

## INTRODUCTION

### Chapter One

This Chapter gives you an overview of Operations Management Services. It shows you how Compaq, together with a value-added reseller (VAR) and a Lessor, serves as an efficient PC Utility for PacifiCare (see Figure 1). In particular, it shows how Compaq fulfills its leasing agreement.

How exactly OMS responds to an end of lease (EOL) depends on these eight differences

1. Campus (also local) EOL with new installation
2. Campus (also local) EOL without new installation
3. Remote EOL with new installation
4. Remote EOL without new installation
5. Campus warehouse pickup
6. New Equipment Leases
7. Non-standard Equipment Orders, and—
8. Break/fix (for EOL equipment doesn't function properly).

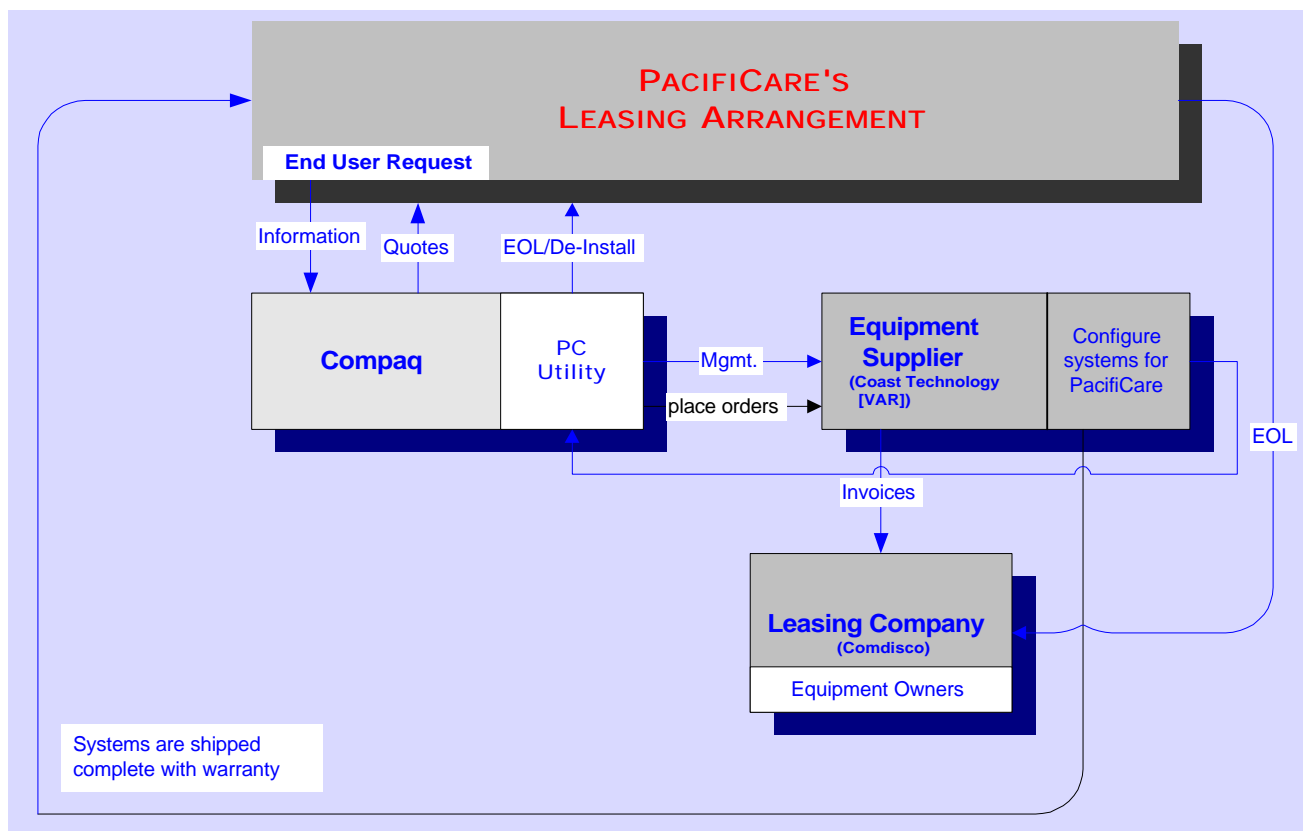


Figure 1. PC Utility Leasing Arrangement between PacifiCare and Compaq

### **OMS Personnel Executing Acquisition & Asset Procedures:**

- Acquisition & Asset Manager
  - Customer Service Engineers
  - Acquisition/EOL Administrator
  - EOL Coordinator
  - Installation Coordinator, and
  - MACWeb Administrator
  - Project Specialist
  - Regional Duty Manager
  - Service Delivery Transition Manager
  - Technical Editors
- Click for Job Descriptions

A standards (also “costs and pricing”) meeting between PacifiCare and Compaq management takes place every third Friday of the month.

