



Compaq's Microsoft Exchange Utility Service

Proven Exchange operations at a predictable cost

Electronic mail is the “can’t do without it” application of the decade, but it can also be a source of hidden costs, uncertainties and user frustration. You can simplify the complexities of managing a global messaging infrastructure with Compaq’s Microsoft Exchange Utility Service.

With this service, Compaq takes full, ongoing responsibility for managing and operating all or part of your global Exchange messaging solution. Our consultants can also help you migrate to an integrated messaging environment based on Exchange. Then they provide the expertise, resources and tools to effectively manage the environment for you from one of our worldwide Operations Management Centers. All for a fixed, per-user monthly fee that gives you more control over your budget – and your time.

With more than 15 years of experience in supporting enterprise messaging solutions, Compaq brings more to enterprise messaging than any other vendor. Our proven track record for rapid deployment, predictable cost structures, solid network security, global coverage, and support for multivendor environments, makes Compaq’s Exchange Utility Service your answer to enterprise messaging.



Once you're up and running, you'll have the flexibility to expand your service offerings to accommodate custom applications, work groups, forums and new categories of users.

Flexibility

Get Up and Running Quickly

Rapid deployment is the hallmark of Compaq's Exchange Utility Service. Within a defined timeframe, Compaq can deliver an Exchange message service to a designated number of users and sites, and commit to providing service to remaining users on an agreed-upon schedule. Each user will have an Exchange mailbox with 40 MB of storage on the server, and can establish their own mail accounts on line.

You can migrate all users to Exchange, or have legacy systems coexist with Exchange. Whatever you choose, Compaq will integrate disparate mail systems and directories into a seamless messaging infrastructure.

If you're transitioning the management of your existing mail system to Compaq, we will also commit to specific dates to complete the move, take ownership of the assets, and manage service availability during the phase-over.

Once you're up and running, you'll have the flexibility to expand your service offerings to accommodate custom applications, work groups, forums, and categories of users.

Gain Control Over Budgets with Fixed, Predictable Costs

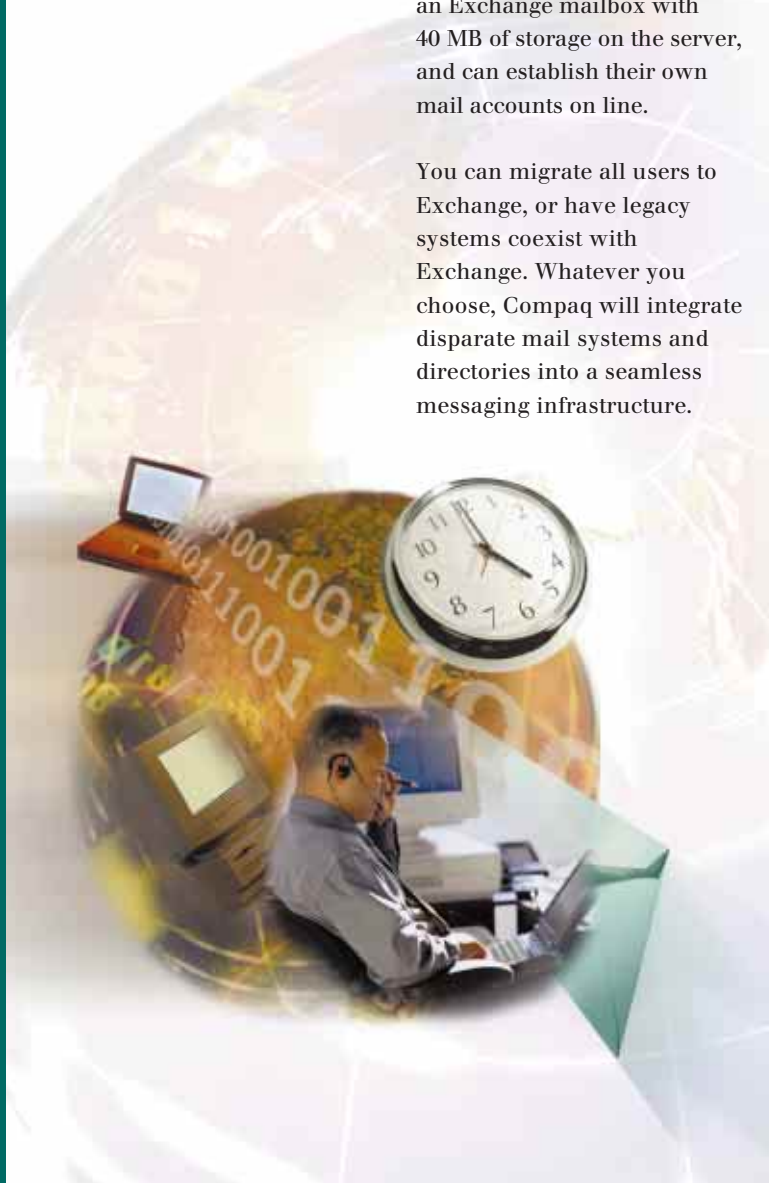
With Compaq's Exchange Utility Service, you won't have to invest in hardware, hire skilled system administration staff, or process endless change orders. Compaq will do it all for you for a fixed, per-user monthly fee. Budgets and forecasts are as simple as projecting your employee headcount and service requirements. And, you'll have a cost-effective way to communicate and collaborate with employees, partners and suppliers.

