



Compaq Services

Always Thinking Ahead

Integrated Call Center Solutions for the Communications Industry



COMPAQ

Better answers

Transform your vision into reality

Maximize every customer interaction

- Use all the information within your company to *proactively manage relationships*.
- *Earn customer loyalty* by providing a rich array of services that are personalized, timely, and easy to use.
- *Support the full spectrum of customer care* with one efficiently managed infrastructure.
- *Leverage automation* to serve a fast-growing customer base without increasing headcount.
- *Deploy new call center capabilities* rapidly and reliably.
- *Maximize past and future investments* by integrating the call center with legacy applications and next-generation infrastructures.
- *Work with a proven partner* who can design, implement, integrate, and manage your solution.

In your mind's eye, you know exactly what the ideal customer call center looks like: It's a powerful tool for managing customer relationships and spotting market trends. It's a revenue engine, the gateway to E-commerce. It's a highly adaptive environment that positions you to deliver innovative services based on next-generation technologies. Now, how do you transform your vision into reality?

Compaq Services has a straightforward answer: Integration. Compaq Call Center Solutions for the Communications Industry allow you to fully integrate and optimize the diverse components of your call center environment including: telephony infrastructure, network and Internet infrastructure, database and computing platforms, customer care applications, customer intelligence, related business systems, and the human interface.

With a unified call center solution in place, you can manage customer relationships with greater immediacy, insight, and control.

A complete call center solution

Our pre-integrated solutions accelerate deployment and enhance reliability

In creating a call center, you face a dizzying array of vendor products. Some of these are excellent; many are not. Some work well together; others don't. The benefits of a well-designed product may be outweighed by a vendor's record of poor service or financial uncertainty.

"The best of the best"

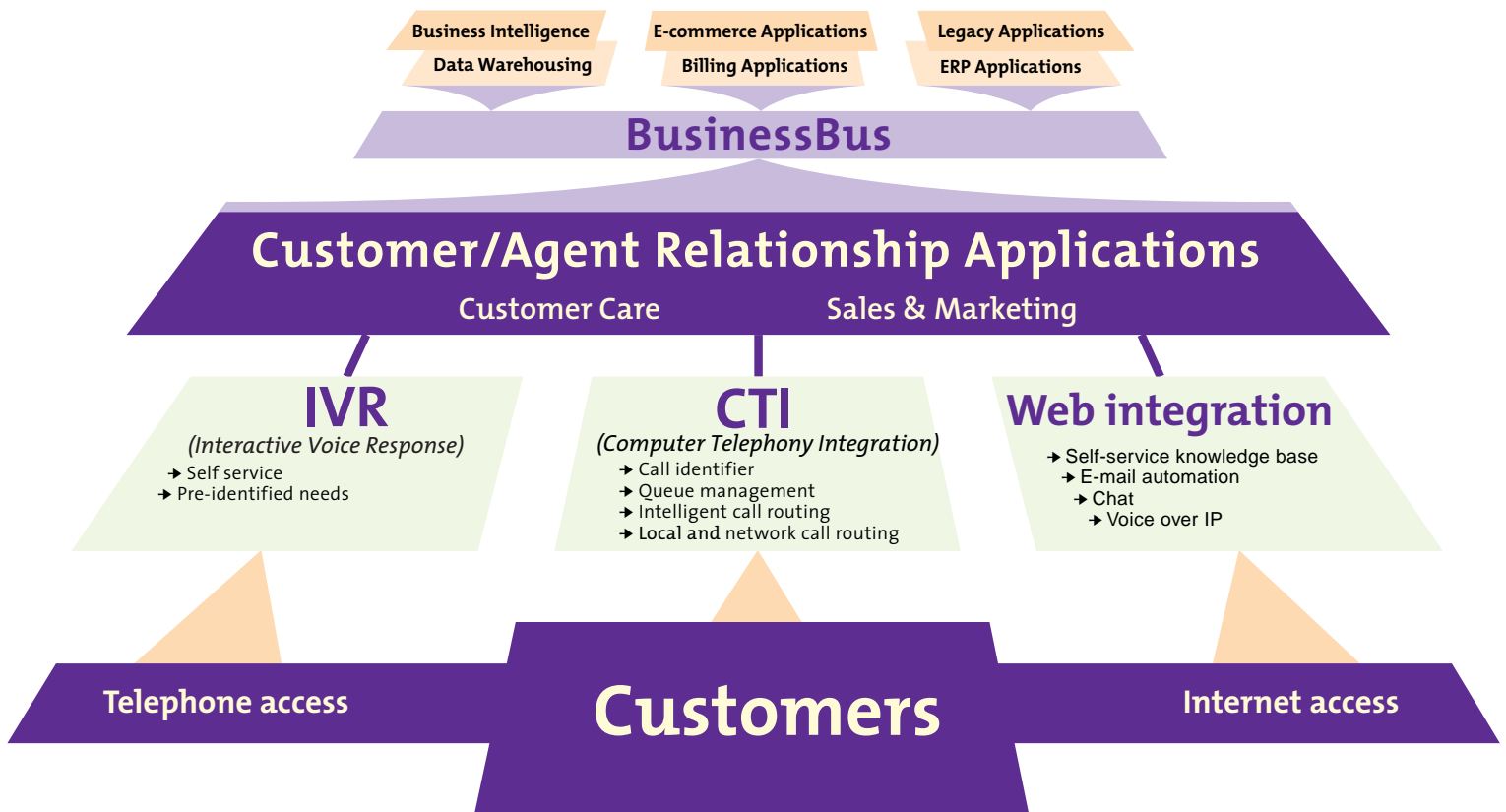
Compaq Services has taken the guesswork and risk out of the selection process. We have chosen "the best of the best" products and enhanced their value by pre-integrating them with other high-quality call center components, as shown in the table to the right. Then we test and tune the solution for performance characterization and configuration sizing.

