

Simplify the operation of your messaging infrastructure

HOW WOULD YOU RATHER SPEND YOUR TIME: RUNNING YOUR MESSAGING OPERATION, OR RUNNING YOUR BUSINESS? MAINTAINING THE SKILLS NECESSARY TO MANAGE AND SUPPORT ENTERPRISE MESSAGING AND COLLABORATION SYSTEMS—AND KEEPING THEM TECHNOLOGICALLY CURRENT—MAY NOT BE CORE TO YOUR BUSINESS. BUT IT IS TO OURS. COMPAQ SERVICES HAS THE EXPERTISE, RESOURCES, AND TOOLS TO TAKE FULL RESPONSIBILITY FOR MANAGING ALL—OR ANY PART—OF YOUR MESSAGING INFRASTRUCTURE.

Messaging and Collaboration Management Services

BENEFITS

- **Reduced total cost of ownership**—Realize significant cost savings by reducing the personnel, fixed assets, and overhead required to manage, support, and keep your enterprise messaging infrastructure current.
- **Freedom to focus on core business competencies**—Turn your energies and resources where they can have the biggest impact on your organization.
- **Rapid implementation**—Take advantage of our extensive experience to make mail consolidation and migration fast and painless.
- **Agility to support changing applications and environments**—Create a messaging and collaboration system that has the flexibility to grow or change in parallel with your business needs.
- **Quality, multivendor 24x365 support that is consistent on a global basis**—Trust your operations to a company that has delivered enterprise messaging solutions in more than 50 countries.
- **Strong network security**—Protect your communication networks by leveraging our firewall, filter, and tunnel management experience.

Compaq provides unparalleled multivendor global coverage

MANAGING THE COMPLEXITIES

IN TODAY'S FAST-PACED GLOBAL MARKET, YOU HAVE PEOPLE IN DIFFERENT COUNTRIES WHO NEED TO COMMUNICATE EASILY AND RESPOND TO QUICKLY CHANGING CONDITIONS. TIME ZONES AND DISPARATE SYSTEMS CAN'T BE BARRIERS. YOU'RE FACED WITH A GROWING NUMBER OF APPLICATIONS, DOCUMENT TYPES, PLATFORMS, OPERATING SYSTEMS, AND NETWORKS. THE PROLIFERATION OF DESKTOP AND MOBILE COMPUTERS—COUPLED WITH CLIENT/SERVER COMPUTING AND THE INTERNET—ADD TO THE MANAGEMENT CHALLENGE.

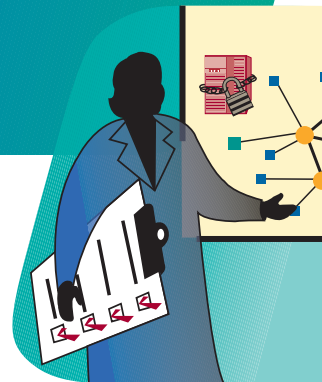
THE GOOD NEWS IS THAT YOU CAN EASILY ADD THE CAPABILITIES YOU MAY NOT HAVE—WITHOUT HAVING TO BUILD THEM YOURSELF. COMPAQ PROVIDES ONE POINT-OF-CONTACT FOR LIFECYCLE MESSAGING AND COLLABORATION REQUIREMENTS WORLDWIDE. AS A RESULT, YOU CAN HAVE AN INFRASTRUCTURE THAT IS READILY SCALABLE TO MEET YOUR CHANGING BUSINESS REQUIREMENTS. YOU'LL INCREASE THE AGILITY OF YOUR ORGANIZATION AND BE POISED TO TAKE ADVANTAGE OF NEW MARKET OPPORTUNITIES.

CONSOLIDATING MULTIPLE E-MAIL SYSTEMS

In today's era of mergers and acquisitions, ending up with multiple, disparate mail systems is common. They are, however, unwieldy to manage and expensive to maintain. We can help you combine your various mail systems and directories into one seamless, easy-to-manage messaging and collaboration system that supports your users worldwide. And we team with industry-leading applications providers and systems integrators to build and manage a messaging infrastructure that meets your needs.

"We single out Compaq Computer Corporation's messaging services as exemplary of what we call the top-tier outsource service vendors... Compaq understands the overall outsource value proposition, especially with its recent Microsoft Exchange Utility Services, and has built a reliable infrastructure that will promise scalability, availability and performance well into the 21st century."

—NINA BURNS, CEO
CREATIVE NETWORKS, INC.



COMPAQ OFFERS COMPLETE MESSAGING AND COLLABORATION LIFECYCLE SERVICES: PLANNING/DESIGN, MIGRATION/INTEGRATION, MANAGEMENT AND SUPPORT.

