



Introduction

To insure customers obtain the maximum value from the purchase of a VS system or upgrade, and the value continues over the installed life of the system, Wang provides Premium Service as the standard offering on the VS 16000 and VS 18000 processor families. Premium Service is also optional hardware maintenance and support offering for other selected high-end VS systems.

Premium Service is an enhanced, highly personalized portfolio of services using state of the art techniques to ensure peak performance of the system. VS Premium Service includes five key elements:

- **System Audit** - The first step in the implementation of Premium Service is a complete hardware and software audit of the system. This will allow Wang to verify revision levels of system components and maintain an on-line system profile to accelerate the diagnostic process.
- **Personalized Priority Support** - Personalized support begins long before a system failure necessitates a service call. Wang assigns overall responsibility for supporting a system to a designated engineer. Premium service customers are handled on a priority basis for software calls and transferred directly to VS knowledgeable analyst with an average of 15 years experience.
- **Premium Service Gateway** - Dedicated hardware and software installed on the system allows Wang remote access to the VS system for problem diagnosis and resolution. The gateway also enables Wang engineers to download and apply patches and remedial software directly from the support center or R&D.
- **Scheduled Preventive Maintenance on Core System** - Periodic scheduled comprehensive wellness checks are aimed at identifying and avoiding potential hardware failures. Software release notification informs customer of new releases and patches at release time
- **Critical Care Services** - The highest priority is assigned to rapidly returning Premium Service customers' VS systems to production. This includes 7X24-hardware coverage and the availability of standby software support analyst. This service also insures priority access to unique spares and the availability of a standby system if needed.

Premium service provides mission-critical service for the total system. Customers must purchase both hardware and software services for their core system. Services for peripherals, controllers and applications require separate

BENEFITS

- Wang's highest level of service for mission-critical VS systems.
- Minimizes cost of lost productivity due to system downtime by decreasing software problem resolution time.
- Helps identify and avoid potential failures before they occur.
- Insures minimal downtime from hardware failures

HIGHLIGHTS

- Complete hardware and software audit of the system
- Designated Customer Resource Engineer with primary responsibility for your system
- 7 x 24 hardware coverage
- 7 x 24 standby software support
- Wang furnished Premium Service Gateway provides for remote R&D and VS Support Center access to covered systems to analyze dumps and to install patches.
- Direct access to support center personnel.
- Software Update Notification Service
- Scheduled Preventative Maintenance
- Standby System Available

contract coverage, however the premium service umbrella extends to covered applications and peripherals.

A Team Effort

Wang Premium service is a team effort that efficiently focuses Wang's VS service and support on the specific needs of your installation. The Wang team includes your local Customer Engineer, his or her management, the dispatch personnel at Wang's North American Call Control Center, Wang's VS Support Center experts, and when needed, VS Research and Development personnel.

Premium Service – In Detail

The System Audit

Information is the key to prompt problem resolution. Without a comprehensive understanding of the configuration and use of a system, it is difficult to diagnose many problems. Wang's Premium Service effort begins with an extensive

software and hardware baseline audit when the system is installed, upgraded or added to the Premium Service Program. The data collected in the audit is used to create and update the on-line system profile.

Personalized Support

At the heart of Premium Service is a level of personal support that is based on knowledge of the system and its use, consistent staffing, and regular communication with the customer. There are three key elements to personalized support.

Designated Engineer

Wang designates a qualified customer resource engineer (CRE) as the primary technician responsible for the contracted system. This CRE's has the responsibility to insure that the system remains in an operational status, and that problems are addressed promptly and completely. The designated engineer is responsible for the satisfactory completion of every service call on the system, supervises the work of other engineers, and coordinates any remote support.

The designated CRE and his or her management are always available to the customer to address service issues.

Priority Access to Wang Customer Support

Premium Service customers are provided with special access to Wang's call control centers, allowing them to bypass the routine telephone system.