Because much of the integration work has already been done, this approach speeds deployment, ensures accurate solution sizing, and provides a high level of solution reliability. As a result, the

solution team can focus on the custom aspects of your project, for example, integrating your call center solution with legacy applications using our Compaq BusinessBus middleware products.

Depending on your needs and timetable, your call center solution may incorporate one, two, or several key components.

These call center components...	...integrate these partner products
Customer/Agent applications – Customer care – Sales and marketing	Clarify or Siebel
Computer telephony integration	Genesys, GeoTel, or Compaq CAM
Interactive voice response	Edify or InterVoice
Web integration	Compaq NetACD
Operating platform	Windows NT Tru64 UNIX



Our solution approach

How we work is as important as what we do

A proven methodology

Compaq's flexible solution architecture and proven methodology allow you to focus on your most pressing challenges first. You can start by implementing a single call center application, or you can develop a comprehensive, multifunction solution.

Lifecycle services

Through a comprehensive portfolio of IT services, we can architect, design, implement, and manage your call center solution.

Vision and goals. The Compaq team helps you identify the business, operational, and technology issues that are driving your call center initiative. Examples include: introducing next-generation services, increasing customer retention rates, preparing for E-commerce, accelerating the rollout of revenue-generating services, and implementing a "follow the sun" support strategy. Working together, we define your solution goals and help you prioritize your investments.

Solution architecture and design. We architect and design a highly available solution that addresses current requirements and accommodates future growth plans.

Pilots. We can quickly implement a pilot to demonstrate proof of concept.

Solution and legacy integration. We integrate all the components of your solution and then integrate the solution with other applications such as billing, telemarketing, and E-commerce.

Implementation. Under the guidance of a skilled project manager, we deploy your solution at multiple sites worldwide, via a phased or full-scale rollout.

Enhancements and upgrades. As your needs change, we can quickly add new functionality, migrate applications, and expand the capacity of your call center solution.

High-availability services. We offer services to help ensure that the systems, networks, and applications underlying your call center solution are highly available.

Operations management services. We can host and manage your call center infrastructure and applications so you can focus on your core business.