**Turnkey Service.** A PC Utility service, such as Compaq provides, is a turnkey desktop leasing service. By handling all aspects of desktop asset and acquisition management for PacifiCare, it allows our customer to concentrate its efforts on its core competency. Note that most of Asset and Acquisition activity relates to EOL (see figure 2). However, about twenty percent of the time, the activity entails Non-EOL and New Equipment Leases (See Chapter two, figure 1 for this flow).

**Each Customer Request Requires a Different Solution Path.** In response to a customer request, the CSD opens an Expert Advisor (EA) Ticket and forwards this information to an Acquisition Coordinator who initiates the correct process (see the example of *End of Lease Process* on next page) and passes the EA Ticket to a Technical Editor.

**Overview of Process.** After a Technical Editor presents a price quotation and receives a signed approval, one or all of these events will occur:

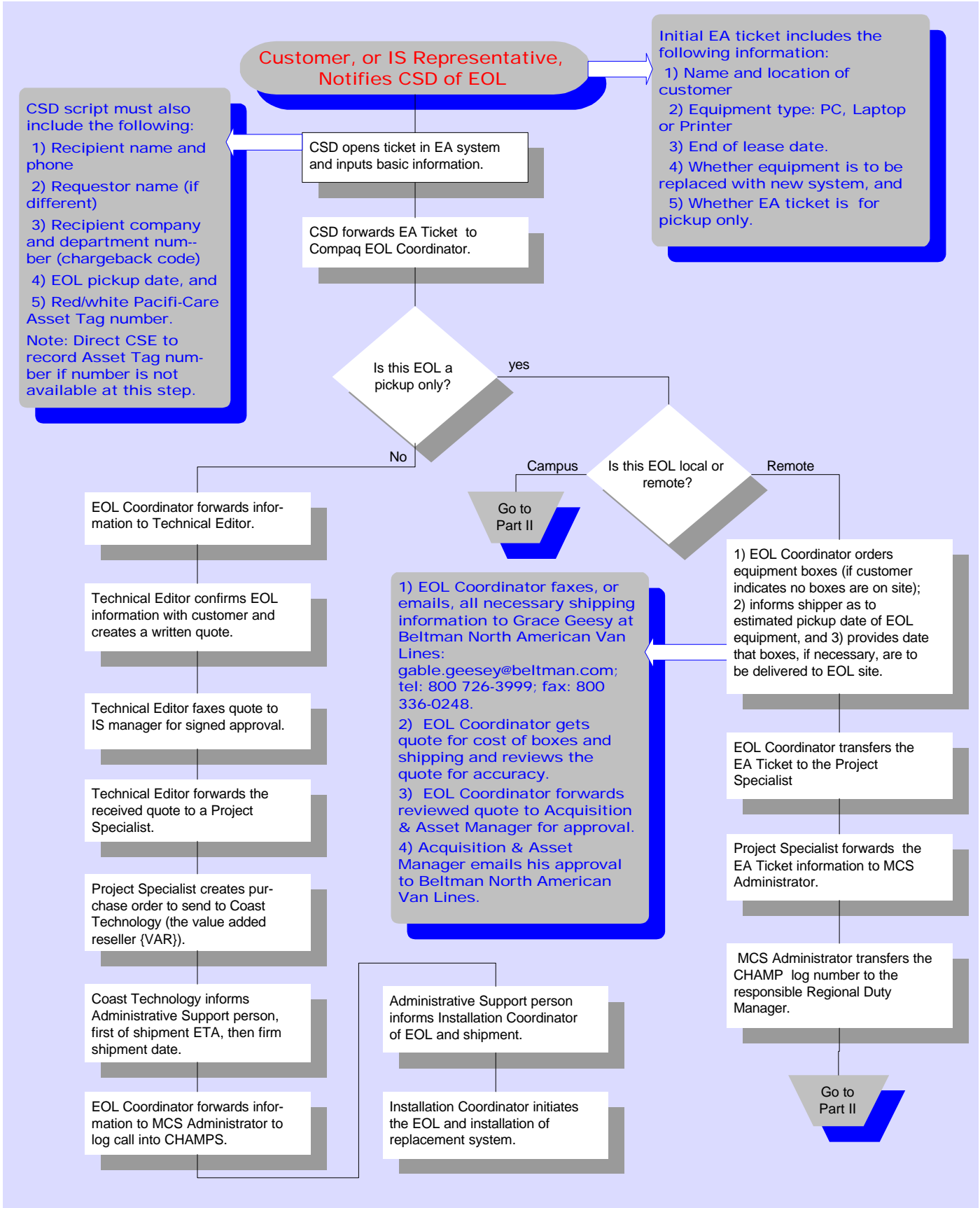
1. EOL equipment gets de-installed with no loss of data integrity.
2. A new system (if requested) is installed with upgraded hardware and software, while the old data resides momentarily on a secure server for transfer to the new system.
3. Equipment gets upgraded with changes and add-ons.
4. EOL equipment gets securely warehoused in a PMO cage.
5. Hard drives are wiped clean.
6. Equipment is determined by an EOL Administrator to be 1) EOL, 2) foundation, or 3) retired equipment (junk). If it is EOL, it is returned to the lessor (the owner of the equipment).