- During normal service hours, calls are routed directly to a knowledgeable VS support analyst, who will triage the call. For hardware or software problems where the system is not operable, this VS analyst coordinates the resolution of the software problem, and/or dispatches the CRE to fix a hardware problem.
- Outside normal service hours, calls are automatically routed to the head of the dispatch queue and are flagged for special expedited handling. If necessary, the call center dispatcher and/or supervisor will page standby software analysts or the local hardware engineer.

Dispatch Confirmation

For software calls requiring on-site assistance, the analyst arranges the CRE dispatch, provides the customer the dispatch number, and then contacts the assigned CRE and briefs them on the situation. The software analyst remains involved in the call until the problem is resolved.

System Profile

Wang maintains an on-line profile of each VS Premium Service account. This profile includes system status data on hardware and software. Specific information on customers' systems will be used to accelerate the diagnostic process.

Premium Service Gateway

A primary objective of Premium Service is to dedicate the best possible Wang resources to a problem in order to insure prompt resolution. The premium service Gateway allows

Wang personnel to remotely access your system to diagnose problems and deliver services.

Wang provides, at no additional cost, the gateway hardware and software that allow support center staff to directly access a customer's system to resolve problems.

The gateway consists of a modem, a WACS-1 controller, and a dedicated SCSI disk drive with preinstalled gateway software. Wang personnel can dial into the system through the gateway and can analyze dumps and other problems on-line. The gateway may also be used to download remedial code.

This direct access available only with Premium Service dramatically reduces turnaround time for software problems by eliminating the need to mail dump tapes and code fixes.

Preventive Maintenance

Regularly scheduled preventive maintenance (PM), including software update planning, is a key component of VS Premium Service. The designated engineer will schedule any necessary PM service calls with the customer. During the PM, the CRE will perform routine PM services, inspect error logs for both system and Support Control Unit (SCU), and run standard and/or advanced diagnostics. If the diagnostic results or error log review suggest potential problems, the CRE will schedule an appropriate course of action.

Hardware preventive maintenance requires that the system be released to Wang for diagnostics execution. This will normally require one to two hours for completion. PM is a scheduled activity that must be performed during the normal service hours.

Software Notification Service: This is the software counterpart to preventative maintenance. The software notification process notifies customers via Internet E-mail of the following:

- Any newly reported problem(s) discovered at any worldwide location and any known fixes or circumvention.
- The release of any patches, temporary fixes, general or special releases of any VS software products.

This extremely timely notification allows premium service installations to take steps to avoid newly discovered problems.

VS Support Center Analysts are available to review the applicability of any patch or new release and, where needed, to arrange for its distribution and installation. This avoids the traditional long delays in customers getting the latest bug fixes and insures that premium service customers have prompt access to any new features. This regular review of the system profile helps Wang provide a more consistent level of service.

Critical Care Services

The true measure of a computer service organization is its response to critical problems that make a system unavailable for customer use.

Priority Attention to Down Systems:

Our objective is to return down systems to production in the shortest possible time. Customers may place calls to the support center 24 hours a day 365 days a year.

Rapid Call Resolution

Meeting this level of service may require use of resources beyond the on-site presence of the local CRE. When a system down call is received at the Customer Support Center, the call manager notifies the assigned CRE by beeper. The designated engineer will call the customer as quickly as possible. If necessary and appropriate, the engineer will be dispatched to the customer site. Depending upon the nature of the situation, Wang support personnel may remotely access the system through the Premium Service Gateway in order to isolate and diagnose the problem. Remedial services for system down calls is available on a 7x24 basis.

Expedited Support Escalation

Calls are escalated to appropriate technical personnel. The on-site CRE can call upon other technical resources to assist in diagnosis and resolution. This can include R&D technicians and engineers when appropriate.

Management Escalation

When a Premium Service system is reported as "down," an escalation process is initiated to notify the CSO District Manager. A defined escalation process raises awareness of a call to higher management levels if the call remains open for specified periods of time. This escalation ensures that Wang's service management team is aware of the problem and is available to work with customer management is required.

