Q (Compaq logo)

Configure-to-Order
Siebel Solutions
Integrated Applications For Federal Agencies

One of the key goals of government agencies is to deliver higher levels of "customer" service. Now that goal can become a reality with Web-based solutions from Siebel and Compaq.

ProLiant

Alpha

Windows NT

Tru64 UNIX

Working together, industry leaders Compaq and Siebel deliver comprehensive hardware and software solutions. Siebel provides the closed-loop systems and Compaq provides the end-to-end platform solutions — from laptops to application and database servers — running on both Windows NT and UNIX.

What's more, *Compaq Custom***Systems** provides configured-to-order platforms and comprehensive factory integration and delivery capabilities to *accelerate the pace of deployment while reducing risk.*

Benefits

→ Get down to business quickly with Siebel solutions on *Compaq AlphaServer* and *ProLiant* systems running *Tru64 UNIX* or Windows NT®

→ Cut implementation time with factory-integrated solutions

→ Focus on your core expertise while responding to rapid growth

Packaged in a space-saving cabinet like the one shown here, each platform contains 64-bit Alpha processors or ProLiant servers — or both! When it arrives at your site, the platform is ready to plug in, power up, and load your choice of Siebel application software.

COMPAQ | **SIEBEL**

Complete call center and customer service solution

Siebel Public Sector is a complete call center and customer service solution that enables national and local government agencies to be more responsive to customer needs.

Siebel Public Sector

→ Details and tracks customer profiles and problems

→ Provides access to knowledge bases

→ Automatically assigns problems to the most qualified agent

Siebel Public Sector includes built-in computer telephony integration (CTI) to ensure maximum call efficiency, along with dynamic call scripting and workflow management to ensure best practices and procedures.

Web-based self-service

Customers can enter new requests for service, update existing requests, track progress, and access problem resolution tools using standard Web browsers or email. Information entered through the Web browser or email is available immediately to the agency's call center users.

Learn more at the Siebel Website: **www.siebel.com**

Full lifecycle services

Compaq Services offers full lifecycle services for enterprise applications from Siebel Systems.

We provide turn-key implementation projects for systems based on NT, mixed NT and UNIX environments, and UNIX-based SAP systems — giving you a single accountable partner for your complex implementation. In addition, you benefit from our experience as the undisputed leader in sales of NT-based server platforms for Siebel.

Factory integration — no surprises

Let's face it, it's better to assemble and test complex solutions in a controlled environment where problems can be quickly identified and easily remedied. That's why we build your *Configure-to-Order* Siebel solution in our ISO 9001 certified manufacturing facility.

Delivered fully assembled and tested
Factory-integrated, tested, and shipped in space-saving cabinet configurations, the solution arrives at your site fully assembled and ready for you to load your choice of Siebel applications. Or, if you prefer, we can factory load and test the Siebel applications.

International Competency Center

Compaq and Siebel have established an International Competency Center at Siebel Systems headquarters in San Mateo, California, to conduct performance and benchmark tests, offer pre-sales system sizing and integration services, and deliver post-sales support. The center is also used to test and integrate systems management software with Siebel Enterprise Applications to optimize solutions prior to deployment.

To find out how you can leverage the Compaq Siebel International Competency Center for your Siebel implementation, call 650-295-5595.

For More Information

TOLL-FREE PHONE: **1-800-344-4825** WEBSITE: **www.compaq.com/customsystems** E-MAIL: **customsytems@compaq.com**

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