



Providing Excellence in OS Technical Support  
for the Third Party Maintenance and  
Multi-Vendor Service Community

HP-UX

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Solaris

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Linux

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MPE/iX

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Allegro is a software services, support, and development company headquartered in Cupertino California. Founded in 1984, today Allegro offers 24x7 operating system software support helpdesk services for HP-UX, Solaris, Linux and MPE/iX. We also offer customized managed services for customers who are evolving their IT infrastructures. Additionally Allegro is a center of excellence for kernel-level software development and internals knowledge, offering products that make running your business easier and more productive.

## Solutions

To real problems. Your problems. We provide customers with better-than-OEM support services, managed services, products, and expertise. Making hard problems go away is what we do every day. Let us show you how we can solve issues facing your business today.

## Opportunities

We offer new recurring revenue sources to our service partners through innovative support service packages that add value to their existing offerings while making their own operations easier and less labor intensive. Customers get the benefits of new and better assistance services, delivered by people who have many years experience in real-world customer environments and who understand their needs.

## Experience

When we started all this, twenty-five years ago, the industry was at the height of the proprietary operating system era when vertical market applications and customized solutions were the norm. In today's age of "open systems", many don't know how smooth IT operations can be when you have tools that are built for the express purpose of making \*your\* business run. But we remember those days and our people carry forward the ideals of those times while applying them to today's modern IT ecosystems.

## Knowledge

From business best practices developed over many years and across many computing platforms, to system internals, compiler and kernel development, education and training, we have been addressing our customers' critical business needs for over 25 years.

**“Service Partner + Allegro = Total Customer Care”**



## Support Services

Allegro's Software Support Services provide better-than-OEM class services to customers using Sun/Oracle's Solaris and Hewlett-Packard's HP-UX and MPE/iX operating systems. We offer these services to partner companies who typically resell them to their customers as part of a combined hardware and software support offering.

There was a time when customers who purchased systems from an OEM like Sun or HP could be expected to also buy hardware and software maintenance and assistance services from that same OEM indefinitely.

Today there are many reasons why that no longer makes sense, especially for customers who:

- Are unhappy with the quality of the service they receive as OEMs increasingly rely on outsourcing and off-shoring of support personnel.
- Need to maintain older hardware and software versions after the OEM has declared them obsolete.
- Are tired of paying the high prices that the OEMs demand.

These customers turn to the many excellent service companies for their hardware maintenance needs, and Allegro offers those service organizations and their customers a solution to the problem of system software support and assistance. We partner with service companies to create an integrated seamless solution for today's business critical computing hardware and software support.

Our partners and their end-user customers see many benefits from this arrangement.

### Partner benefits:

- A new recurring income source.
- A partner to help with software related problems, hardware vs. software determination, etc.
- Reduced need for high level software skills when hiring service personnel.
- Reduced workload for hardware support techs who don't have to handle software issues.
- Reduced dependence on the OEM or other ad-hoc sources of assistance.
- Software support via a partner rather than a competitor.
- Software "eyes" to help in the resolution of tough hardware problems.

### Partner's Customer's benefits:

- High quality assistance for operating system and related software issues, both day to day operational questions as well as help with the most urgent and obscure problems they run into.
- Fast access to experienced, native English speaking experts who understand their business-critical issues (our support specialists have an average of more than 10 years experience supporting large enterprise computing)
- 24x7 staffed coverage for fast response to critical issues and outages.
- Assistance with cross-vendor problems, eliminating "finger pointing" issues.
- Complete integration with their hardware support solution.

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## Support Service Features

Diagnosing computer problems is part science and part art. Problems can result from hardware failures, software bugs, bad data, misconfiguration, and user errors among many other things. With a simple hardware failure there are usually a limited number of parts that can fail, and even an obscure/intermittent hardware problem can generally be solved (in the absolute worst case) by completely replacing one system module at a time.



But problems that involve system software and its use generally have so many possible causes that one can't simply try every possible solution. Instead a methodical problem investigation process combined with experience and a deep knowledge of the subsystems involved is needed to ensure a timely resolution to complex problems.

