IDEAS INTERNATIONAL

SCREEN VIEWS

An illustrated overview of

CPService

This presentation provides only a small sampling of CPService's extensive capabilities. For more information, or to schedule a full-scale demo, e-mail **info@ideasinternational.com**.

Americas
Ideas International, Inc.
800 Westchester Avenue
Suite N337
Rye Brook, NY 10573-1354
USA
Phone: +1 914 937 4302
Fax: +1 914 937 2485
www.ideasinternational.com

Asia/Pacific and Worldwide Headquarters
Ideas International Limited
Level 3
20 George Street
Hornsby, NSW, 2077
Australia
Phone: +61 2 9472 7777
Fax: +61 2 9472 7788
www.ideasinternational.com

Europe, Middle East, Africa
Ideas International Europe
Milton Park Innovation Centre
99 Milton Park
Abingdon, Oxon, OX14 4RY
United Kingdom
Phone: +44 (0) 1235 841 510
Fax: +44 (0) 1235 841 511
www.ideasinternational.com

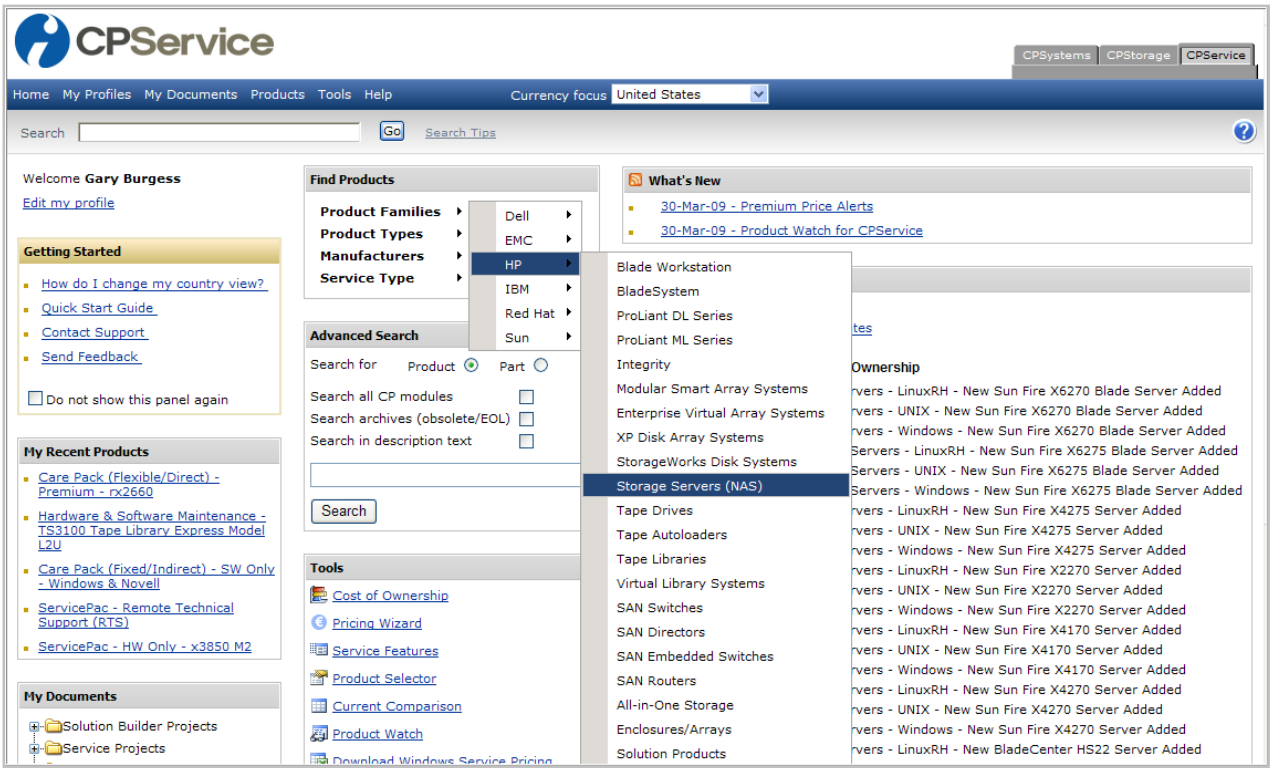
ABOUT COMPETITIVE PROFILES

Competitive Profiles is a daily-updated online reference source of comparative features, pricing, and performance data for a wide range of commercial IT products and services.

