COMPAQ

Create a facility that maximizes information technology availability and protects corporate assets

In today's complex, distributed environments, the facility itself is a critical component of Enterprise IT. Through Facility Consulting and Site Services, Compaq helps you create a facility infrastructure that supports optimal IT performance, increases IT availability, and lowers your operating costs.
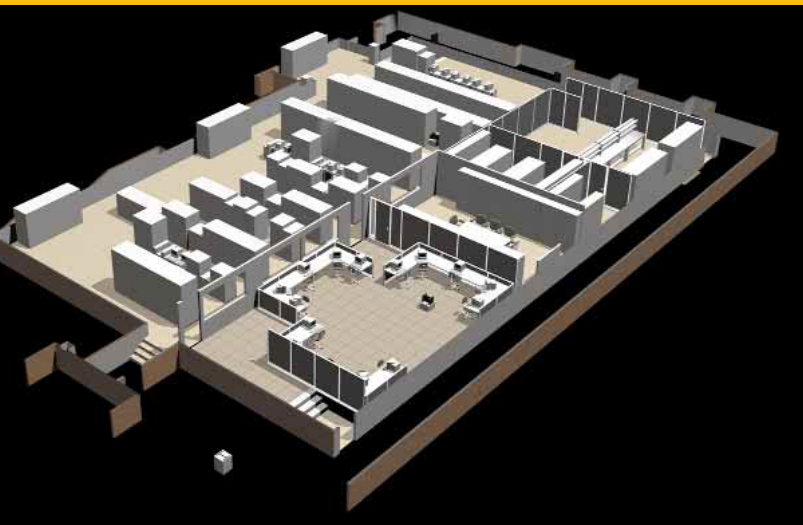
With Facility Consulting and Site Services, which are available in the United States and Canada, Compaq helps you to plan, design, and build or renovate:

- Technology-intensive facilities such as data centers, call centers, and intranet server facilities.

- Workspace environments that support distributed IT: for example, in office buildings, college campuses, or manufacturing facilities.

- Power management and environmental solutions that help ensure IT availability and safeguard IT resources from damage and downtime.

- Compaq provides a single point of accountability for your facilities program: design, engineering, construction, implementation, and vendor and project management.

Benefits

- *Reduce implementation risk.* Compaq expertise ensures rapid, reliable deployment of facility solutions at a predictable cost and with minimal disruption of your routine operations.

- *Allow IT to perform optimally.* Reduce downtime and operating costs by eliminating facility-based causes of IT outages.

- *Create a flexible infrastructure.* that can readily accommodate change and growth.

optimize

The facilities challenge: IT is everywhere

With the rapid growth of distributed computing, information technology now permeates every corner of the organization. The number and variety of technology-intensive facilities has multiplied to include not only data centers, but other specialized facilities as well – such as customer call centers and on-site print centers.

In addition, as computing and communications functionality is pushed out to the desktop via high-speed networks, IT is everywhere: including the walls, ceilings, and virtually every workspace.

Your facility: A key IT component

Compaq views the facility infrastructure as a critical component of the enterprise IT environment. Like any IT component, the facility can accelerate your progress toward achieving key IT operations and business goals. For example, if you want to offer a premium 24x365 service to your customers, you need a power management solution that ensures your critical business systems are highly available.

We offer facilities expertise in four key areas

To help you address these challenges, Compaq offers a complete portfolio of Facility Consulting and Site Services. Working with a select number of partners – all specialists in IT facility design and construction – we create best-in-class facility solutions within key areas of specialty.

Technology-intensive facilities

We plan, design, and manage the construction, upgrading, and/or renovation of technology-intensive facilities such as:

–Data centers

–Network operations centers

–Telecommunication rooms

–Server rooms

–PBX facilities

–Security stations

–Customer call centers

–Internet/intranet server facilities

–Training centers

–Print centers

–Conferencing facilities

Work environments

We design and build infrastructures that support IT in facility-wide work environments such as office buildings, manufacturing sites, college campuses, and medical centers.

Strategic power management

We plan and implement power management solutions that allow you to:

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Reduce your exposure to power disturbances – the most common cause of downtime and data loss.

•
Protect IT assets from damage caused by power disturbances.

•
Use electrical power more efficiently, thus reducing costs.

•
Remotely manage and monitor power that supports your critical business operations.

•
Create redundant power capabilities to ensure 24x365 IT availability.

Environmental protection and security solutions

We create environments that support lights-out facility management while also reducing your exposure to a wide range of natural and man-made threats.

Reduce your risks

IT facility design and construction requires expertise in many disciplines, as well as the tight coordination of multiple resources. Mistakes can have a devastating impact, causing project delays, cost overruns, and downstream remedial costs. Compaq – with its extensive project management experience, proven methodology, and productivity-enhancing tools – can help ensure the success of your facilities project. We do so by accelerating your time-to-results, effectively managing project costs, and minimizing disruptions to your ongoing IT and business operations.

