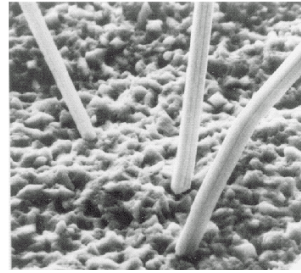




HP Services



Computer  
Restoration  
Service

## Motivation

Hewlett Packard and Coastal Technical Service have devised a strategy unique in the restoration industry. Coastal Technical Services and Hewlett Packard use this strategy to increase the efficiency and effectiveness of systems recovery and restoration. Working together insures that the customer experiences a minimum of down time and has uninterrupted warrantee and maintenance service. This methodology has been accepted by the insurance industry.

## Restoration Service

A brief overview of the program is as follows:

- A claim starts when a customer calls for service from Hewlett Packard or an insurance carrier alerts Coastal of an insurance claim that can be addressed by restoration.
- When Coastal is notified of a claim that involves Hewlett Packard, Coastal will call the Customer Call Center and Hewlett Packard's restoration engineer. A per call will be logged against the customers claim number. The site will be inspected and a team assembled. Including:
  - Hewlett Packard Sales
  - Hewlett Packard Service
  - Coastal Technical Service Engineer
- Once the initial assessment of damage has been completed and restoration has been decided upon as a viable option the process will begin. Hewlett Packard's technicians will disassemble the unit and virtually hand it over module by module to Coastal technicians for cleaning.
- Coastal Technical Service restoration experts will then use their expertise in neutralizing and removing all contaminants. The appropriate method of restoration would depend on the physical construction of the unit and the nature of the contaminant.
- Following the removal of the contaminant Hewlett Packard's technicians will reassemble the unit and conduct the appropriate diagnostic routines. Any component or sub-module that does not respond satisfactorily to the restoration procedure will be replaced through Hewlett Packard's traditional supply channels. Only when the diagnostics are satisfactorily completed are the units scheduled to be returned to service or warrantee. The period for returning the unit to contract maintenance is a decision made by the local managing team with the assistance of Hewlett Packard's restoration technician.