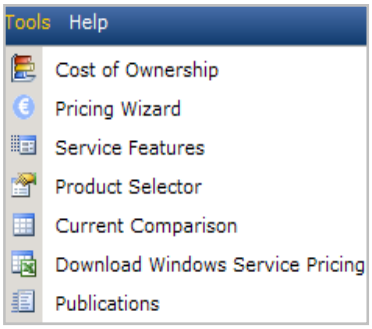
- Competitive Profiles has in excess of 40,000 registered users and is the industry's premier reference source of its kind.
- Competitive Profiles is a service that is developed, maintained, and marketed by Ideas International, a global IT research and advisory firm with offices in Australia, the United States, and the United Kingdom.
- CPService is focused on the coverage of hardware and software support services for major server and storage manufacturers. In addition, CPService provides cost of ownership analysis for servers.
- Please read the comments that accompany the screen captures for a brief explanation of what each image represents.

CPService is a member of the Competitive Profiles family of IT infrastructure research services. CPService is focused on the coverage of hardware and software support services for major server and storage manufacturers. In addition, CPService provides cost-of-ownership analysis for servers.

The CPService home page is the launching pad to the full database of product and pricing information. In the screen capture below, the Products menu has been expanded to illustrate the typical range of manufacturer and product coverage in CPService.



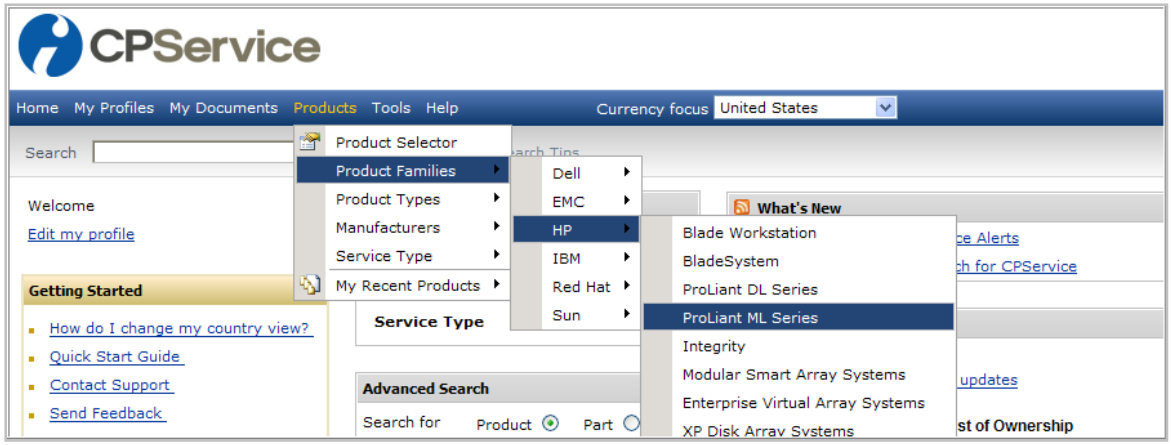
The Tools menu provides access to a wide range of analysis tools to make full use of the extensive database of information.



Multicurrency coverage is available, providing selectable views of pricing in over 16 countries.

SERVICE PRICING

CPService provides a wealth of information on support services pricing for major server and storage products. CPService tracks services information by product. The CPService Products menu offers a number of avenues to the services information you require.



Service information is grouped by product family, with a breakdown of services pricing information at the individual product level.

