

AudaxSolutions

HP SOFTWARE SUPPORT OFFERINGS

www.AudaxSolutions.com

PROVIDED BY AUDAX	SUPPORT DELIVERABLE	PROVIDED BY HP
Audax Software Support Specialists have over 24 years of experience and are trusted advisors to our customers	OS SUPPORT FOR HP-UX, INCLUDING BREAK-FIX, USAGE AND HOW-TO ASSISTANCE	Offered
Service Desk personnel perform a warm handoff to Audax Software Specialists who are available 24/7/365	SOFTWARE SPECIALISTS AVAILABLE 24/7/365	Offered (normal business hours) Additional investment for 24/7/365
Audax Software Support includes all HP OS releases, even if HP has deemed them "End-of-Life"	SUPPORT FOR ALL VERSIONS OF HP-UX	Offered on current and recent revisions, best-effort on all other past releases
Audax Software Support prices do not increase with number of HP applications present	HP APPLICATIONS (WHEN INCLUDED IN OPERATING ENVIRONMENT) SUPPORTED AT NO ADDITIONAL COST	Offered, at additional investment
Audax Software Support prices do not increase with number of active CPU/cores	CONSISTENT SUPPORT PRICING INDEPENDENT OF SYSTEM CONFIGURATION	Not offered (investment increases with number of CPUs/cores)
Audax pursues problem resolution for all mission-critical outages or any event that impacts our customers' business	PROBLEM RESOLUTION ON MISSION-CRITICAL AND BUSINESS IMPACTING ISSUES	Offered
Audax Specialists will recommend HP Patches for specific problems, and advise in the process of obtaining the patches, bundle creation, and installation	PATCH CONSULTATION	Offered
Audax duplicates problems in-house and tests recommended solutions to ensure validity	PROBLEM REPLICATION ENVIRONMENTS AVAILABLE TO TEST/DUPLICATE CUSTOMER PROBLEMS	Offered
When required, Audax engages with other third-party organizations during the problem determination phase and remains available for assistance throughout the problem lifecycle	THIRD-PARTY COORDINATION	Offered (limited)
Audax can facilitate the required minimal HP Software Updates Service Contract on behalf of the customer	HP-UX UPDATES AND PATCHES HP APPLICATION UPDATES	Offered