Guarantee Continuous Mail Service Across the Globe

The Exchange Utility Service guarantees up to 99.7% availability, which means that users will have mail services available on a 24x365 basis. We provide this high level of service through redundant hardware configurations, load balancing tools and "anticipative" management. And, by monitoring service usage and planning with you for anticipated demand, we can ensure top system performance.

Compaq's worldwide presence makes it one of the few vendors capable of delivering consistent, quality services to users, no matter where they're located. With Operations Management Centers around the world and 25,000 service professionals, you can be assured of the most responsive service. When problems occur, our Help Desk works to resolve the issues, escalating the problem to technical experts, when needed.

Compaq Services provides a full range of support services for your global messaging environment; including network and systems management, security, help desk services for your end users and technical specialists, as well as support for remote and mobile users.



COMPAQ offers complete Messaging and Collaboration Lifecycle Services: Planning/Design, Migration/Integration, and Management.

COMPAQ Messaging and Collaboration Management Services

HELP DESK	INTERNET/INTRANET/EXTRANET		MESSAGING & COLLABORATION
<ul style="list-style-type: none"> • Tier 1, 2, 3 • Self Help • Diagnostic • Asset Management • Subscription Management 	<ul style="list-style-type: none"> • Web Hosting • E-mail Server • Systems Management • Usage Analysis • Network Provisions • Mirroring • Content • Firewall/Tunneling • Encryption • Remote Access Management 	<ul style="list-style-type: none"> • Web Server Hardware • Web Server Software • Billing • Domain Name Services & Registration • Network Management • Remote Systems Management • Policies & Procedure • ISP BackOffice • Statistics • Application Management 	<ul style="list-style-type: none"> • E-mail • Workflow • Collaboration • Chat • Global Addressing • Public Folders

Expertise

Secure Your Exchange Environment

You can establish specific authorizations and administrative privileges for different employee populations, and adjust these authorizations and privileges through a controlled and auditable process. Compaq will coordinate a security policy with your security administration, to ensure that only authorized users and mail types are allowed into the system.

Benefit from Compaq's Exchange Expertise

With its acquisition of Digital Equipment Corporation, Compaq has more than 15 years of experience supporting enterprise messaging solutions. A customer base of over 7 million mail users worldwide – including over 3 million

Microsoft Exchange users – and its own Exchange implementation with over 80,000 users, is proof that Compaq brings more experience to the Exchange environment than any other vendor. With more than 2,500 Microsoft Certified Professionals – 1,600 are Microsoft Certified Systems Engineers – Compaq is uniquely positioned to deliver the Exchange services you need for a successful implementation.