**NOTE:** Steps 1, 4, 5, and 6 apply only to EOL or to replacement of purchased equipment.

### **Determining the Hardware and Image of New PCs and Laptops with Standards Meetings**

Every third Friday of every month PacifiCare personnel meet with Compaq management to discuss the ever-evolving standard for new PCs and Laptops. Typically the PacifiCare attendees are customers, IS representatives, and financial officers. The principal Compaq person representing Compaq’s interests is the Acquisition and Asset Manager.

**High Importance of Standard Meetings.** The standard meetings are critical for many reasons, including: a) The decisions made go right to the bottom line for all parties, b) it impacts the quality of Compaq and its partners’ services, and c) it affects the utility and satisfaction of the leased products.



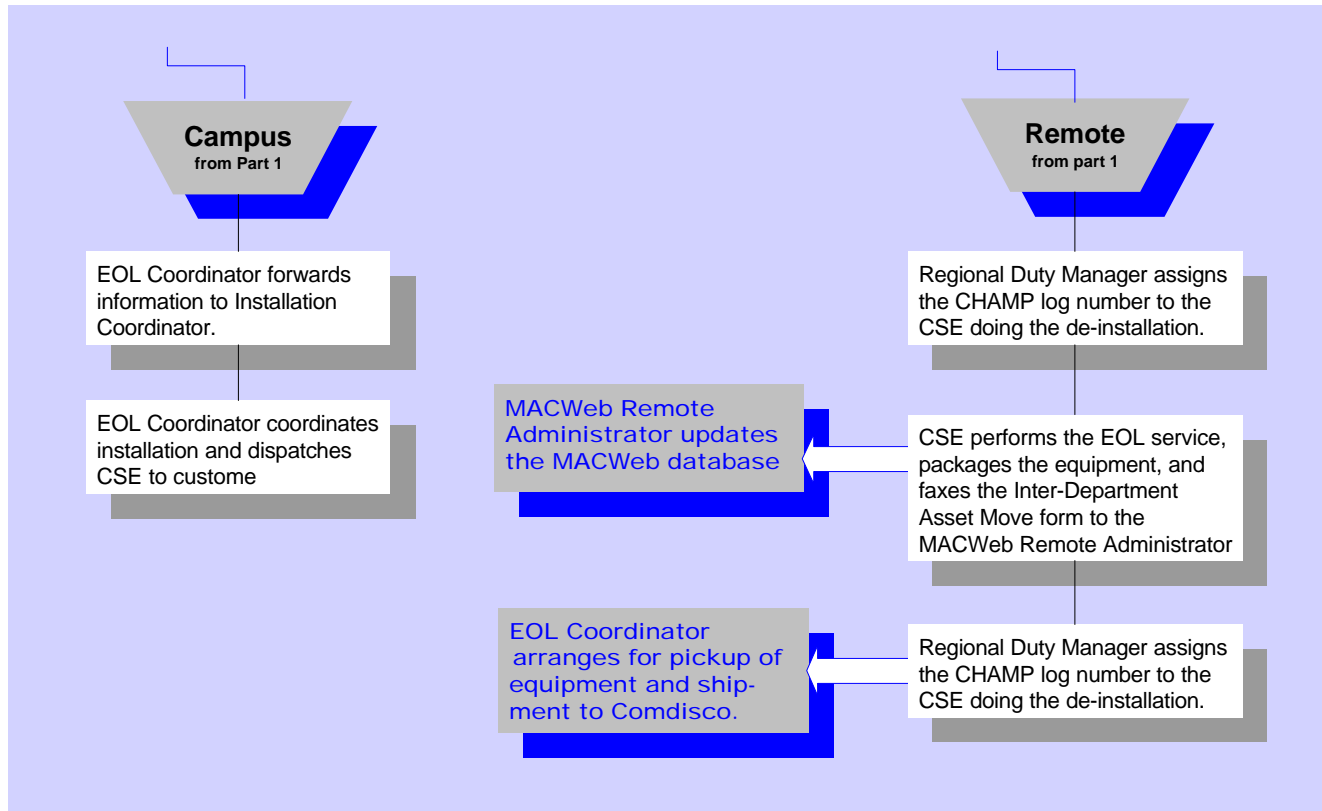


Figure 2. End of Lease Process

Importantly, standard meetings offer key personnel the opportunity to input valuable information to stem potential problems. The suggestion, for example, to substitute a single item, such as an improved connector, can save many hundreds (sometimes thousands) of dollars over the course of a single year.

**Keeping up with the Pace of Change.** The frequency of “standards” meetings relates directly to the lightning-fast improvements in computer technology. Agreements reached during these meetings affect the hardware and software chosen and the entire look and feel (the image) of whatever the “standard system” is to be delivered to PacifiCare at any given time, especially at an end of lease cycle.

**Flexibility through Add-On Administration**

Sometimes it happens that our PacifiCare customer discovers a technical need that was not anticipated at the time of installation. Often it’s for an item not included in standard installations. For example, several months into an EOL installation a customer finds that his or her standard modem is too slow for the task assigned to that workstation. To deal

**Possible Add-Ons**

- Scanners
- Additional RAM
- Unanticipated software applications
- Enhanced printer capability, or—
- More hard drive space, etc.

**FOUR KEY PHASES OF INSTALLATION:**

1. Pre-Installation
2. Installation
3. Data & application transfer, and
4. Re-installation and disposition.



**COMMUNICATION TOOLS USED:**

- MACWeb