Leave the details to us

Compaq can act as the single point of accountability and communication for your most complex facilities needs. Drawing on our network of experienced partners and suppliers, we assemble a "virtual team" of highly skilled professionals – architects, engineers, space planners, and contractors – carefully matching each contributor's skills to the project requirements.

Compaq Facility Consulting and Site Services

Consulting Services	Design and Engineering	Construction and Project Management
Program Development	Architectural Design	Program/Project Management
Master Planning	Space Planning	Procurement
Strategic Facilities Planning	Audio/Visual Design	Vendor Management
Budgeting	Interior Design	Regulatory Agency Reviews and Compliance
Facility Audits	Detailed Cost Surveys	Permits and Licenses
Power Quality Analysis	Structural Engineering	Submittals and Drawing Reviews
IT Facility Planning	Electrical Engineering	Project Scheduling
Feasibility Studies/ Site Selection	Mechanical Engineering	On-site Supervision
Disaster Recovery Consulting	Fire Protection Engineering	Project Accounting
Relocation Planning	Communications Engineering	Quality Assurance, Inspections, and Testing
Security Planning	Conceptual Layouts	Training
Interim Use Center Planning	Hardware Planning	Management and Maintenance Programs
	Site Monitoring Systems	

Your Compaq team works under the direction of a senior program manager who is responsible for all aspects of the project: budgets, schedules, vendor management, change management, quality management, and reporting.

Our collaborative style ensures that your staff is actively involved in high-level project decisions. However, because Compaq handles all the project details, your personnel are free to focus on their day-to-day duties.

Reduce your operating costs

A Compaq-designed facility pays for itself by significantly reducing your operations costs over time. Potential savings include:

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Reducing IT damage caused by power disturbances such as power surges, spikes, and blackouts.

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Reducing electrical power costs through efficient power management.

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Reducing facility-related downtime and associated costs: lost revenue, reduced employee productivity, and IT recovery costs.

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Reducing HVAC[1] costs through remote, automated environmental monitoring and control.

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Reducing casualty losses (from theft, vandalism, fire, flooding, etc.) that can result from inadequate facility monitoring.

Increase IT availability

In many environments, such as semiconductor manufacturing and international funds transfer, IT resources must be available around the clock. When you are creating a high-availability environment, Compaq helps you build one of the essential components: a safe, efficient, and highly reliable facility.

[1]Heating, ventilation and air conditioning

Our approach: Flexible, fast-moving, and in control

Because of the complex, dynamic nature of information technology, facility design requires a flexible, iterative design process. Yet you also need to keep a tight rein on budgets and schedules. Compaq's proven methodology – which incorporates rigorous risk-management and quality-assurance procedures – enables us to shorten your time-to-results, enforce budget discipline, and ensure a high-quality solution.

For example, using computer-based tools, your Compaq team can quickly generate a range of design options for you to consider at each stage of the design process. They can evaluate the cost and scheduling implications of different design scenarios. And they can implement project components in parallel while tracking and managing interdependencies.

A proven methodology

The Compaq solution methodology – which has evolved from our long experience in facilities design and construction – is summarized below.

Definition Phase

The Compaq team works with you to identify the business and IT objectives that are driving your facilities needs. We conduct extensive interviews with IS staff to ensure that the proposed design accommodates your real-world workflows. Based on this initial input, an architect creates concept designs for your facility.

Analysis Phase

The Compaq team identifies various solution approaches, evaluates potential sites, develops a budget based on the conceptual designs, and documents the proposed solution.

Design Phase

The team refines the selected design – to ensure it provides the required capability and capacity – and creates a detailed design document.

Implementation Phase

We develop detailed implementation plans, engage vendors and subcontractors, and manage all aspects of facility construction.

Project Commissioning Phase

The Compaq team tests the solution, conducts staff training, obtains a Certificate of Occupancy, and delivers facility documentation.

Why choose Compaq?

Working closely with partner firms, Digital Equipment Corporation (which was acquired by Compaq in 1998) has helped clients plan and implement successful facilities projects in virtually every major industry. Today, Compaq draws on that cumulative expertise to address your facilities challenges. In fact, Compaq is uniquely qualified to plan, design, and deliver a wide range of enterprise IT solutions with a strong focus on Windows NT and mixed NT/UNIX environments. Our capabilities include: next-generation networks and Internet infrastructures, migration to Windows NT and Microsoft Exchange, NT-based enterprise applications, Web commerce, and service and support for multivendor IT environments.

For customers who prefer an experienced services provider to manage their entire IT environment (or some portion of it), we offer FutureSourcing℠ operations management services. The Compaq Services organization includes more than 27,000 service professionals in 114 countries – as well as a global network of channel partners. With these resources in place, we can support your IT needs wherever you do business.

Take a closer look

We would like to discuss your facility challenges and needs. And we welcome the chance to present some of our recent successes. Your Compaq Account Manager can arrange for you to meet with a Facilities Consultant from our Business Continuity Solutions organization, or send us e-mail at:
Business.RecoveryServices@digital.com
We also invite you to visit our web site at:
www.digital.com/services/oms.