This experience, backed by proven methodologies and worldwide service capabilities, forms the cornerstone of the Microsoft Exchange Utility Service.

Compaq: Your Single Source for Exchange Services

While the Exchange Utility Service helps you deploy

and manage your Exchange environment, Compaq can also help you plan, design and build an efficient and effective enterprise messaging solution. And our industry-leading Exchange integration services make sure Exchange integrates with your corporate infrastructure.

FutureSourcing: A New Way to Outsource

The Exchange Utility Service is just one example of FutureSourcing with Compaq. FutureSourcingSM goes beyond the traditional outsourcing of legacy systems to include the implementation and management of the latest technology. For new solutions being deployed and managed in your company, FutureSourcing is a way to lessen the risks, costs and worries from day one.

So let Compaq meet your outsourcing needs – for Exchange or other solutions critical to your company. Working side by side with an experienced and trusted partner is the fastest path to implementation and surest path to success.

To learn more about Compaq's outsourcing and operations management services, visit us on the Web at:

www.digital.com/services/oms

The Compaq Microsoft Exchange Utility Service includes:

Features

Benefits

Basic Service

Exchange Deployment	
Rapid and timely implementation	Service to designated number of users
An Exchange mailbox for each user	Simple, on line user registration and 40 MB of storage on the Exchange Information Store
Public Folders	Collaboration between users
Exchange Management	
A fixed per-user, per-month fee	Controlled, predictable costs
24x365 monitoring and management of Exchange servers	Ensures server availability and message delivery
Message delivery guarantee	Defined time limits based on service level agreement
Service Guarantee	Guaranteed greater or equal to 99.7%
Security	A secure server environment with established authorizations and administrative privileges
Multivendor, 24x365 support with expert technical assistance for problem resolution environment.	Round-the-clock-monitoring and response for the Exchange environment. Technician on-site within four hours.
Global Coverage	Local service offices in more than 100 countries and Operations Management Centers around the world support the global mail environment.
Level 2 Help Desk Service	Provides technical support to help desk staff for software configuration, installation, interoperability, and usage questions
Level 3 Help Desk Service	Includes technical support for complex application-level issues
Satisfaction surveys and statistical reports	Tracks activity volumes and utilization patterns. Weekly message delivery reports, daily reports on help desk call status
Expandability	Accommodates custom applications and added work groups or user categories
Access management services	Support for moving mailboxes between servers, as necessitated by business requirements or technical needs (load balancing and computer adjustments)
Administration of and access to directory services	Includes a global address list with entries for all users and/or third parties
Administration of and access to Public Folders	Access to shared information

Customized Service

Integration and migration services	Integration of Exchange with existing mail services, or migration to complete Exchange environment
Level 1 Help Desk support (Direct end-user support)	Improved user productivity
Exchange integration services for fax, pager, telephony	Enhanced capabilities and productivity for remote and mobile users
Compaq Expeditor workflow and document management add-on service	Improved project team collaboration
PC Utility*	Control total cost-of-ownership for desktop systems
Additional storage space	Scales to accommodate changing business requirements

*A customized range of desktop services, priced per seat, per month. Includes hardware and software acquisition, staging, installation, user training, user and technical support, technology refresh, and asset management.

Compaq Computer Corporation is a world leader in open client/server solutions, from personal computing to integrated worldwide information systems. Compaq provides you with a single point of contact for every aspect of your Internet-enabled environment, and offers you a range of life cycle support services, to help your organization compete and win in today's global marketplace. Compaq believes the information in this publication is accurate as of its publication date; such information is subject to change without notice. Compaq is not responsible for any inadvertent errors. Compaq conducts its business in a manner than conserves the environment and protects the safety and health of its employees, customers, and the community.

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