Cover
Bank Hols Cover
Remote Monitoring
DR Cover

ADD ONS

Software Support
+ Fix time
Extended Hours
Weekend Cover
Bank Hols Cover
DR Cover

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Software Support
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