



Compaq Services

Always Thinking Ahead

COMPAQ

Better answers

Services to help you win in a fast-paced world.

Today's rapidly changing technical and competitive environments demand faster, more creative and flexible responses from information technology, and from the people that build, manage and support it.

Compaq Services is dedicated to using our expertise and resourcefulness to create IT infrastructures that enable rapid shifts in your business paradigm and strategies. So you can put the rich promise of technology to work today. And tomorrow. Faster. With less cost. And less risk.



Why partner with Compaq Services?

- Proven real world experience, repeatable solutions and methodologies that make technology work – for your business.
- Track record of innovation and leading edge services that support technical standards, even as they emerge.
- Knowledge transfer, so you know what we did, why we did it, and what to do once we're done.
- A single point of accountability that simplifies support of your multiplatform, multivendor environment.
- Powerful industry partnerships that result in more integrated solutions that are easier to deploy, manage and support.



More choice . . . and continuing commitment

Compaq, Tandem, and Digital have each earned a reputation for customer satisfaction and technical excellence. With the merger of our three companies into one, Compaq offers you a breadth, depth and quality of service that is unmatched.

If you're already a service customer, you can continue to depend on Compaq for the same level of support – delivered, in most cases, by the

same service team. (Digital has, in fact, been delivering Compaq-branded enterprise service since 1995.)

Together, with our 30,000 channel partners, we create the world's largest service network, providing you with more choice – and accountability – than ever before.

What can you do for my business?

“IT Services will be to business in the 21st century what information technology was to business in the 20th century.” – **Gartner Group**

When you make Compaq your partner, you leverage the foresight, knowledge, and resources of one of the largest, most experienced organizations in the business.

What's behind our success? A track record of quality service across a broad array of disciplines. Flexible and repeatable methodologies. A global services organization.

But what really matters is how we work for you. Has the architect in your boardroom designed similar-scale solutions for companies like yours? Does the local project team speak your language? Will the technical specialist who answers the phone have the expertise and resources to find the answer quickly – no matter what time you call?

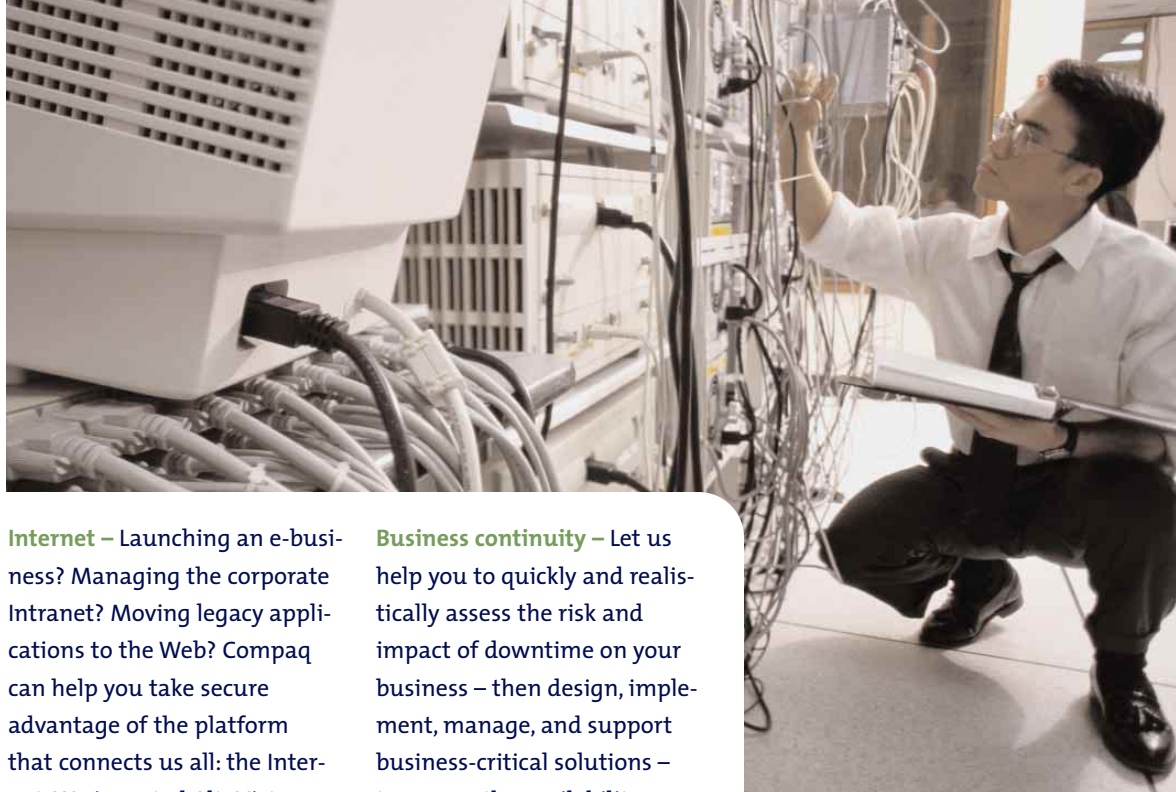
At Compaq Services the answer is yes.

