

# HP CarePack

## ConTrax™ Contract Management



### Benefits

View and manage all Care Pack and other IT service agreements through a single database

Automatic alerts to inform you of expiring service contracts

Monitor contract pricing to ensure you receive all eligible discounts

Create financial reports for budget process and TCO calculation



HP's Care Pack services provide essential service and support packages that help you make the most of your hardware and software investments. Maximizing your TCO, they offer various support levels for all of your essential IT resources, including servers, storage devices, workstations and applications. Care Packs provide your firm with the technical support to protect your systems, and minimize any downtime that impacts performance. But has the clerical work involved in managing the process become a daunting task? CDI's newest solution, offered free of charge, helps eliminate that burden and turns contract management into an asset.

Forget to renew a service contract and your emergency call goes unanswered. Renew contracts for equipment no longer in use, and good money goes right out the door. It's a potentially costly and daunting task for any IT department.

But not for CDI's newest solution for Care Pack users, ConTrax™. Providing a unique contract management solution for IT managers, ConTrax allows you to streamline your Care Pack agreements into a format more manageable and cost effective.

### Reliable and Intelligent Contract Management

ConTrax contract management solution helps professionals gain control of their Care Pack contracts through a single point of reference. With ConTrax, CDI assumes the clerical and administrative role that goes along with the day-to-day management of the agreements. Clients can view the automated details of their current Care Packs, including changes, deletions, charge backs, renewals, costs by vendor and platform, and total costs, all available in a single-pane view.

Normally, each server and other major equipment are supported on its own Care Pack agreement, with its own expiration date and fee structure. Clients with dozens or hundreds of servers can find themselves immersed in a sea of contract renewals, not affording the time to carefully review each agreement to ensure the total cost of ownership (TCO) is still advantageous. Using ConTrax will allow you to automate the process, ensuring that expiring Care Packs are renewed timely to ensure continued support. Plus, CDI offers companies the ability to cumulate their Care Packs into a single agreement, helping to provide your firm with more competitive pricing.

Using an online, secured accessible contract database, ConTrax empowers your IT department to examine one or all of your Care Packs on demand. The system reviews the parameters of each agreement to ensure your firm is receiving all eligible HP discounts. Currently, HP Care Packs do not advise you of upcoming ending dates, but ConTrax can automatically advise you 90 days before an end-of-contract date, allowing you time to review renewal options or, if more cost advantageous, explore replacing older equipment to lower your TCO.

### No-Cost Service Tied to Leading Vendors

When a customer chooses ConTrax, the CDI team begins by consolidating all your Care Packs on its secure server, ensuring that all information is accurate. The agreements are then analyzed to confirm that the client is receiving the appropriate discounts and services according to each agreement. Finally, CDI's experts can leverage its Platinum-level relationship with HP to ensure that you receive maximum value of your Care Packs.

ConTrax is not limited to Cisco SMARTnet. ConTrax is supported by a variety of vendors with whom CDI has forged strong relationships, including:

- HP
- Sun
- IBM
- ADIC
- StorageTek



Normally, such a service would pay for itself in just a matter of months, but with CDI, the cost savings are immediate – ConTrax is free to customers who execute their contract renewals through CDI.