Care Pack (Fixed/Indirect) - HW + SW - ML350

Service prices last reviewed on 3-Oct-06

Pricing: US Dollars

HP - ProLiant ML350 G4p Product Details

Service Features

Download this data

Description: Warranty upgrade and/or extension that includes a combination of hardware and operating system (Microsoft or Linux) support. Select these Care Packs as an alternative to purchasing separate hardware and software support Care Packs. Use Fixed Care Packs over Flexible where the user has a straightforward IT environment, with small numbers of units and modest support needs.

(More...)

Part Number	Description		List Price (OTC)	Period	Scenario
U8335E	Support Plus 24, 3yr	ProLiant ML350 (Red Hat Linux ES OS)	4,009	3	24x7
UB995E	Support Plus, 3yr	ML350 Storage Server	1,208	3	SBD
U4524E	Support Plus, 3yr	MS ProLiant ML350	1,460	3	SBD
UC544E	Support Plus 24, 3yr	ML350 Storage Server	1,681	3	24x7
U4525E	Support Plus 24, 3yr	MS ProLiant ML350	2,355	3	24x7
U6308E	Support Plus 24, 3yr	ProLiant ML350 (SuSE Linux OS)	1,709	3	24x7
U8330E	Support Plus 24, 3yr	ProLiant ML350 (Red Hat Linux ES OS)	2,779	3	24x7
UB993E	Support Plus, 1yr	ML350 Storage Server	415	1	SBD
UB994E	Support Plus 24, 1yr	ML350 Storage Server	578	1	24x7

Red Hat - Enterprise Linux AS/ES

Service prices last reviewed on 5-Jul-05

Pricing: US Dollars

Service Features

Download this data

Part Number	Description		Subscription+Support (OTC)	Period	Scenario
MCT0361	Basic Support, 3yr	Red Hat Enterprise Linux ES	999	3	SBD
MCT0362	Standard Support, 3yr	Red Hat Enterprise Linux ES	2,279	3	SBD
MCT0357	Standard Support, 3yr	Red Hat Enterprise Linux AS	4,279	3	SBD
MCT0358	Premium Support, 3yr	Red Hat Enterprise Linux AS	7,120	3	24x7
MCT0345	Basic Support, 1yr	Red Hat Enterprise Linux ES	349	1	SBD
RDT-ES-S-1	Standard Support, 1yr	Red Hat Enterprise Linux ES	799	1	SBD
RDT-AS-S-1	Standard Support, 1yr	Red Hat Enterprise Linux AS	1,499	1	SBD
RDT-AS-P-1	Premium Support, 1yr	Red Hat Enterprise Linux AS	2,499	1	24x7

SERVICE FEATURES

CPService covers the entitlement details of service-product deliverables – referred to as “features” in CPService. Features include aspects such as hours of coverage and response time.

A wizard function provided in the CPService Tools menu helps you locate relevant services to compare. Comparisons can be exported to a spreadsheet for further analysis.

Comparison: Untitled
Last Updated: 9-Oct-06 5:49 PM

View: Summary / Detail
Action: Select — Spreadsheet
Load: Select...
Save:
Delete: Select... — Save

