digital™

Today's desktop computing technology places a wealth of resources and information at your fingertips.

With the continuing popularity of personal computers and workstations, a new style of computing has emerged where end-users can process and compute information at their desks without using centralized mini-computers or mainframes. This computing style has been widely accepted, and gives rise to a whole new way of doing business.

Because of increased ease of use, affordability and accessibility, desktop equipment has become an integral part of your business computing solution. Your business success often depends on how wisely these assets are managed, and on the return realized from your investment. Maximum end-user productivity and system availability become critical to your success.

More than ever before, you need support from a vendor that understands the vital role your desktop resources play within your enterprise. Digital – an industry leader in multi-vendor service and support – can help meet that need.

For years, Digital has led the industry in pioneering innovative support solutions and delivering reliable, high-quality services. In our continuing efforts to provide services that make the difference to our customers' success, Digital extends its enterprise-wide multi-vendor support offerings to the desktop environment.

Challenges

There are plenty of choices out there for service and support. The key is to make the right decision: to pull your multi-vendor desktop resources into a cost-effective solution that can be networked together, from the desk to corporate headquarters.

Today's desktop users face several key challenges. One challenge for many corporations is to provide adequate support for the ever-growing volume of end-users while responding to pressures to contain overhead costs. To get the return you expect from your desktop investment, your end-users need to be able to fully maximize their desktop equipment and applications. They need support that helps them:

- understand how to use their equipment
- become proficient in using their applications to maximize their productivity
- employ new technology with minimal system disruption
- resolve problems they may encounter
- network their desks to the enterprise

Providing this support in-house has become increasingly difficult. Corporations continue to grow at a fast pace, with more and more end-users in their ranks. As desktop equipment has become increasingly more prevalent, it requires a greater degree of support than before. And MIS departments – often already strained – are asked to support the growing corporation with the same or less resources.

And while companies have been busy growing their networks with their business, they may have paid little attention to compatibility and standardization issues. This had led to standalone "islands" of computing within the organization, made up of equipment from a variety of hardware and software vendors.

With increasing demands from both end-users and departments for file sharing, access to critical computing resources and electronic mail, networking the desk has become a paramount need. As you purchase new equipment and grow your desktop network, you need to integrate new technologies with existing equipment to develop an integrated business solution.

Integrating your multi-vendor desktop solutions can prove to be a difficult challenge. Their diverse hardware platforms, operating systems and applications pose a whole new set of problems: selecting compatible equipment, bringing in new technology without making your existing investment obsolete, migrating standalone desks to a networked enterprise with as little impact to your business as possible and establishing networking standards and proficiency.

And finally, you need to manage today's growing multi-vendor network. Different service options pose various problems: turning to several vendors can be costly and provide inconsistent service with little accountability. An in-house staff may have trouble keeping current with changing technologies. And investing in support tools – like diagnostics, parts, test equipment and documentation – is often a costly business decision.

To ensure today's desktop solutions will last beyond tomorrow, you need a service vendor who can maximize your investment with a comprehensive product and service strategy. Making the right choice can help turn your standalone desktop resources into an integrated solution that works for you.

The Solution

Digital's Desktop Service Solutions provide comprehensive hardware, software and networking support through all phases of your product lifecycle – from planning and design to implementation and ongoing management. These flexible, cost-effective solutions – designed to support your end-users directly or complement your existing MIS staff – can help grow your long-term desktop solution throughout your enterprise, resulting in increased end-user productivity and satisfaction.

- At-the-Desk Start-Up and Staging Services
- Direct Access Advisory Services for Multi-Vendor Desktop Applications
- On-Site Remedial Maintenance Services
- Integration Support to Fully Network Your Environment

Spanning the needs of the desktop customer, Digital's multi-vendor services cover both Digital and non-Digital products, operating systems and applications most commonly found on the desk. From remedial services and software application support to critical integration support, these services help ensure the smooth migration from a standalone desktop computing environment to a fully integrated network enterprise.

