



Bull TéléService (BTS)

An industrial software support organisation, a single point of contact, a dedicated relationship.

Consultancy & Software Support

Performant companies rely on an optimal management of their Information Systems: based on growing number of heterogeneous and complex components, those systems require numerous expert competences. These companies need professional advices and support on the key software they're using: Bull provides such multi vendor software support services in the context of each customer while using all the flexibility that Remote Services can bring.

A performant management of the various technologies of an Information System requires powerful support solutions. In that context, Companies are facing multiple constraints:

- Do more with limited budgets
- Have direct accesses to high skilled and multi competence experts
- Access services with strong commitments and Service level agreement (reactivity, timetable, languages, ...)
- Get information and advices on technological evolutions.

Bull, a strong know how in supporting ISV and Open Source software

Based on Bull's longstanding experience as an integrator, on strong partnerships that Bull contracted with the key ISVs and on its strategy in OpenSource, Bull Software Support provides flexible solutions of software management and support, fully adapted to every one's IT environment and organizational context.

Get access to Bull high skilled experts

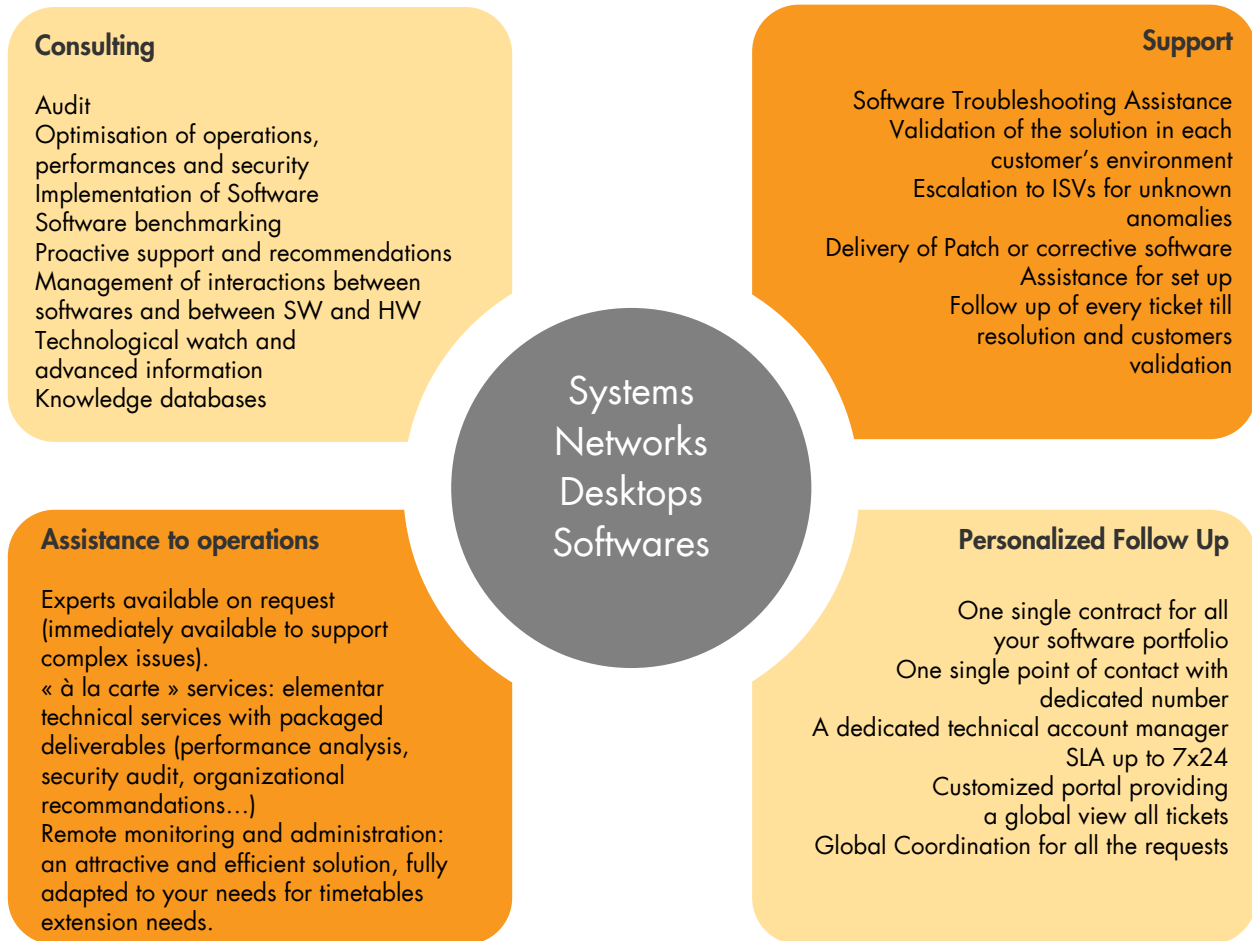
We give our customers a direct access to our key expertises through flexible and relevant offers. Our solutions provide organisations with:

- A single point of contact and support for all hardware and software components of your IS (multi-constructor, multi-editor)
- A global analysis of each trouble using software – software and software - hardware interactions
- A personalized relationship through a dedicated Technical Account Manager who ensures a privileged relationship and services fully adapted to your environment
- A strong commitments of the quality of service (management of tickets, reporting of actions and indicators)
- An interactive follow up of the request through direct contacts with the expert in charge of it
- A professional service which quality is regularly measured
- A total availability: 24h/24, 7d/7



Architect of an Open World™

An Industrial, personalized software support and consulting offer



Bull's differentiators

20 years of performance in multi vendor software support

A key service valued by more than 7 000 Customers

Strategic partnerships with the main Independent Software Vendors and Editors

Our experts are certified and regularly trained by our ISVs partners

A local service

Competence services in each European country plus 3 European competence centers in France (Nantes, Lyon, Massy) for remote troubleshooting and support done thru telephone and online means, installation assistance, and basic usability assistance.

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Bull – rue Jean Jaurès - 78340 Les Clayes-sous-Bois– France