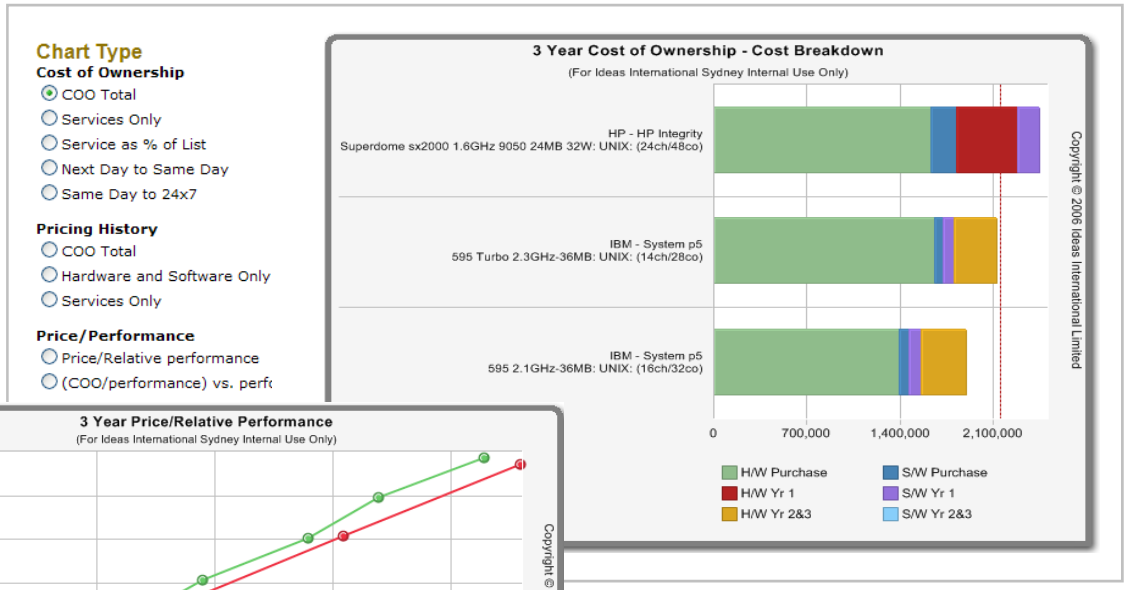
	Gold 24x7	Gold 24x7 8-hr repair	Proactive Essentials Unlimited	Proactive Essentials 24 Unlimited
Remove >>	☐	☐	☐	☐
Overview				
Country	United States	United States	United States	United States
Company	Dell	Dell	HP	HP
Support Type	HW + SW + MCS	HW + SW + MCS	HW + SW + MCS	HW + SW + MCS
Support Category	MCS Basic	MCS Basic	MCS Basic	MCS Basic
Licensed By	Server / Storage	Server / Storage	Operating Environment	Operating Environment
Hardware				
Telephone Support	24x7	24x7	13x5 (local time)	24x7
Customer Defined Severity Levels	Yes	Yes	not applicable	not applicable
Telephone Response Time (urgent / normal)	queue / queue	queue / queue	2hrs / 2hrs	2hrs / 2hrs
On-site Coverage	24x7	24x7	13x5 (local time)	24x7
On-site Response Time (urgent / normal)	(Diag + 4hrs) / (Diag + 4hrs)	(Diag + 2) / (Diag + 2)	4hrs / 4hrs	4hrs / 4hrs
On-site Repair Time (urgent / normal)	not applicable	8hrs	not applicable	not applicable
Parts Replacement				
Remote Monitoring				
Software				
Telephone Support				

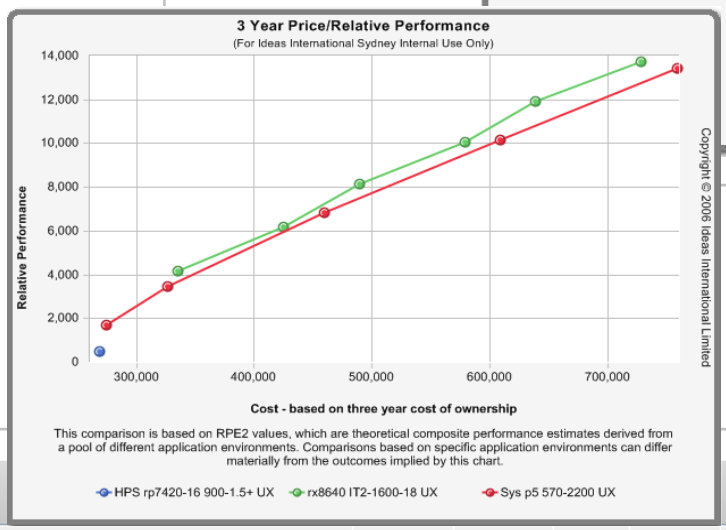
	A	B	C	D
1	CPService	Red Hat Premium	Sun Solaris Software Support Premium	
2	Country	United States	United States	
3	Company	Red Hat	Sun	
4	Support Type	SW	SW	
5	Support Category	Basic 24x7	Basic 24x7	
6	Licensed By	Operating System	Operating System	
7	Telephone Support	24x7	24x7	
8	Customer Defined Severity Levels	Yes	Yes	
9	Problem Severity (after hours / bus hours)	(urgent only) / all	all / all	
10	Tel Response Time [BH] (urgent / normal)	1hr / 1 day	live transfer / 2hrs	
11	Tel Response Time [AH] (urgent / normal)	1hr / n/a	live transfer / 2hrs	
12	No. of Contacts	2	3	
13	Scope (unlimited / incident)	unlimited	unlimited	
14	Web / Email Support	Yes	Yes	
15	Defect Support	Yes	Yes	
16	How To Support		Yes	
17	Installation Assistance	Yes	Yes	
18	Software Updates	Yes	Yes	
19	Linux Operating Systems	Yes		
20	UNIX Operating Systems		Yes	
21	Notes	Business hours telephone support for installation assistance and updates only		