Allegro's software support services provide the knowledge, tools, and methodologies needed for both the most complex software related problems, as well as regular day to day operational questions.

Common examples of things we help customers with every day include:

- Helping set up (or recover) logical volume and file system configurations, redundancy, etc.
- Performing system and process crash dump analysis.
- Making patch analyses and recommendations.
- Working with hardware support on software vs. hardware problem determination.
- Assisting with recovery/reconstruction after hardware failures.
- Providing basic performance analysis and recommendations.
- Configuring new hardware into the OS.
- Validating backup, verification, and restore procedures, and providing disaster recovery assistance when needed.
- Answering questions about system startup/initialization and shutdown configuration and procedures.
- Providing scripting assistance for system administration task automation.
- Answering general operating system usage questions and providing best practices advice.
- Advising on version upgrade questions and recommendations, planning for system changes, etc.
- Delivering regular customized reporting to both partners and customers.
- Providing periodic server risk analyses.

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## Service Delivery Process

Quality customer service is all too often rare in this age of outsourcing, off-shoring, third-party call centers, and minimum-wage script-based front-line support “experts”.



Who hasn't had to sit on hold for 15 minutes only to get someone on the other side of the world with a difficult accent and seemingly no concept of what your problem is and no real power to solve it?

We prefer to do things the old fashioned way, offering personal, quality service, while remaining very cost competitive.

Our support specialists are typically former end-users and/or former OEM employees with both extensive knowledge of the systems they're supporting as well as a keen understanding of the business pressures and other realities that today's customers face. They speak your language, both spoken and technical.

There are no scripts. When you call, you will get routed directly to someone with the experience and knowledge needed to help answer your question or solve your problem. In addition, we give them the tools they need to bring in additional domain-specific expertise when needed, as well as a smooth escalation process for those “interesting” problems that can't be figured out quickly.

Professionals talking to professionals. Techie to techie, business person to business person.

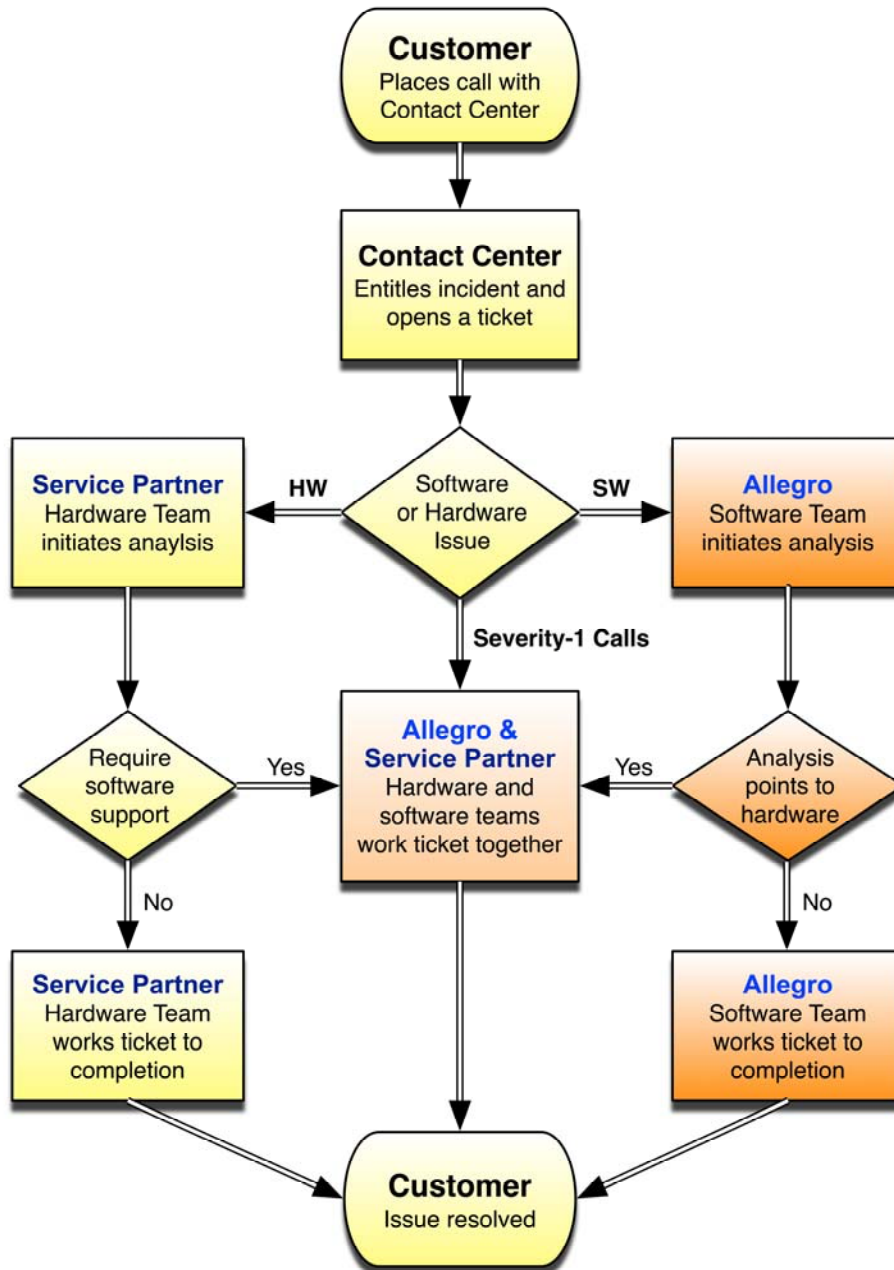
We're fully staffed 24x7 every day of the year in order to be there for you when the big problems happen, and we offer response and service level agreements to meet any requirement and budget.

