Helping you deploy Exchange quickly and efficiently— without disrupting your environment

CONSIDERING A MOVE TO MICROSOFT® EXCHANGE™? THERE'S NO BETTER TIME THAN NOW! NOT ONLY IS EXCHANGE QUICKLY BECOMING A DOMINANT MAIL AND MESSAGING PLATFORM, BUT IT'S YEAR 2000 COMPLIANT. AS THE WORLD'S LARGEST PROFESSIONAL SERVICES ORGANIZATION FOR MICROSOFT EXCHANGE, COMPAQ® HAS UNPARALLELED GLOBAL EXPERIENCE IN LARGE AND COMPLEX MAIL AND MESSAGING ENVIRONMENTS. OUR PORTFOLIO OF SERVICES ENSURES THE FAST, SMOOTH INSTALLATION AND STARTUP OF MICROSOFT EXCHANGE MAIL AND MESSAG-ING CAPABILITIES. PUT OUR EXPERI-ENCE TO WORK FOR YOU!
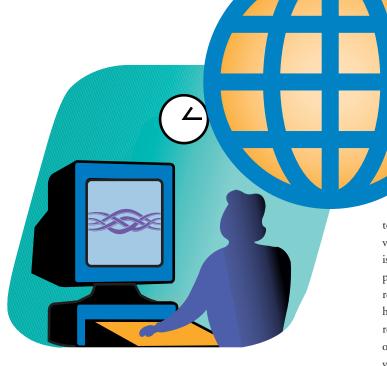
Microsoft Authorized Support Center

Support Services for Microsoft Exchange

BENEFITS

- **Peace of mind**—Ensure that your Exchange installation is done right the first time by the industry's largest team of Microsoft® Certified Systems Engineers

- **Upfront answers**—Avoid surprises with clearly specified service deliver-ables, fixed prices, and predetermined work start and completion dates.

- **Minimal downtime**—Make sure that your business doesn't miss a beat.

- **Free internal resources**—Let your staff focus on your core business issues.

- **Quality 24x365 global support**—Ensure high availability with backing by a company that has delivered enterprise messaging solutions in more than 100 countries.

IT'S TIME TO MOVE TO MICROSOFT EXCHANGE

Electronic documents have become the primary source of information for organizations today, making e-mail the must-have application of the decade. Microsoft Exchange provides an industrial strength mail and messaging infrastructure that allows communication across geographies and time zones.

In today's era of acquisitions and mergers, you could find yourself with a plethora of mail systems. By moving to Exchange, you'll eliminate disparate mail systems and directories—and have the peace of mind knowing that your messaging infrastructure is Year 2000 compliant.

COMPAQ KNOWS EXCHANGE

Compaq is the global leader in delivering Exchange implementations. But our experience in mail systems predates Exchange. Compaq has been a leading provider of electronic mail solutions for more than 17 years, with over 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:

- Completion of thousands of systems integration projects

- Number one systems integrator and predominant provider of solutions and services for Microsoft Exchange

- Installation of tens of thousands of mail servers

- Delivery of enterprise messaging solutions in more than 100 countries

- Instrumental in the World Wide Web since its inception

CHOOSE THE SERVICE THAT MEETS YOUR NEEDS

Compaq offers a complete portfolio of packaged and customized mail and messaging services. If your Exchange deployment is complex, we can tailor a service program to fit your unique business requirements. Once the necessary hardware is in place, and the required Windows NT® Server operating system is up and running, you're ready to deploy Exchange.

INSTALLATION AND STARTUP SERVICE FOR MICROSOFT EXCHANGE SERVER

Choose this service when you want to install and configure a complete Microsoft Exchange Server messaging system on one server and a maximum of ten clients. As part of this package, Compaq Services will:

- Verify server and storage hardware startup functionality

- Install and configure Microsoft Exchange Server software on one server

- Install, format, and partition the server's local system disk drive as necessary

- Install all relevant Microsoft Service Packs and Hot Fixes, as determined necessary by the Compaq software specialist

- Configure the Windows NT network protocols, as appropriate

- Configure the Exchange connectors and services for Internet Mail Service, Microsoft Mail, and cc:Mail®

- Configure the Exchange client software on a maximum of ten previously networked clients that are already running one of these operating systems: Windows NT Server, Windows NT Workstation, Windows 95® and Windows 98®

- Verify installed clients' ability to connect to the server and a mailbox, as well as ability to send and receive mail to and from the server

ADDITIONAL INSTALLATION AND STARTUP SERVICE MICROSOFT EXCHANGE CLIENTS

When your Exchange implementation requires the configuration of more clients than provided for by the Microsoft Exchange Server Service, you'll want to select this service. As part of this package, Compaq will:

- Configure a maximum of ten additional Exchange mailboxes

- Install and configure the Exchange client software on a maximum of ten previously networked clients that are already running one of the operating systems listed in the previous service.