COST OF OWNERSHIP

CPService provides cost-of-ownership analysis for servers. This feature can be accessed through the CPService Tools menu or from directly within the CPSystems Competitive Landscape.

Through a simple three-step process, the Cost of Ownership wizard within CPService enables you to create robust cost of ownership comparisons. Outcomes include pricing charts, part-level pricing details, pricing history, and special analysis options such as price/performance charting.





COO Summary

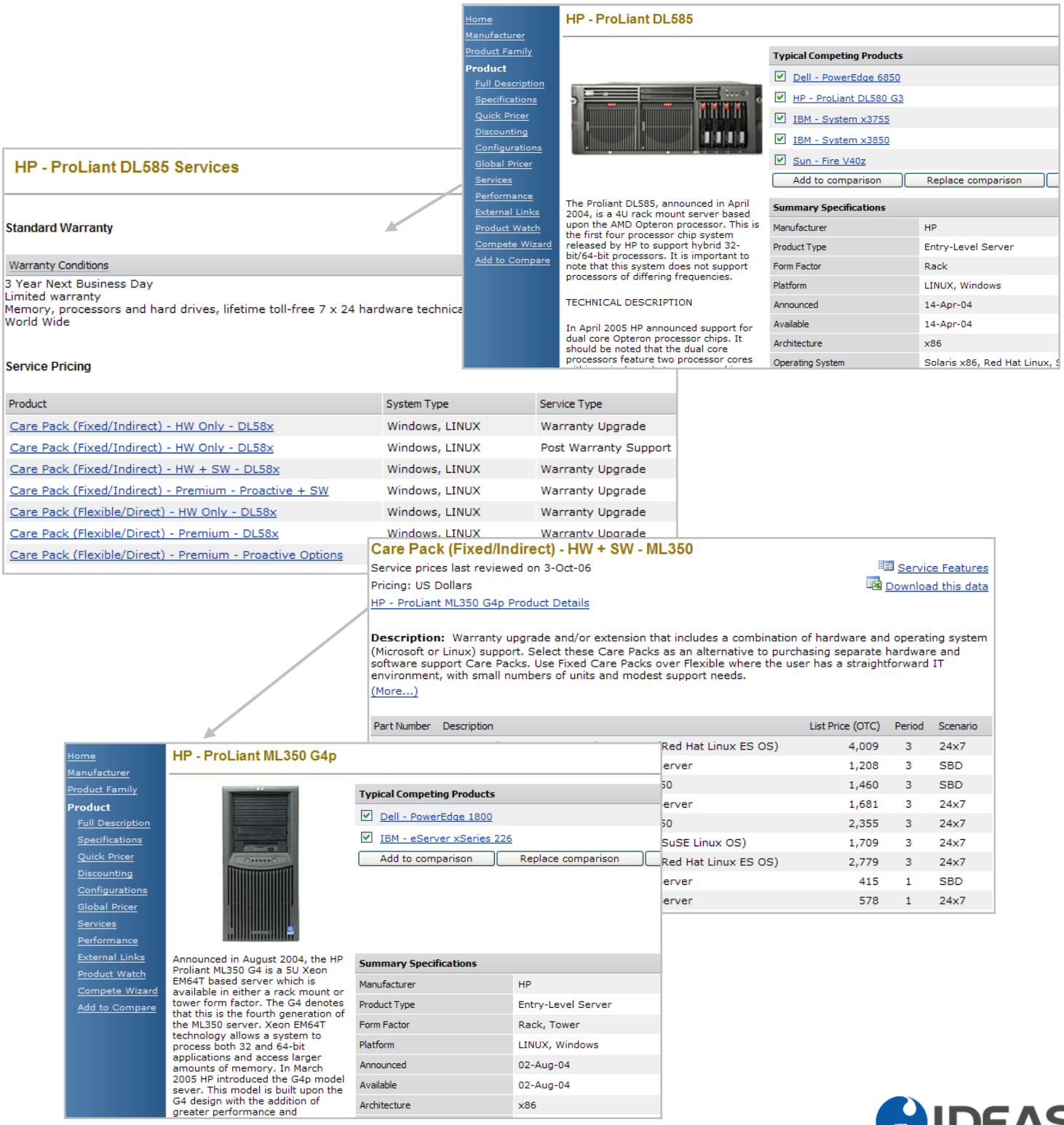
System					H/W Maint Yrs 2/3	S/W Support Yrs 2/3	COO Total
HP - ProLiant DL585 (4U) 2.4GHz Opteron Dual Core 1MB: LinuxRH: (2ch/4co)	14,632	1,909	1,195	2,139	-	-	**19,875**
HP - ProLiant DL585 (4U) 2.2GHz Opteron Dual Core 1MB: LinuxRH: (4ch/8co)	17,490	1,909	1,195	2,139	-	-	**22,733**
HP - ProLiant DL585 (4U) 2.4GHz Opteron Dual Core 1MB: LinuxRH: (4ch/8co)	20,030	1,909	1,195	2,139	-	-	**25,273**