So you can count on us for the support you need to move ahead with confidence.



“Compaq worked hard to understand not just our systems, but our business requirements. They helped us overcome all obstacles and gain the benefits we were looking for, with complete project management and superior systems integration capabilities.”

**John Maunder, Manager of Corporate Information
South Australia Department of Transport**



The experience and expertise to meet your next objectives.

Windows NT – From upfront consulting; to rapid pilot, integration, and deployment; to ongoing management and support – we know how to make Windows NT work for your enterprise. As the world's largest and most experienced NT services organization, we leverage our unique strategic alliance with Microsoft to go beyond service excellence to solution innovation, like our Compaq *Work Expeditor* collaboration and workflow solutions for Microsoft Exchange.

Internet – Launching an e-business? Managing the corporate Intranet? Moving legacy applications to the Web? Compaq can help you take secure advantage of the platform that connects us all: the Internet. We invented AltaVista. The world's most popular Web sites, like Netscape and Barnesandnoble.com, rely on Compaq solutions. Our more than 20 Internet services span pilot, design, implementation, security, management, and support – and have been proven in thousands of customer sites worldwide.

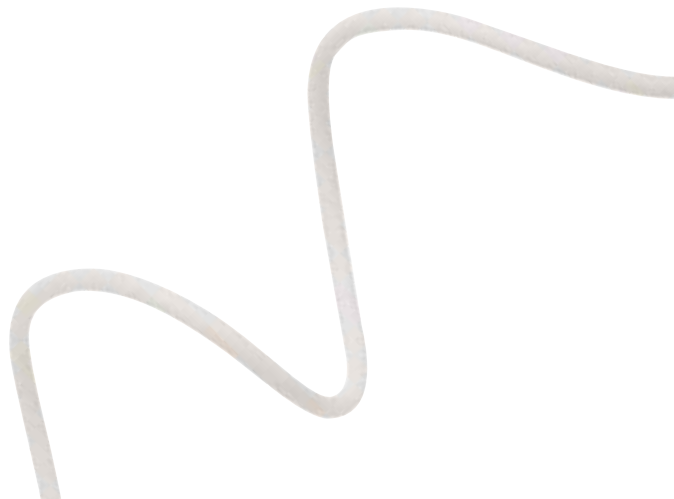
Business continuity – Let us help you to quickly and realistically assess the risk and impact of downtime on your business – then design, implement, manage, and support business-critical solutions – to ensure the availability you need. From AlphaServer and ProLiant clusters, to NonStop® solutions, to 24x365 global networks, Compaq high-end solutions support 60% of the world's financial transactions – almost \$3 trillion daily.

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“The move to Windows NT occurred at a potentially risky stage in our growth. Compaq successfully guided us to the other side, giving us the systems we need to continue our rapid growth.”

**Larry Sikon, Director of Technical Services,
NationsBank Montgomery Securities**



Can you simplify my life?

Lifecycle services to support you every step of the way

For all its promise, the scope and complexity of today's internetworked computing environment is truly daunting. You've only got so many hours in the day, names on the org chart, and dollars in the budget. So how do you cope with it all?

Take control of your IT destiny with innovative, proactive lifecycle services that help you achieve your objectives faster, more synergistically, and more predictably than ever before.

From architecture, planning, and design; to integration, implementation, and support; to "utility" desktop, application, and network management solutions – you choose just the type and level of services you need, when and where you need them.