Compaq Messaging and Collaboration Management Capabilities

HELP DESK

- TIER 1, 2, 3
- SELF HELP
- DIAGNOSTICS
- ASSET MANAGEMENT
- SUBSCRIPTION MANAGEMENT

INTERNET/INTRANET/EXTRANET

- WEB HOSTING
- E-MAIL SERVER
- SYSTEMS MANAGEMENT
- USAGE ANALYSIS
- NETWORK PROVISIONING
- MIRRORING
- CONTENT
- FIREWALL/TUNNELING
- ENCRYPTION
- REMOTE ACCESS MANAGEMENT
- WEB SERVER HARDWARE
- WEB SERVER SOFTWARE
- BILLING
- DOMAIN NAME SERVICES & REGISTRATION
- NETWORK MANAGEMENT
- REMOTE SYSTEMS MANAGEMENT
- POLICIES & PROCEDURES
- ISP BACKOFFICE
- STATISTICS
- APPLICATION MANAGEMENT

E-MAIL

- E-MAIL
- WORKGROUP
- COLLABORATION
- CHAT
- GLOBAL ADDRESSING
- PUBLIC FOLDERS

CREATING SECURE, INTEGRATED MAIL SYSTEMS

A highly secure messaging and collaboration environment, one that's characterized by speed and availability, can dramatically increase your competitive advantage. Compaq is a worldwide leader in firewall, filter, and tunnel implementation and management. As a result, you'll be able to communicate securely—not only within your organization, but also with selected vendors, customers, and partners.

SAVINGS IN TOTAL COST OF OWNERSHIP

Many corporate IT staffs lack the technological breadth and depth to achieve the infrastructure integration necessary to fully exploit the potential of today's technologies. Through technical excellence and a global presence, Compaq can enhance the productivity, availability, cost-efficiency, and consistency of your IT infrastructure. By leveraging Compaq's expertise, experience, resources, and economies of scale, you can create a competitive advantage and lower the total cost of ownership of your messaging and collaboration system.

GLOBAL 24X365 SUPPORT FOR ENTERPRISE MESSAGING SYSTEMS

Compaq is one of the few organizations capable of delivering consistent quality services around the world. We have local service offices in more than 100 countries and Operations Management Centers in the Americas, Europe, and Asia/Pacific that provide support for the management of global environments. This means that we can provide a full range of support for your messaging environment, including network and systems management and security, as well as help desk services for your end users and technical specialists—around the clock and around the world.

COMPAQ'S MICROSOFT EXCHANGE UTILITY SERVICE—PROVEN EXCHANGE OPERATIONS AT A PREDICTABLE COST

While e-mail is today's must-have application, it can be a source of hidden costs, uncertainties and user frustration. Now you can simplify the complexities of managing your 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. We can also help you migrate to an integrated messaging environment based on Exchange. You can migrate all users to Exchange or have your existing e-mail systems coexist with Exchange. Either way, we will integrate disparate mail systems and directories into a seamless messaging infrastructure. Then we'll provide the expertise, resources, and tools to manage your environment from one of our worldwide Operations Management Centers—all for a fixed, per-user monthly fee!

GET UP AND RUNNING QUICKLY

Rapid deployment is the hallmark of Compaq's Exchange Utility Service. Within a defined timeframe, we can deliver an Exchange messaging service to a set number of users and sites, and commit to proving service to remaining users on an agreed-upon schedule. Once you're up and running, you'll have the flexibility to expand your service to accommodate custom applications, work groups, forums, and more.

Gain control over your budget and time with fixed, predictable costs. With Compaq's Exchange Utility Service, you won't have to invest in hardware, hire skilled system administrators, or process endless change orders. We'll do it all for you for a fixed, per-user monthly fee. So budgets and forecasts are as simple as projecting your employee headcount and service requirements!

FUTURE SOURCING(sm)- A NEW WAY TO OUTSOURCE

You need more than simply a way to offload legacy assets and operations. You need a way to leverage new technology. Faster. With less risk and lower cost. And with more control.

Compaq can provide you with the messaging management capability, capacity, and global around-the-clock coverage you need to move forward. So you can be free to focus on critical application issues that are core to your business—such as Year 2000 compliance, European Monetary Union (EMU) considerations, intranet implementations, enterprise application deployments, and electronic commerce.

FutureSourcing allows you to outsource selectively. We'll design a custom messaging infrastructure management solution based on your specific requirements for security, data storage and backup, network and facility costs, end-user support requirements, disaster recovery, and scalability.

We can manage your site remotely, at your site(s)—or you can have your infrastructure located and managed at a Compaq Operations Management Center. You decide.

PROVEN EXPERIENCE AND STRATEGIC ALLIANCES

Compaq has been a leading provider of electronic mail solutions for more than 17 years—with more than nine million e-mail users in our customers' organizations and more than 101,000 seats in our own worldwide organization. Benefit from our experience, which includes:

- Networking more than 12 million people
- Completing thousands of systems integration projects
- More than three million Microsoft® Exchange™ seats under contract
- Installing tens of thousands of mail servers
- Delivering enterprise messaging solutions in more than 50 countries
- Involvement in the World Wide Web since its inception

Compaq provides best-in-breed, end-to-end solutions by partnering with industry-leading system integrators such as Andersen Consulting, Ernst & Young, and Price Waterhouse; and leading client/server software companies such as Microsoft Corporation and Oracle.

TAKE THE NEXT STEP

To learn more about Compaq Services outsourcing for messaging and collaboration, visit our Web site: www.compaq.com/messaging

"Compaq—with its alliances, net working/Internet technology, know-how, business flexibility, and global resources—is extremely well positioned to manage and operate the increasing complexities of the corporate IT/Network environments, including the vital Internet/Intranet revolution."

—PETER CUNNINGHAM, PRESIDENT
INPUT

COMPAQ  **Microsoft**
FRONTLINE PARTNERSHIP

Microsoft Certified
Solution Provider



Enterprise Messaging
& Collaboration

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