HP - ProLiant DL585 (4U) 2.4GHz Opteron Dual Core 1MB: LinuxRH: (2ch/4co)

Note: service level costed is **Same Day**, prices are all in **US Dollars**

Hardware

Part Code	Description	Quantity	Unit List Price	Ext List Price	Year
397842-001	ProLiant DL585 Rackmount Model (4U) with 2 x 2.4GHz Opteron 880 dual core processors (2 chips, 4 cores) with 4 x 1MB L2 cache, 4GB (4 x 1GB) PC3200 DDR SDRAM, 1 x drive cage (holds 4 x 1" hot swap drives), open bay (diskless), integrated Smart Array 5i Plus controller, integrated dual port Gigabit Ethernet network controller, 2 x 870W hot plug redundant power supplies, 1.44MB floppy drive, CD-ROM, Insight Manager 7, SmartStart, Integrated Lights-Out (iLO)	1	9,699	9,699	
376639-B21	2GB (2 x 1GB) Advanced ECC PC3200 DDR-400 SDRAM DIMM	6	509	3,054	
286714-B22	72.8GB Ultra320 SCSI 10,000rpm hot-plug disk drive (1")	2	309	618	
245163-B21	HP Rack 10000 Series - 10622 (22U) Cabinet (1000mm wide)	1	1,261	1,261	
U4607E	13x5 4-hour, 3yr ~ ProLiant DL58x	1	-	-	1,19
			Hardware Subtotals	**14,632**	**1,19**

INTEGRATION WITH SYSTEMS AND STORAGE

CPService is intelligently linked to CPSystems and CPStorage, enabling you to access relevant services information directly from product profile pages in CPSystems and CPStorage. The reverse is also true, allowing you to directly access server and storage product information from within CPService.