Digital's multi-vendor Desktop Service Solutions include four components to support your enterprise-wide desktop computing needs:
- Start-Up Services
- Direct Access Advisory Services
- Maintenance Services
- Integration Services

Through this portfolio, timely service for both Digital and non-Digital desktop products begins with one call to your local service representative. With Digital's comprehensive Desktop Service Solutions, you have a single point of contact for managing your entire desktop computing environment.
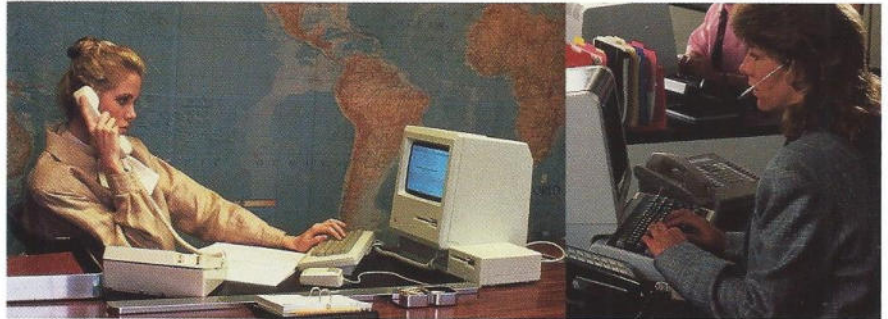
Getting Started

Designed to bring the desktop and its resources to your end-users' desks, this service is the first step in Digital's desktop service strategy. *Start-Up Services* – supporting the most popular Digital and non-Digital platforms and applications in the marketplace – provide installation for workstations, PCs, terminals, printers, add-on options and operating systems. Digital will also install your software applications at an additional charge. At-the-desk Start-Up Services are offered during normal business hours, with a typical two-day response time.

Upon completion of installation, an engineer provides end-user orientation training on the system and its software.

Desktop Staging Services provide a more convenient level of support. Digital pre-assembles and verifies your desktop equipment and operating systems – and, at an additional charge, software applications – at a designated location within your facility. After system verification, Digital delivers the assembled and fully operational system to the end-user for final hook-up – avoiding potential system disruption and the inconvenience of user installation.

Staging Services are available during normal business hours, with a turn-around time tailored to meet your business needs.

Supporting Your End-Users

Direct Access Advisory Services are specially designed to help maximize MIS and end-user productivity through the use of Digital resources and expertise. With a predominant software and network focus, these Advisory Services offer technical expertise to help you resolve most problems you might encounter with your desktop solution. One telephone call – from 8:00 a.m. to 8:00 p.m. Eastern Standard Time – provides direct access to trained specialists who can resolve most software and network integration needs.

Through Single-User Support, you can obtain answers to simple "how to" questions or problems regarding your desktop operating system and application software. Network Support is designed for customers with a networked multi-vendor environment. This service provides answers to questions you may have about your network operating system and local area network, and provides assistance in performing network tasks. Both services help you maximize all features of your desktop applications.

And to help troubleshoot problems at your desk, Digital can provide a remote-access diagnosis feature for many popular desktop environments and LANs. If you're using a selected third-party remote-access tool, this feature allows Digital engineers to access your system remotely to see on-screen the exact problems you're experiencing. These engineers then isolate the problem and provide direction on how to resolve it. The benefits – quicker problem diagnosis and resolution – help increase productivity by providing resources that take your end-users out of the trouble-shooting mode.
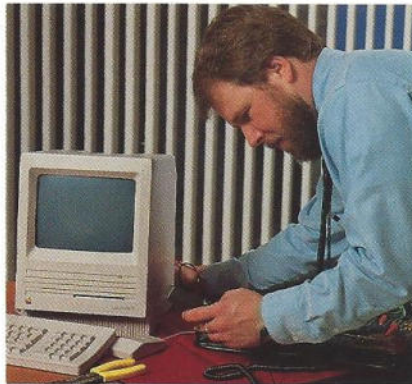
Maintaining the Desktop

When desktop equipment or a PC network fails, it can mean a significant loss of productivity. To keep your desktop solutions up and running, Digital has designed a comprehensive portfolio of *Maintenance Services* to support and maintain your enterprise. To help meet the full range of customer needs, Digital offers two levels of remedial maintenance.

On-Site Service provides support to your end-users' desks during normal business hours with typical next-day response time. For highly critical applications, however, a quicker response time can be arranged at a custom-quoted fee.

Digital also offers an on-site Desktop Servicenter, providing a cost-effective solution that ensures quality and timely support. Digital establishes a repair center at your site that acts as a delivery and pick-up point for faulty

equipment. Once you deliver the faulty equipment to the Servicenter, Digital provides the technical expertise, parts and labor required to resolve the problem.

