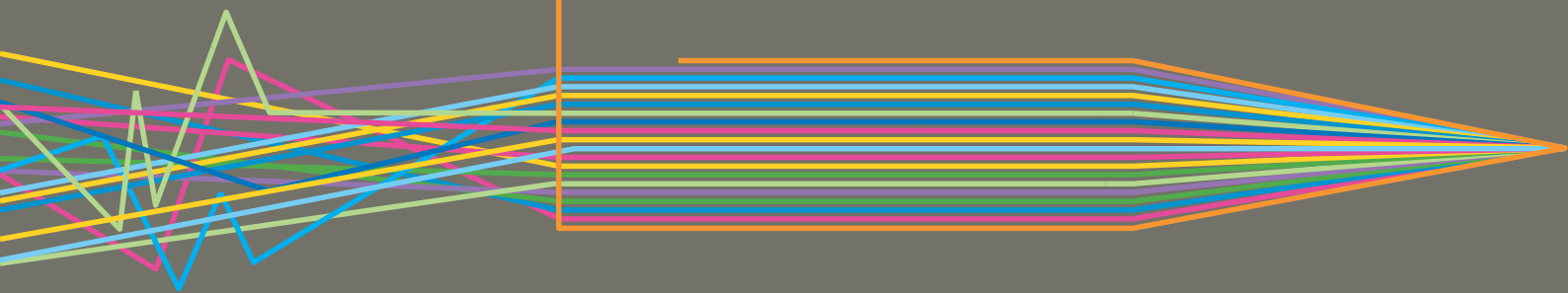


HP Proactive Select



HP Proactive Select

Technical expertise and best practises to accelerate the ROI of your technology investment.

In today's ever-changing IT environment there is an increasing pressure to;

- Have a technology infrastructure that is flexible enough to adapt with business needs.
- Maximise all assets, resources and manage costs.
- Do more with less – lack of resources, skill expertise or time.



As a HP Gold Preferred Partner, with the 'Services Sales Specialisation' CAE Technology Services work to continuously update our portfolio to ensure we offer customers the latest products and services.

Introducing 'HP Proactive Select' The service flexibility your business needs!