Our lifecycle solutions help you frame – and keep moving toward – long-term objectives, even as you resolve immediate issues. So you can reduce your exposure, shrink your total cost-of-ownership, and find the time to focus on more strategic issues.

Who knows? You might even get a good night's sleep.



Always



Lifecycle solutions put you back in control

Multivendor desktop management – Select just the “utility” you need to manage your multivendor desktop and mobile computing environment – all for one fixed, per-seat cost. We’ll take responsibility for any or every aspect of procuring, installing, integrating, upgrading, maintaining, and managing both hardware and software worldwide – as well as providing help desk services to your users.

Project services – Implementing a new application? Moving to a new infrastructure? Let us help you simplify the complexity. Our “dynamic blueprints” and proven track record means you get high quality, reliable solutions that meet *your* business needs, fast and affordably. Services include: solutions architecture, design, development, and integration; program and project management; proof-of-concept; off-site testing; worldwide staging and rollout; orientation and knowledge transfer; hands-on and remote management; and flexible outsourcing solutions.

Year 2000 – Greet the millennium with confidence. Take advantage of our fast, non-intrusive Year 2000 “health-check” assessment of the hardware and software on your network. Turn to us for application assessment, systems inventory, and implementation services. Make use of our global network of Year 2000 Expertise Centers. We have the project managers, partnerships, and dedicated teams in place to help ensure the Year 2000 readiness of your Compaq solutions.

“Once we decided we wanted to work with Compaq Services, based on their tremendous ‘the buck stops here attitude,’ we looked to them for assistance in determining where we needed to go.”

**Craig Niedermeier, Director, Contract Administration,
U.S. Veterans Health Administration Department of Veterans Affairs**

“Our intranet, as designed by Compaq Services, will be one of the largest in Europe, dramatically improving the quality of services we can offer the 8 million citizens of southern Spain. We selected Compaq because we have the confidence in their expertise, their creativity in defining added-value applications, the quality and skills of their people, and the ability to get this project done quickly and with the high-quality level that our internal and external users require.”

Jose Antonio Cobena, CIO & COO, Servicio Andaluz de la Salud (SAS)

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Can you get me from here to there?

Real world experience to enable your business

Our people are experts in solving the technical challenges that stand between where you are and where you want to be.

A hundred global networks . . . A thousand firewalls . . . 20,000 large-scale integration projects . . . millions of Microsoft Exchange seats . . . 64-bit UNIX . . . leadership in next generation networks. Who else brings such practical, real world experience to the projects you're undertaking today?

But don't take our word for it. We're ranked as the #1 systems integrator,¹ the top NT and Exchange service provider,² the best in UNIX/NT integration, and SAP implementation.³

We're the only company endorsed by Microsoft as Worldwide Prime Integrator for Windows NT. We have more Microsoft-trained and certified service professionals than any other service provider.⁴ We have 500 Novell-certified engineers and 3,000 engineers with multivendor UNIX expertise.

And our project managers, 6,000 certified systems consultants, and 2,200 certified NT solution engineers bring you an average of ten years of experience.

So you get both: the technical expertise it takes to solve your toughest problems – and the discipline it takes to meet your expectations, on schedule, and within budget.

“Compaq helped us achieve our goal to deliver sub-second response to users – even during peak periods. The overall level of support we receive is tremendous – and one of the reasons we think so highly of Compaq.”

Peter Flack, Director of Technology, **Best Western International**

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¹ *Computerworld* customer satisfaction survey of 15,000 IS managers across the U.S. and Canada.

² Aberdeen Group. Gartner Group. *Excellence Award for Best Provider of Exchange Services*, Microsoft, 1997. *Pathfinder Award for the Best*

Migration of a Messaging System, Microsoft, 1998. *Honor Roll Award for deployment of 100,000 seats at Compaq*, Microsoft 1998.

³ Three-time winner of *SAP Award of Excellence* for customer satisfaction.

⁴ 14,000 trained, 4,000 certified, including 2,000 certified solution engineers (MCSEs) and solution developers (MCSDs).

