



Compaq Unified Messaging Pilot Service

The Fast, Sure Route to Unified Messaging for Your Next-Generation Network Infrastructure

Add voice messaging to Microsoft Exchange — without changing your environment

Using industry-leading unified messaging software, Compaq Unified Messaging Pilot Service unifies all incoming messages — voice mail, e-mail, even faxes — into a single computer screen, regardless of your current voice messaging or PBX system.

Benefits of Compaq Unified Messaging Pilot Service at a Glance:

- **Improve productivity and speed workflow**
- **Manage messages more efficiently**
- **Eliminate multiple discrete message systems**
- **Reduce training time and costs with familiar Windows interfaces**
- **Harness the knowledge contained in Microsoft Exchange**
- **Eliminate the need to carry a laptop just to check e-mail**
- **Good communication is good business**

Integrating smoothly with your current switchboard strategy, Compaq's Unified Messaging Pilot lets you manage voice and fax messages on your computer just as you would e-mail through Microsoft Exchange Server. With a single telephone call, you can also hear voicemail messages, or play e-mail or fax messages using synthesized voice technology. So you can deliver faster, more efficient responses to co-workers, customers, and partners — whether in the office, at home, or on the road.
- **Unify and simplify**

Unified Messaging has obvious benefits in terms of ease and efficiencies, but its true power lies in simplicity. Not only is a single message store simpler to administer, but it also provides a single and universal address directory.
- **Get the message faster with Compaq Services**

When it comes to enterprise messaging, networking, and systems integration, Compaq Services is recognized industry-wide for our proven experience and expertise. Now we are ready to transfer our field-earned knowledge to you, with a flexible pilot service designed to help you build a Unified Messaging solution utilizing industry-leading Unified Messaging software for Microsoft Exchange.

COMPAQ

Better answers

Take off with the Unified Messaging Pilot Service

Utilizing Compaq's proven technical and management methodologies, the Unified Messaging Pilot Service supports the planning and deployment of a functional but bounded solution, composed of Microsoft Exchange Server, up to 50 Microsoft Outlook 98 clients, Unified Messaging software from industry leaders such as Nortel or Lucent, plus a server system, if required.

In addition to the installation and support of these components, the pilot service also features network audit and capacity planning, as well as site and subscriber database planning. We also tune and customize the Unified Messaging server to meet your unique business requirements.

Other components of the Unified Messaging Pilot Service include:

Strong Project Management

A skilled, trained Compaq Services professional guides your Unified Messaging Pilot project from start to finish. Responsibilities include a review of your implementation plans, plus the scheduling and coordination of all pilot activities. Count on your project manager to make sure that the pilot proceeds according to plan, and to address issues as they arise.

Service Delivery Plan

A comprehensive plan reviews all technology and business objectives and clearly defines the roles and responsibilities of pilot participants. The plan also lists all applications to be installed and sets the delivery schedule.

System Setup Review

During this critical phase of the pilot, we evaluate your existing system software, hardware, and network components to confirm that the configuration will support the pilot and ongoing Unified Messaging activities. We also determine where the Microsoft Exchange Server and the Unified Messaging server will be installed.

Functional Requirements Defined

The Compaq Services Pilot team works with you to figure the telephony requirements for your PBX or Centrex system and to ensure your LAN connection to the messaging server provides adequate bandwidth to support the application.

Unified Messaging Installation

As part of the Unified Messaging Pilot Service, we install the Unified Messaging software and the appropriate voice processing card, plus any necessary third-party software.



Take Unified Messaging enterprise-wide, with confidence

The Unified Messaging Service Pilot wraps up with a comprehensive project report that summarizes information gathered and recommendations generated throughout the project.

We detail all components that have been installed and evaluate how the completed pilot measures to the targeted business goals. We also conduct a user survey, so you'll gain a clear understanding of user acceptance and the impact of the Unified Messaging solution on your day-to-day communication activities.

When completed, the Unified Messaging Pilot Service provides a "proof of concept" tailored to your specific environment. Our final report and evaluation lays a solid foundation upon which to build an enterprise-wide Unified Messaging solution.

Learn more

For complete details on the Unified Messaging Pilot Service and other leading-edge network and systems integration services from Compaq Services, call your Compaq Sales representative. Or visit us on the Web: <http://www.compaq.com/services/ngni>

Compaq Computer Corporation shall not be liable for technical or editorial errors or omissions contained herein; nor for incidental or consequential damages resulting from the furnishing, performance, or use of this material. The brochure contains information protected by copyright. No part of this brochure may be photocopied or reproduced in any form without consent from Compaq Computer Corporation.

Compaq, the Compaq logo, and the names of Compaq products referenced herein are registered with the United States Patent and Trademark Office.

Better answers is a service mark of Compaq Computer Corporation.

Exchange, Microsoft, Windows, NT, and Outlook are either registered trademarks or trademarks of Microsoft Corporation.

Lucent is a trademark of Lucent Technologies, Inc.

Nortel is a trademark of Nortel Networks.

Printed in U.S.A. 0074-0499-A Rel.# 299/99 04 64 15.0

© 1999 Compaq Computer Corporation. All rights reserved.

answers