Your on-site Desktop Servicenter is staffed by Digital service professionals equipped to deliver leading-edge service technology at your business. Flexible hours of operation for the center are based on your individual business needs.
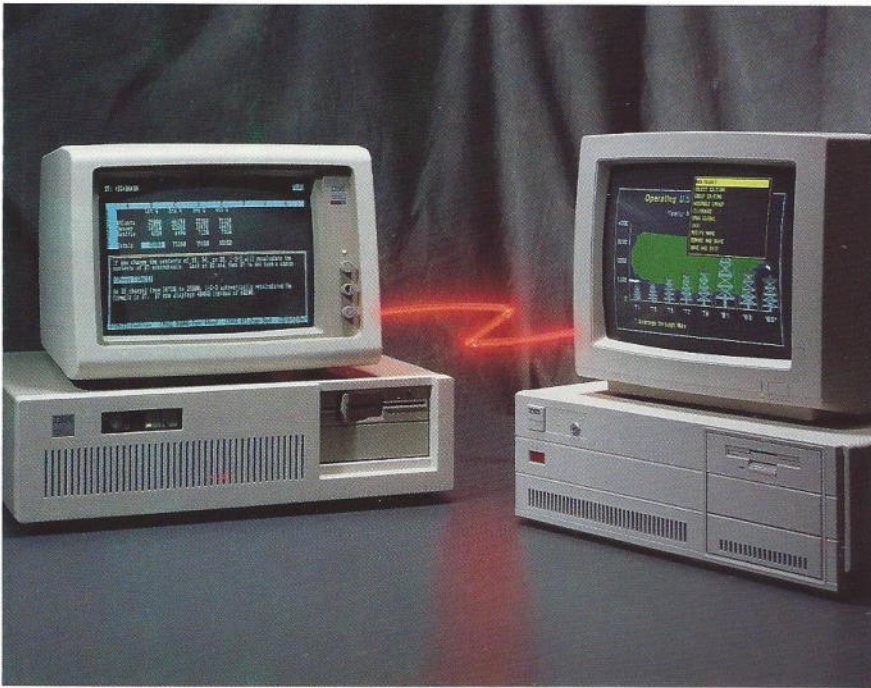
Putting It All Together

Integrating your multi-vendor computing environment can be challenging. To help you meet that challenge, Digital offers a range of services to configure and install your network quickly and efficiently.

Integration Services provide on-site, multi-vendor network configuration and hardware and software installation of Digital and selected non-Digital PC LANs. Designed to help integrate standalone, multi-vendor systems, these services include pre-assembly and test of your network solution.

The Whole is Greater than the Sum of the Parts

Digital holds a proven track record in servicing multi-vendor computing and networking solutions, and we bring that expertise to your desktop.

Our skilled professionals work in cooperation with you to provide counsel, guidance and account management that help ensure your continued business success long into the future.

Through a global support organization of 40,000 service professionals at 450 service locations in more than 60 countries, Digital provides a level of support unmatched in the industry. Our 15 years' experience in managing our own network—the largest non-military network in the world—supports our commitment to quality service.

Many services are delivered remotely through Digital's 14 worldwide Customer Support Centers (CSCs). These CSCs represent more than a $1 billion investment for Digital in resources and technology.

Backing Digital's commitment to the desktop arena is our global experience and investment in enterprise-wide support—from our worldwide service delivery capabilities and network expertise to our staff of service professionals receiving the most up-to-date training. These investments are enhanced through our leading-edge software support and predictive service technologies.

The Desktop Service Solutions portfolio complements Digital's corporate-wide desktop strategy. And to ensure the highest quality desktop support, Digital has developed and put in place a new, dedicated desktop service delivery organization. Our commitment is also reinforced through strategic relationships with key hardware and software vendors that help keep us on the leading edge of multi-vendor technology and customer satisfaction.

Digital's Desktop Service Solutions can help you maximize your return on your desktop investment through enhanced corporate-wide productivity and integration. To realize the full potential of multi-vendor desktop computing with the support of one vendor, contact your local Digital service representative.

Digital is committed to helping you maximize your desktop solution. One vendor—one solution, from the desktop to corporate headquarters.

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