Compaq Services

Cross-industry solutions

Business Critical Computing

- Disaster- and fault-tolerant solutions
- Continuous computing solutions, proactive services and uptime guarantee

Electronic Commerce

- Integrating traditional EDI, transaction, and Internet technologies
- High performance, reliable, secure, just-in-time transactions

Messaging & Collaboration

- Millions of Microsoft Exchange seats installed or under contract
- Unique Work Expeditor collaboration and work management solution
- Per seat Microsoft Exchange Utility Services

Business Intelligence

- Information- and knowledge-based management solutions
- Data warehouse, data mart, 64-bit database solutions

Integrated NT, UNIX and other Operating Systems

- Only company endorsed by Microsoft as Worldwide Prime Integrator for Windows NT
- Industry's largest and most experienced Windows NT-certified workforce

Enterprise Applications

- SAP, Baan, Oracle, JD Edwards, PeopleSoft, Siebel
- Application solution sets, Web-enabling
- Application integration and architecture
- Planning, design, implementation, management and support services
- Outsourcing solutions
- Year 2000 assessment, inventory, implementation, and testing services

Enterprise Infrastructure

- IT Infrastructure architecture and integration
- Internet/Intranet, Windows NT, UNIX, OpenVMS, Tandem NonStop, and legacy systems
- High-performance enterprise and global networks
- Planning, design, implementation, management, and support services
- Next Generation Networks
- Outsourcing solutions
- Year 2000 assessment, inventory, implementation, and testing services
- Knowledge management
- Web-based enterprise management

Industry-specific solutions

Communications

- Network and service management
- Business support systems
- Enhanced network services

Manufacturing

- Semiconductor fab automation
- Supply chain integration

Finance

- Integrated retail banking
- Wholesale banking
- Capital market systems

We focus on delivering the capabilities your business needs to win.

“We were not just looking for an NT implementation vendor, we were looking for a service provider who could design and implement an entire architecture around NT.”

Bask Iyer, Worldwide Information Resources, Consumer Healthcare, Research & Development, SmithKline Beecham

“The data warehouse changes the way we work. We’re becoming a true knowledge-based company. We can answer any query our executives can think of.”

Bernard Hale, Group Information Services Manager, Metro Cash & Carry

Can you do it all?

One point of accountability for your multivendor solutions

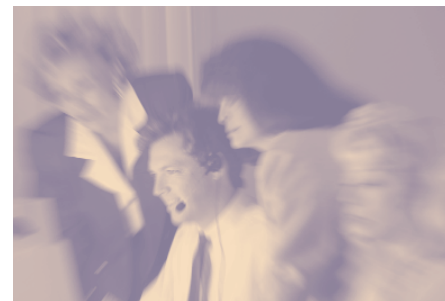
No single company has all the answers. But by proactively building and investing in relationships with other industry leaders, we can offer you the best – and most integrated – solutions, in everything from e-commerce, to e-mail, to solutions specific to your industry.

More than lip service, our alliances and partnerships are pragmatic and customer-focused, encompassing aligned technology strategies, joint engineering projects, product improvements, and integrated project teams.

And, when it comes to support, who else but Compaq will take on responsibility for the performance and interoperability of the multivendor hardware, software, and network products you depend on?

While other companies talk about service for heterogeneous environments, only Compaq delivers. We've been doing it for more than a decade. And we have the partnerships, processes, and infrastructure in place to support more than 14,000 products from 1,300 companies.

So no matter what happens, you have just one phone call to make. And even if just one part of your computing solution comes from Compaq, you can depend on us to keep it all working – and working together.



“We see outsourcing as a way to free up our own staff to look at strategic direction and concentrate on projects that drive the business forward. They understand our environment. They come in and do things quickly because their staff can advise the technical staff what is required and how it is all going to work together.”

Chris Yeats, Manager Technical Services, Asia, Region of ING Barings

"Before we partnered with Compaq, I was fighting fires every day. Now I have 80 percent of my time back. I can concentrate on new technologies and applications – and to applying my expertise to help our company reach the next level."

Ash Patel, Manager, Information Technology, Aramark Uniform Services

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Productive partnerships

Complementing our own bench strength are proven partnerships to offer you the industry's broadest scope of solutions and support.

Alliances with industry powerhouses such as **Microsoft, Oracle, SAP, MCI, Lotus, Novell** and **Computer Associates** mean easier access to up-to-the-minute technologies and solutions.

Collaboration with top-rated systems integration partners such as **Andersen Consulting, Ernst & Young, and PricewaterhouseCoopers** means comprehensive, end-to-end IT solutions.

