Compaq Service Provider Application - Company Profile

Company name _____

Application date : __ / __ / __

Financial Information (in USD)	1997	1996
Total Revenue		
Net profit		
Service Revenue		
Service Related Profit		
Current Ratios	**Assets**	**Liabilities**
Debt/Equity Ratio		

Financial information (Most recent financial statements, credit and bank references)

Attach copies and submit with this profile report -

_____

1. Resources

Number of people in organization: _____
Number of people in service organization: _____

Total number of people with base level technical knowledge-A+ etc.	
Number of base level people trained on Compaq products	
Number of people with advanced technical expertise	
Windows-NT	
Unix	
Novell	
PC Software	
Other (please define)	
Number of advanced technical people trained on Compaq products	
Number of Service Sales/Marketing/Account Management people	

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2. General Background

(Example: Main Market being pursued, number of sites and location)

_____

_____

_____

_____

_____

_____

_____

_____

_____

3. Partnerships and Market Segmentation

Existing Partnership(s) with Distribution Channels, including
Compaq Corporation (Y/N) [   ]

If yes, explain type of partnership (Example: Authorized Service Provider for Distributor X on Lexmark

printers):

_____

_____

_____

_____

_____

(List any Compaq Partners, i.e. Microsoft)

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4. Standard Services Provided

On Site Maintenance/Repair Services	
Carry In Repair Services	
PC Installation (Y/N)	
Software assistance (Y/N)	
Training (Y/N)	
Integration Services (Y/N)	
Software development (Y/N)	
Cabling (Y/N)	

Other (please detail)

MultiVendor Service Provider (Y/N) [＿＿＿＿＿]

(NO means only working with one PC manufacturer)

If yes :
    Authorized Contracts with other PC's manufacturers (Y/N) [＿＿＿＿]

List. ＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿

    Other PC's manufacturers supported (Y/N) [＿＿＿＿]

List. ＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿

      Large Account references (Y/N) [＿＿＿＿]
Among them Compaq references (Y/N) [＿＿＿＿]

List ＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿

＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿

Service pricing established for add-on services on PC products [＿＿＿＿]

(i.e. warranty extension, next business day warranty) Y/N [_____]

If yes, attach a copy of the price list(s).

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5. Organization

5.1 Internal Equipment :

Hardware

Number of stand alone PCs	
Number of networked PCs	
CD-ROM device available to technical people	
Internet available to technical people	

Current Software used:

_____

_____

_____

5.2 Customer Call Management (CCM):

Customer Call Management (CCM) describes the way a customer call is handled

CCM centralized [   ]   or distributed. [   ]

Centralized = located in one place (usually in the SP HQ) vs. distributed = in each branch

Are there specific Service Telephone line(s) (Y/N) [   ]
Is there a technical front end (Help Desk etc.) [   ]
or does anyone hearing the phone answers [   ]

If there is a front end, how many technical people assigned [   ]
T0 = no technical qualification but products and procedure knowledge.

Different phone line(s) for contracted customers (Y/N) [   ]
Are Service Call Requests logged ? (Y/N) [   ]
If Yes: By hand [   ]   Via system [   ]
Is a unique file/case # given for each customer call(Y/N) [   ]
Are calls qualified (chargeable, warranty etc.) (Y/N) [   ]

Available Information on Service Calls:
Customer Call Date & Time (hrs:mn) (Y/N) [   ]
Product System Serial # (Y/N) [   ]
Name of Customer (Y/N) [   ]
Address and Telephone # of Customer (Y/N) [   ]
Problem Solved Date & Time (hrs:mn) (Y/N) [   ]

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5.3 Spare Parts/Logistics Management System
Logistics Management Systems control the way parts are ordered, tracked and processed.

Number of people in logistics department

Computerized System available to track spares (Y/N)

Identified stocking points for spares (Y/N)

5.4 On Site Services

On Site Services Available (Y/N)

If yes, what are the limits (i.e. which cities do you service, are their km restrictions from technical Center(s). if so please detail

_____

_____

_____

Total number of technical people assigned to On Site Services

Number of On Site technical people trained on Compaq products

Resources (# of cars)

Other resources (pager, cellular phone)   _____

_____

_____

Service Reports used and signed by customer for On Site events (Y/N)   Attach copy

Are Service Reports logged into a computerized system (Y/N)

if "yes" please describe system and summarize capabilities

_____

_____

_____

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5.5 Carry-In Services

Are Carry-In Services available (Y/N) [   ]
If Yes, is Carry-In Services available (Y/N) [   ]
[   ]

If yes, provide location(s) and hours of operation.

_____

_____

_____

Total number of assigned Carry In staff [   ]
Total number of Carry In staff with technical knowledge [   ]
Number of Carry In staff trained on Compaq products [   ]

Are repairs centralized [   ]   or distributed [   ]

Are Carry In Repairs logged into CCM system. (Y/N) [   ]

How is the customer informed that his PC is repaired and available.

Phone [   ]
Fax [   ]
Letter [   ]
If the customer calls for information is there a specific Carry In Tel. # (Y/N). [   ]

5.6 Contractual Services

Type of Contractual Services Offered
Extensions to Manufacturers Warranties (Y/N) [   ]
Upgraded Response Contracts (Y/N) [   ]
Standard Maintenance Contracts (Y/N) [   ]
Other [   ]
[   ]
[   ]

Value of Contractual Services
Estimated Value of Contractual Services [   ]
Estimated % of Services Revenues [   ]

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6. Customer references (Please provide on a separate sheet company name, contact person and phone number).

_____

_____

_____

_____

7. Profile Summary

Attachments Submitted

Financial Statements (Y/N)	
Services Price Lists (Y/N)	
Services Marketing Literature (Y/N)	
Customer References (Y/N)	

Other

Other comments:

_____

_____

_____

_____

Profile Information Delivered on: _____

By: _____

Title: _____

Al completar la planilla, envíela en conjunto con los datos de su empresa, a Compaq Computer de Venezuela, en la siguiente dirección:
Av. Francisco de Miranda,
Torre Country Club, Piso 7.
Caracas.
Atención: Reinaldo Pedersen