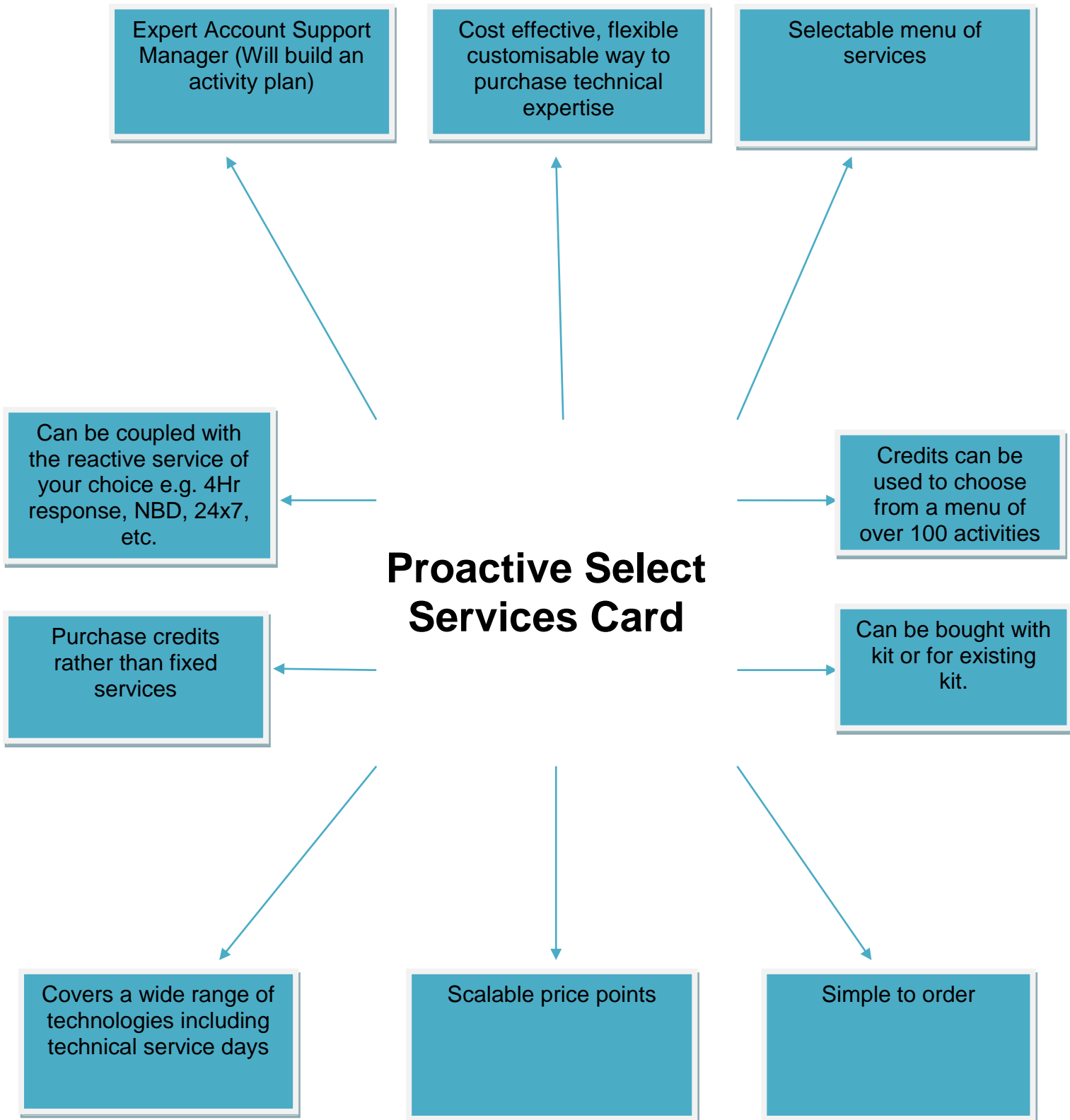
Proactive Select is a flexible way to purchase proactive services for your data centre. Proactive Select is the newest addition to the HP Mission Critical Services portfolio.

The 'Proactive Services Card' can be purchased in sets of service credits.

Included in the purchase is, a local Account Support Manager, 'Proactive Delivery Plan', service activity management and service delivery review.

Proactive Select allows you to purchase technical expertise and best practises in the areas you choose (including data centre services, mission critical facilities, and education).

Proactive Select can be coupled with any number of reactive service offerings, tailored to your needs.



How to Purchase Proactive Select Credits

There are 3 one year core packages

Package 1 = 30 Service Credits

Package 2 = 60 Service Credits

Package 3 = 180 Service Credits

Also available in 3, 4 & 5 year multiyear options

| | Number of Service Credits | | | |
|--------------------------------|---------------------------|--------|--------|--------|
| | 1 Year | 3 Year | 4 Year | 5 Year |
| Core Package 1 | 30 | 90 | 120 | 150 |
| Core Package 2 | 60 | 180 | 240 | 300 |
| Core Package 3 | 180 | 540 | 720 | 900 |
| Additional 10 'top up' credits | | | 10 | |

Credit Usage

Service credits can be redeemed for Service Delivery Activities of your choice (from a menu)

You have the length of the agreement to use your credits (any credits not used within the time are non transferable or refundable)

Out of hours work can be undertaken (these are 1.5 times standard credits)

Once purchased the Account Support Manager (ASM) will contact the customer (by phone) and work with the customer to put together a Service Delivery Plan.

The ASM will coordinate HP resources to deliver the agreed Services Delivery Activities on schedule.

At every anniversary (multi agreements only) the ASM will undertake a telephone review.

To learn more about HP Proactive Select, and what services credits can be redeemed against please speak to a CAE Account Manager.

Our aim is to provide a service that is completely intuitive to your needs; we provide a framework which can be tailored to your exact requirements

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