Implementation, support, and maintenance agreements with companies such as **Cisco Systems, 3Com, Toshiba** and **Cabletron** make it easier for you to select the right networking solutions to link your business environments.

30,000 Compaq channel partner service resources extend Compaq Service capabilities to support you with virtually unlimited expertise and reach.



How soon can you be here?

World-class service – wherever you do business

Fast. With 27,000 service professionals in 550 locations in 114 countries, chances are pretty good that we have an office nearby. Add 30,000 Compaq channel partner service resources and you can be sure we'll get help to you fast, if you need it.

But our first objective is to eliminate the need for on-site, remedial service in the first place. By designing and manufacturing more reliable products and pre-testing solutions. With intelligent monitoring tools that can predict problems before they occur. With the proven ability to diagnose and resolve most problems remotely.

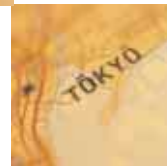
Still it's nice to know that if you need us, Compaq Customer Support Centers around the world are available 24 hours a day, 365 days a year . . . That, if your business requires it, one of a dedicated team of specialists will respond to your problem in less than 15 minutes . . . That product experts inside and outside of Compaq are "on call" around-the-clock . . . That our global

logistics system will ensure that right part is in the right place . . . That of the 5 million service requests we receive per year, 75% are resolved within one hour and 92% in the same day . . . That resolution efforts can continue, non-stop, around-the-clock.

With a service organization this big, you can depend on our people to understand the cultural, fiscal, and regulatory requirements of the countries you operate in. Yet, no matter how many time zones your business crosses, Compaq takes full responsibility for service – and your satisfaction – worldwide.



Compaq has the infrastructure in place to deliver service where you are – wherever in the world you do business.



"Our customers operate on a 24x7 basis and Compaq Services is delivering for us."

**Michael Fuqua, Director of Data Transport Services,
Frontier Communications**



Can you do it yesterday?

A focus on the future – and getting there faster

In a world of change, fast counts. That's why Compaq drives innovation toward repeatable and industry-standard solutions. It's why we partner with best-in-breed solutions providers and employ best-in-class tools and proven methodologies.

And it's why companies like Microsoft, DirecTV, Citibank, Asea Brown Boveri (ABB), and Optus Communications rely on FutureSourcingSM solutions from Compaq to achieve and sustain agility in a global market.

Unlike traditional outsourcing, which is typically legacy-oriented and balance-sheet-driven, FutureSourcing focuses on accelerating your time-to-results. We help you determine and tap into the exact supplementary capabilities, capacity, and coverage you need to move forward quickly. We work with you to develop the right type of agreement to enable your business strategy. And we design the unique implementation and operations management solutions your business needs to put the power of networked and internetworked solutions to work for it – today.

So you can do more than respond to change. You can get ahead of it.

Thinking of outsourcing?

The Yankee Group recommends seeking the following attributes in a best-in-breed outsourcing partner:

- Global consistency
- Technical competency in IT segment
- Proven alliance track record
- Flexible business approach to meet client business needs
- Multivendor scope