Rapid Spare Access

Priority access to key spare part kits is another key component of Premium Service. Inventories of critical VS parts are dedicated to the Premium Service program and are positioned to insure rapid parts availability for contract customers. Engineers working on Premium Service systems have immediate access to Wang's worldwide logistic system in order to expedite delivery of any other required components. Wang's goal is for a first time fix and resolution.

Standby System Swap

Wang keeps fully tested selected VS processors on standby at our Manufacturing and Development facility in Tewksbury, MA. If a persistent hardware problem can not be resolved in a reasonable period of time, then Wang's service management can express ship this processor to the customer site.

This processor is not a substitute for Disaster Recovery Services. It is committed to resolution of service problems and can not be called upon if an external problem leads to the loss of a system.

Non-Critical On-site Services

Calls for components outside the core system not related to a system-down condition will be serviced promptly, normally

on the next business day. The designated engineer will contact the customer to arrange a time for this service.

Principal Period of Maintenance

VS Premium Service on-site services are available on a 7x24 basis. The principal period of maintenance for non-critical calls is 8AM to 5PM local time Monday through Friday.

Customer Requirements and Prerequisites

The customer must provide the following in order to use the Premium Service Gateway:

- A dedicated telephone line at the machine location to allow modem access. The customer may elect to provide a disconnect switch on this line to prevent access except by prior arrangement.
- A user-ID with system administrator and diagnostic privileges.
- A serial I/O port for the WACS component of the gateway hardware.
- A SCSI device address on a SCSI port that has been converted to single-ended SCSI.
- A Contact with Email address for software notification

Gateway Details

Wang provides hardware and software components as part of the Premium Service Gateway. These items are consigned to the customer and must be returned to Wang upon termination of the contract. The customer must sign a standard Wang bailment agreement before the gateway components can be installed.

It is necessary, and a prerequisite that the customer also contract for Wang software support services for the VS Operating System software on the VS system. Contract support is recommended for all other Wang applications. The support center cannot provide assistance for applications that are not covered by a support contract.

Premium Service is sold on a per-CPU basis and applies to the VS CPU only. Premium Service customers may use the priority call process to request support for software and controllers installed on the contract system and for peripherals that are directly attached. Applications, controllers and peripherals require separate maintenance agreements.

Services described in this data sheet are applicable to selected VS systems sold by Wang Laboratories in, and for delivery to commercial customers in the United States.

Customers in other locations should contact Wang's local Subsidiary or Distributor to determine the services offered for VS systems. United States Government Customers should contact their Wang Representative.



VS Premium Service

Support Offering Comparison Chart

Service	Premium Service	Standard Service
System Audit	Performed at start of Contract	NONE
System Profile	Maintained on line by Wang	NONE
Designated CRE	Standard Part of offering	Local CRE dispatched as available
Hardware Support Hours	7x 24 hour support for critical system problems	Contract service hours are 8AM to 5PM, Monday to Friday. Extended coverage, if available, is at an added charge.
Support Calls	Direct line access to VS support Team	Calls entered in queue for callback within 30 minutes
Software Support Hours	Support Center is Staffed 8AM to 8PM Eastern Time. 7x24 on-call analysts for system problems	In-office support coverage available from 8AM to 5PM. No other coverage offered.
System Gateway	Provided by Wang	Not Available
Dump Slot	Supplied by Wang on Premium Service Gateway Disk	Customer Responsibility
Dump Analysis	On-line through Gateway as needed.	Customer/CRE must copy dump to tape and mail to Wang for analysis.
Patch Updates	Download via gateway direct to system where possible.	Mailed to local CRE or customer for CRE install on request.
Software Update Notification Service	Provide by regular e-mail	Not available
Scheduled Preventative Maintenance	Included as part of the contract	Not included – performed at extra cost
Standby System Availability	System ready for expedited ship for persistent hardware problems	No comparable service



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