

Trident offers complete Compaq software support packages letting you choose service levels and response times to suit your specific performance and availability requirements. No matter which package you select, you can count on Trident and Compaq for highly trained specialists and state-of-the-art tools. Trident is a Compaq Authorized Enterprise Reseller (CAER) and a Compaq solution provider.

Bronze Support -- enhanced support

- Advisory or remedial support via telephone or electronic problem submission
- 2-hour response during prime business hours (Mon. - Fri., 9 to 5, local time); can be uplifted to 24x7
- Electronic access to technical databases and electronic problem submission

Silver Support -- high availability support

- Bronze services, plus 24x7 support, with one-hour response during business hours; two-hour response after hours
- A dedicated Technical Account Manager to coordinate service requests and proactive support delivery
- Proactive support provided through a quarterly newsletter, quarterly review of software calls, patch notification, and annual System Healthcheck

Gold Support -- for business-critical environments

- Silver services, plus: 24x7 priority coverage from a dedicated Gold Support Team, with a 30-minute call-back for critical calls and 60 minutes for non-critical calls.
- A high-level Technical Account Manager to provide a single point of contact for critical problem management and proactive support delivery
- Continuous remedial effort until problem resolution;
- Proactive support including annual site visit by your Specialist; upgrade impact planning; twice yearly System Healthcheck reviews; monthly service review, customized patch notification

Platinum Support -- For customers who cannot tolerate downtime, we offer Platinum Support, a fully customized statement-of-work program providing the highest level of support and expert