We typically integrate with our partner's ticket management and call center processes, or we can provide these services to our partners. Call handling, routing, tracking, and related processes are customized to meet individual partner requirements.

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## Typical Call Flow Diagram

The call flow diagram is provided as an example of our typical call flow process in order to demonstrate how Allegro can fit into your Service Delivery Model. Certain elements can be customized in order to fulfill any special requirements of the channel partner. For example Allegro can provide full featured Contact Center functionality should the partner company not have this feature as part of their in-house infrastructure. In addition Allegro provides choice in terms of call hand-offs (transfers from the contact center) which include Warm Hand-Off capabilities (instant transfers of calls to a Software Specialist after entitlement).



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## Managed Services

Allegro offers a range of services to help offload day to day operational responsibilities from customer staff.

A customer who needs to evolve their IT infrastructure may find that they are limited by the fact that they still need a large staff to manage and operate their existing systems and applications.

After all, these are the things that run your business.

With managed services from Allegro, a customer can offload their well-understood existing processes to someone they can trust, which frees up their own expert staff to focus on the evolution of the company's systems and applications.

We can take over system administration through active remote management, we can take over and automate operational procedures and your "run book", and in partnership with hardware and hosting companies we can even migrate your legacy applications into a remotely hosted environment with better performance, more capacity, and the uptime and secure access that you need, in concert with our system administration and operations services.

All of our managed services products are customized to each customer's specific requirements.

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### Free Trial Offer - The Allegro Challenge

We know it's hard to make a decision without having a taste of the unknown. That is why we want to extend a no obligation Free Trial to you, our future partner. We want to demonstrate Allegro's ongoing commitment to excellence in overall service from response time to our 24/7 support staff's knowledge.

Put us to the test against the OEM or other competition and we will show you what we can really do.

How it works:

Please call us at 888-336-5278 or email [freetrial@allegro.com](mailto:freetrial@allegro.com) and tell us about your interest and an Allegro representative will contact you to set up your free trial period. Typically this will provide for up to 1 month of free support with a maximum of 3 calls during the month. Your calls will be handled no differently than those from our other partners.

Then the next time your company or your customer has an OS incident, go ahead and open a call with us as well as with your current OS support provider. Our experts will work with your engineers who are in turn working with the end user. If required, arrangements can be made in order to provision for direct contact with the customer.

We also encourage you to use the Free Trial to open a call with Allegro when your customer has a hardware incident and your engineers are just not sure of where to get started with their troubleshooting process. We can help by analyzing crash or core dumps and make recommendations that will help your engineers find a root cause much faster.

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