

## OPERATING SYSTEM SUPPORT SERVICES

### We help customers...

- Increase System Availability
- Extend IT Asset Life
- Reduce Operating System Support Costs



### The DecisionOne Solution

Do you want to increase system availability, lower monthly operating system support costs and defer new software licensing costs?

DecisionOne's Operating System (OS) Support services can help you do just that. Our Engineered Service provides an alternative for older, perfectly viable systems that run legacy applications that are too expensive or impractical to move to newer platforms.

We offer customized services to ensure you only pay for the support you need. As a result, you receive a more pragmatic, cost-effective solution than rigid OEM plans.

*Typically, our customers realize 25% to 50% savings for OS Support with DecisionOne compared to OEM support plans.*

### Integrated Hardware Maintenance and OS Support

DecisionOne's integrated hardware maintenance and operating system support offers a unique and attractive bundled solution that aligns availability requirements with budget goals.

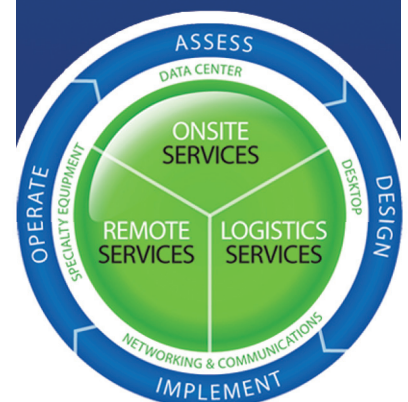
Our certified Technical Support team, provides software assistance to quickly diagnose, troubleshoot and resolve issues. Coupled with our onsite maintenance services, you receive superior value from an experienced independent provider.

Additionally, unlike some OEM support programs, we do not insist that customers first completely update their software before addressing the issue - avoiding delays and possible downstream version incompatibilities.

### Technologies Supported

- AIX (RS6000 pSeries Servers)
- Tru64 UNIX
- VMS
- HP-UX
- HP Tandem Non-Stop
- Solaris
- Linux - Redhat
- Microsoft NT, 2003 Server, etc.

U.S. Inquiries: 888-287-9202  
Canadian Inquiries: 800-554-5179  
[www.decisionone.com](http://www.decisionone.com)



## Service Features Summary and Support Levels

	Bronze	Silver
Service Coverage	5x9	7x24
Call Back Response Time	30 min	15 min
Technical Q&A Telephone Support	Included	Included
Problem Verification and Remediation	Included	Included
Engineering Change, Patch and Version Advice	Included	Included
Basic Configuration, Tuning/Management Assistance	Included	Included
Coordination with Onsite Technician		Included
Escalation and Coordination with OS OEM		Included
Remote Access, Diagnostics, Analysis, Fix		Included



### Why DecisionOne?

We provide continuous and comprehensive IT infrastructure support from initial installation and ongoing maintenance to operating system support.

For decades, customers have trusted us to securely service their data center and high availability systems.

With DecisionOne, you get:

- **Engineered Services to meet your needs**
- **Support for legacy equipment**
- **A customized, yet-cost optimized solution**

### Engineered Services...Designed Results

### We Help Clients:

- \* **Resolve and isolate issues quickly**
- \* **Increase system availability**
- \* **Extend IT asset life and maximize return on investments**
- \* **Lower support costs compared to costly OEM support**
- \* **Operate legacy machines no longer supported by the OEM**