The Yankee Group, Management Strategies, Vol.8 No. 2, February, 1998

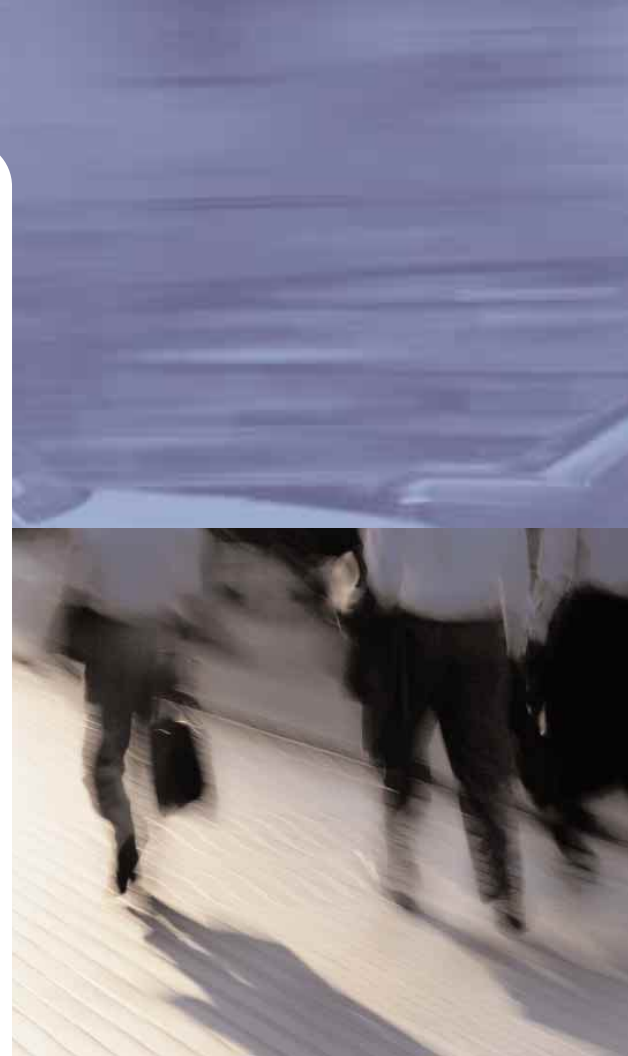
“We have experienced more than 100% growth, year-over-year, in Internet traffic. Even in this dynamic and demanding environment, Compaq has continued to deliver the necessary support services.”

Chris Pinto, Director, Microsoft Internet

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“At Mercedes-Benz we choose our partners for the same reason that our customers choose our product: quality, reliability and performance.”

**Thor Tielemans, Business Engineering, Manager,
Mercedes-Benz, Customer Assistance Center**



Can I depend on you?



Winning in today's internetnetworked world takes more than working smarter, harder, leaner. It takes doing new things, in new ways.

Which means you need more from your service provider than support for the products and technology you have today. You need a partner willing and able to journey with you, toward your goals, sharing your risk and reward.

Which makes questions like: "Are you committed to my success?" and "Can I trust you?" as important as what kind of knowledge, resources, and reach a company can offer to extend and empower your own.

"The skills of the consultants are always perfectly matched to the project at hand and they get up to speed very quickly. I can't say enough about the excellence of the Compaq team that supports us."

**Brian Rettman, Senior Systems Analyst
Boston Edison Company**

At Compaq, we never lose sight of the fact that good service depends on good people. Our people have earned a reputation for going above and beyond to do "whatever it takes" to ensure customer success. It's a reputation we intend to build on. By continuing to invest in training and tools. By continuing to innovate. And by continuing to measure everyone in our organization on customer satisfaction.

Compaq has also created a unique global community – the Compaq Services Network. The Compaq Services Network is an organization of authorized Compaq service providers, resellers and managers who are equipped to provide you with quality solutions through investments in Compaq training certifications, tools and methodologies, and access to an extended portfolio of Compaq branded service solutions.

In fact, our goal is to be the undisputed leader in service customer satisfaction worldwide.

Which is just another way of saying that when it comes to harnessing technology for business advantage, you can depend on Compaq to be thinking ahead, right alongside you.

"The consultants on our team were totally dedicated to seeing this project succeed. There were mornings when I arrived here and had to tell them to go home because they had been here for 24 hours. The net result is that we have capabilities that are unique among cable Internet providers today."

Mike Meyer, General Manager, Oceanic Cable



"Our relationship goes far beyond the typical relationship between a vendor and a client."

Integrus Health



For more information on Compaq Services, contact your Compaq representative. Or visit <http://www.compaq.com/services>

Compaq Computer Corporation is a Fortune Global 100 company, the second largest computer company in the world, and the largest global supplier of personal computers. Compaq and its partners drive engineering excellence and innovation into standardized computing solutions to reduce cost, complexity, and time-to-results.

Compaq develops and markets hardware, software, solutions, and services, including industry-leading enterprise computing solutions; fault-tolerant business-critical solutions; networking and communication products; commercial desktop and portable products and consumer PCs.

The Compaq Services organization provides a single point of accountability for the development and deployment of integrated, best-in-breed IT solutions and lifecycle support for multivendor IT environments worldwide.

Compaq products and services are sold and supported in 114 countries through a network of Compaq professionals and authorized Compaq partners. The company is an industry leader in environmentally friendly programs and business practices.

For more information, please visit
<http://www.compaq.com>

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