A collaborative style

The best integration solutions are the result of talented people working together on a common challenge. That is why our working style is highly collaborative and iterative. Our solution approach ensures:

Knowledge sharing. Your solution reflects the expertise of all key contributors: your organization's experts, Compaq's consultants and architects, and our solution partners.

Smart choices. At every stage, we quickly evaluate diverse approaches to choose the best course of action.

Speed. Through constant communication and frequent milestones, we keep your project on track.

Control. You are fully involved in decision-making but don't get bogged down in the details.

The benefits of true integration

We help you create a seamless and highly productive call center environment

With Compaq Services, “integrated” means that all the components of your call center work seamlessly with each other and with related business applications. A Compaq-designed solution delivers a wide range of business, operational, and cost benefits.

Proactively manage relationships

- Personalize service. Make the transition from reactive customer support to proactive relationship management.
- Cross-sell products and services based on your knowledge of the customer’s environment, history, and preferences.

Take a customer-centric approach

- Ensure “one touch” access and consistent service quality regardless of the customer’s chosen medium: voice, fax, e-mail, or Internet.
- Increase customer self-reliance by providing automated information and tools such as voice response systems, e-mail and fax-back services, and Web knowledge bases .

Support the full spectrum of customer care

- Handle pre-sales, telesales, service, help desk, and collections from a single, efficiently managed infrastructure. Multiple sites can serve as a “virtual call center.”

Increase agent effectiveness and productivity

- Intelligently route each call, along with complete customer information, to the most appropriate agent.
- Enhance agent performance via scripting, automated processes, and other tools.

Accelerate time to results

- Get up and running fast, with minimal risk and disruption. Our project methodology is optimized to ensure rapid, reliable deployment.

Integrate everything

- Integrate all the technology that touches your call center: telephony, networks and Internet infrastructure, customer care, sales and marketing, business intelligence, and other legacy applications.
- Prepare for the future. Solutions can be readily adapted to next-generation infrastructures and applications.

Cover the complete solution lifecycle

- Compaq Services can plan, design, implement, support, and manage your call center solution.

What do we mean when we say *integrated*?

We bring together all the resources and technology required to create a complete call center solution.

We have pre-integrated key solution components to speed deployment and ensure reliable operation.

We integrate your call center with other applications including business support systems, network and service management, and legacy systems.

We manage all aspects of your project, providing a single point of accountability.

Our credentials

We offer expertise, experience, and global resources

Industry expertise. Compaq has delivered hundreds of industry-specific solutions for communications companies worldwide, including large, global operators and new entrants alike. Our areas of specialty include:

- Business support and customer care solutions
- Fraud management solutions based on our widely used CFMS software
- Intelligent network (IN) solutions based on Compaq DECss7
- Network and service management solutions based on Compaq TeMIP, our standards-compliant software for TMN (telecommunications management networks).

Cross-industry integration expertise. Beyond our industry focus, we have extensive experience planning and implementing horizontal technology solutions, with a strong emphasis on E-commerce and supply chain integration. Areas of expertise include:

- Internet and networks infrastructure
- Applications architecture, development, and integration
- Messaging, collaboration, and Windows NT migration.

A next-generation focus. We are helping customers formulate IT strategies and solutions that will leverage next-generation technologies to achieve competitive advantage.

Windows NT and UNIX expertise. Compaq is the undisputed industry leader in Windows NT deployment and integration. Designated as Microsoft's first Prime Integrator, we have built the largest NT-certified workforce in the world: more than 3,000 service professionals. Our staff also includes more than 3,000 UNIX engineers.

Global service delivery. Compaq has more than 550 locations in 114 countries. With our knowledge of local languages, customs, and business practices, we can plan, deliver, and support customer call center solutions wherever you do business.

For more information

Compaq Services is one of the world's leading providers of IT services. We help customers architect, design, integrate, implement, and manage the operation of their global, distributed IT environments.

We welcome the opportunity to discuss your call center challenges and present some of our successes.

For more information, contact your Compaq Account Team or visit our Web site at:

www.compaq.com/services/industry/communications



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