What Do I Do After I Request Support Services From The Help Center?

Once the Help Center determines that a PC computer support request involves the Vanstar Life Cycle Management Services team, the Vanstar System Engineer assigned to your support request will call you within 2 hours of receiving their call from the Help Center. The purpose of this call is to diagnose your support request over the telephone and to decide what course of action should be taken to repair your PC as fast as possible. Based on whether your support request is for installation or repair service, the following actions will be taken by the Vanstar Systems Engineer:

- If your request is for installation service, the Vanstar Systems Engineer will coordinate the scheduling of installation services with you, your department, and Information Technology.

- If your request is for repair services, Vanstar will determine the severity of your problem and will either dispatch a Systems Engineer immediately or will make an appointment with you to repair your computer. HCCG Information Technology keeps PC repair parts at the DOB, so, in most cases, your computer will be repaired within 8 hours of Vanstar receiving your support request.

After the Vanstar Systems Engineer completes the work on your computer, an e-mail will be sent to you asking if your computer was installed or repaired properly. If you are not satisfied with the work done

on your computer, simply reply to the e-mail and a Vanstar Systems Engineer will re-contact you to determine what should be done to correct the problem(s) that may have been missed.

How Will HCCG Ensure The Quality of Vanstar's Life Cycle Services?

HCCG IT management recognizes that feedback from its internal DOB customers is vital to their ultimate satisfaction with Vanstar's Life Cycle Management Services. HCCG and Vanstar have agreed to monitor your satisfaction with the Life Cycle Management Services program through the use of a formal Quality Management process. Periodically throughout the year, HCCG and Vanstar will solicit your opinion about the success of the program using randomly distributed surveys.

Your participation in this process is vital to the continued improvement of the Life Cycle Management Services program. Feedback from end users like yourself will be used to correct deficiencies in the Life Cycle Management Services program as well as identify new services that you feel are needed to support HCCG's business mission. HCCG Information Technology management believes a Quality Assurance program is necessary to properly match Information Technology's support services to the evolving HCCG business mission.

Help Center Telephone:
Extension 2000

Hoechst Celanese

Hoechst

A Guide To
The Use of
PC Computer
Life Cycle
Management
Services

Vanstar PC Lifecycle Management

Hardware & Software Purchase Process

Pre-Delivery Configuration Process

On-Site Configuration & Testing Process

New Computer Installation Process

Hardware Support Process

Software Support Process

End User Orientation

IT Department "Proof of Concept" Research & Testing

End User Orientation (continuing)

Cost of Service & Performance Measure

Lifecycle Management Process

Purchase Technology Components

Installation & Configuration of Technology Components

Operation & Support of Technology Systems

Migration to New Technology

Hoechst Celanese Chemical Group Business Mission

Life Cycle Management Services
Vanstar's Life Cycle Management Process acts to support HCCG's business mission through the efficient management of HCCG's PC computing environment.
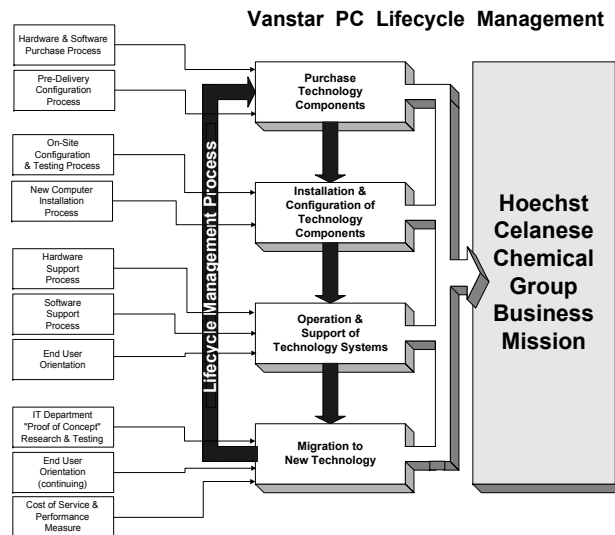
What Are PC Computer Life Cycle Management Services?

Hoechst Celanese Chemical Group's (HCCG) Information Technology department has recognized the need for improvement in the quality of PC computer support being delivered to the Dallas Office Building (DOB). In an effort to upgrade the level of services provided to HCCG personnel located in the DOB, the HCCG IT department has contracted with a third party supplier, Vanstar Corporation, to provide on-site PC computer installation and repair services. The primary business objective behind HCGG IT's decision to provide these services through Vanstar is:

- To improve the quality and consistency of PC installation and repair services, thereby providing a more stable PC computing environment.

Life Cycle Management Services is Vanstar's "brand name" for the support and management of large PC computing environments. Vanstar's Life Cycle Management Services improves the efficiency of large PC computing environments, over time, by managing the four phases of the PC technology life cycle. These phases are:

- Purchase of Technology Components
- Installation & Configuration
- Operation & Support
- Migration To New Technology

Under HCCG's arrangement with Vanstar, several Vanstar Systems Engineers will provide PC computing support for personnel located in the DOB. These Vanstar Systems Engineers are manufacturer-certified and experienced in providing the consistency and quality of service the DOB community needs in order to be as productive as possible. To ensure the quality and consistency of services delivered by Vanstar, HCCG and Vanstar have entered into Service Level Agreements (SLAs) that measure Vanstar's performance against defined service metrics. HCCG IT management believes that these SLAs will result in the delivery of consistent, high quality PC installation and repair services to the DOB community.

How Do I Use Life Cycle Management Services?

As a PC computing end user located at the DOB you will continue to request PC computer support services from the Help Center as you have in the past. Help Center personnel will determine if the nature of your PC computer support request requires the services of Vanstar's Systems Engineers, as they

currently do. During normal business hours (Monday through Friday, 6:30AM through 6:00PM) Vanstar Systems Engineers will provide services for both desktop and laptop PC computers at the DOB. Support after normal business hours, on weekends, or on holidays recognized by HCCG, will become available in the near future as processes are developed to provide this service to the DOB.

In order to provide consistent response times to installation and repair requests made by DOB personnel, HCCG IT has established response deadlines that Vanstar Systems Engineers must adhere to in order to meet their SLAs. These response deadlines are as follows:

- For requests received before 1:00PM, *and if repair parts are available at the DOB*, the repair must be completed within 8 hours after receipt of the call by Vanstar from the Help Center.

- For requests received after 1:00PM, *and if repair parts are available at the DOB*, the repair must be completed no later than the close of the next business day.

- For requests received *when repair parts are not available at the DOB*, Vanstar must install an HCCG replacement computer by the close of the next business day following receipt of the support request from the Help Center.

Vanstar will respond to support requests based on their severity. Critical HCCG business functions that are without computing resources as a result of a PC problem will be attended to immediately.

The SLAs used to measure Vanstar were developed by HCCG Business Systems Managers and other HCCG employees and reflect a cost effective, consensus-based, service delivery performance requirement. These SLAs were deemed to meet the PC support needs of most HCCG business units residing at the DOB.