



HP MAINTENANCE SERVICES

Trident Computer Resources, Inc. (Trident), established in 1990, is a Hewlett-Packard Partner and HP PartnerOne™ Reseller.

Today's most successful corporations rely more and more on outsourcing some of their services. Companies are finding it's no longer cost effective to retain the full-time staff needed to design, install and maintain today's heterogeneous computing environments. This is where Trident IT Services customized service solutions can augment just about any corporation's staff---by providing a quality computer maintenance program at a very competitive price.

Trident's IT maintenance group, headquartered in Eatontown, NJ, provides services on a "24 - 7" basis. We are an HP "classic" Authorized Enterprise* Reseller.

We focus on serving mid-sized companies with customized services. In addition to remedial services, we also provide remote systems and network management, and TRIDENT services a variety of platforms including VMS, Windows, UNIX, Sun, and CISCO.



Remedial and Preventative Maintenance Services

- ◆ Trident Services offers a variety of hardware repair contract options to suit your changing needs. From basic carry-in repair work to rapid-response, on-site service for mission critical systems.
- ◆ Standard On-Site Service Packages include: all parts and labor, four-hour response times during regular business hours, 8 a.m. to 5 p.m., Monday thru Friday (except holidays).
- ◆ More responsive services are available with Optional Coverage including:
 - ◆ 24 hour x 7 day critical support
 - ◆ 16 hour x (5,6, or 7 day)
 - ◆ 12 hour x (5,6, or 7 day)
- ◆ Custom support available
- ◆ Warranty uplift services
- ◆ Manufacturer software support
- ◆ Custom phone support
- ◆ Proactive scheduled maintenance

Competencies

- ◆ AlphaServers/Alpha workstations
- ◆ Storage arrays and systems
- ◆ Classic Digital; VAX, MicroVAX, VAXstation, PDP-11
- ◆ HP and third-party peripherals
- ◆ HP Enterprise and solution provider
- ◆ VAR- Value Added Reseller
- ◆ Experienced engineering staff with an average of 15 years experience.

Certifications

- ◆ HP Authorized Partner
- ◆ Engineers of all levels on call 24 x 7
- ◆ A+ certified engineers
- ◆ MCSE and CISCO certified
- ◆ Windows 95/98/NT/2000, UNIX (Tru64, Digital, Solaris, Linux) VMS, OpenVMS, MicroVMS, and storage.

TRIDENT COMPUTER RESOURCES, INC.

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