- MS Access
- CHAMP (Compaq call logging and handling)
- EDI Link (dual processing system, which partitions data between ISS and Access)
- Expert Advisor
- Integrated Support Services (ISS)
- MS Outlook
- PC Acquisition System

with such issues, Compaq has an add-on administrator on-board to remedy any technical limitations.

This person is a value-added reseller (VAR) employee—a technologist with expert product knowledge—who's able to find the ideal technical solution for a precise technical need.

***Summary of Operation Management Services' (OMS's) Primary Mission***

In sum, our OMS mission is to meet, or exceed, PacifiCare's EOL Desktop support and management requirements. These requirements entail the following support services:

- Repair
- Maintenance
- Help-desk support (Campus & Remote)
- Moves, adds & changes.
- End of lease management
- Asset inventory management
- Desktop procurement and configuration
- Desktop staging, installation and de-installation
- Transferring of data files, and—
- Conducting diskwipes.

***In facilitating these services, OMS's mission includes the following:***

- Providing pre-order configuration support
- Processing customer order requests
- Validating customer requests
- Making recommendations
- Getting written approvals
- Providing technical advice and expertise
- Generating price quotes, and—
- Arranging for shipment, warehousing, packing, and delivery of desktop products to and from PacifiCare.

## Overall Acquisition Process

### Customer Request Steps :

- 1) Reviews Web-based ordering information.
- 2) Reviews request with approving manager
- 3) Requests Purchase Requisition from Customer Support Desk

### End-User Request

Customer Support Desk validates end-user request

Compaq validates configuration and produces requisition

Customer reviews and approves requisition

Compaq does ordering and procurement in cooperation with VAR

VAR does staging, configuration, and integration

VAR ships and delivers equipment and begins billing process

Compaq CSEs install new equipment and de-install old equipment, if necessary

End

Technical Editor initiates process for ordering all equipment

Leasing agent sets leasing rate

Value added re-seller (VAR) establishes equipment pricing

### Campus Deliveries :

Equipment for Campus delivery is first delivered to Compaq warehouse