- Verify installed clients' ability to send and receive mail to and from the server.

INSTALLATION AND STARTUP SERVICES FOR WINDOWS NT SERVER

When you are ready to introduce Windows NT Server or Windows NT Server Enterprise Edition software into your computing environment, take advantage of Compaq's comprehensive services for Windows NT Server. These Installation and Startup packages are modular by design, so you can choose the level of service that's right for your environment—no matter how simple or complex. We offer a complete Base Service Package, which includes:

- Windows NT Server Operating System Install

- Windows NT Server Account Creation

- Windows NT Server Client Integration

- Windows NT Server Local Printer Integration

You can also choose the above services individually, through our flexible Base Service Component Packages.

For more complex environments, additional Installation and Startup Services include:

- Domain Creation of NetWare Environmental Resource Server Configuration and/or Integration

- RAS Server Configuration and Internal Modem Pool Setup

- RAS Server Configuration and External Modem Pool Setup

- Windows NT Router Software Configuration

- DNS Server Software Configuration

INSTALLATION AND STARTUP SERVICES FOR MICROSOFT CLUSTER SERVER

Installation and Startup Services for Compaq Clusters for Windows NT or Microsoft Cluster Server include installation and configuration of the clustering hardware and software on two servers, creating a two-node Windows NT cluster. The clustering solution can be implemented on either the Compaq AlphaServer™ platform or the Compaq Intel®-based server platform.

- Complete Installation and Startup Package for Compaq Clusters for Windows NT or Microsoft Cluster Server—If you are ready for Windows NT clustering but do not have Windows NT Server (or Enterprise Edition) installed on your servers, this service is for you

- Add-on Installation and Startup Services Package—Choose this package if you've already installed Windows NT Server (or Enterprise Edition) on two servers and are now ready to implement Compaq Clusters for Windows NT or Microsoft Cluster Server

HIGH-AVAILABILITY SERVICES

Recognizing the fact that more and more Compaq customers are deploying commercial and high-availability applications on an Intel-based Windows NT platform, Compaq now offers high-availability support for the Compaq ProLiant® family of Windows NT systems. Targeting the high-availability computing needs and budgets of both large and small enterprises, these services provide some options previously available only for OpenVMS® and UNIX® platforms—including a new packaged service for high-availability hardware and software support, and new uptime guarantees for qualified customers.

GUARANTEED UPTIME

Ensure the highest levels of availability for your Windows NT cluster environment through Compaq's Uptime Guarantee for Windows NT Clusters. Backed by skilled consultants and proven tools and methodologies, Compaq offers two levels of availability for selected Windows NT clusters, tailored to meet your business and budget requirements:

- 99.5% guaranteed uptime
- 99.9% guaranteed uptime

By joining in a proactive partnership with Compaq, you're assured of the support and responsiveness needed to keep your critical Windows NT cluster systems running at target availability levels.

Year 2000 Case Study

INVOLVED IN HIGH-LEVEL RESEARCH ON ALL ASPECTS OF HEALTH AND THE ENVIRONMENT, THE ATLANTA-BASED CENTER FOR DISEASE CONTROL (CDC) HAS MORE THAN 19,000 PCS INSTALLED IN MULTIPLE LOCATIONS ACROSS THE U.S. CDC NEEDED TO ENSURE THAT THE BIOS LEVELS OF ALL THESE SYSTEMS WERE YEAR 2000 READY. HAVING NO RESOURCES TO PERFORM THE WORK, CDC TURNED TO COMPAQ SERVICES.

CDC MANAGEMENT CHOSE COMPAQ BECAUSE OF ITS RELATIONSHIP WITH THE CUSTOMER, WILLINGNESS TO WORK WITHIN THEIR BUDGET PARAMETERS, CAPABILITY TO CRAFT A COMPREHENSIVE YEAR 2000 SOLUTION, AND ABILITY TO PROVIDE A CONSISTENTLY HIGH LEVEL OF SERVICE IN ALL CDC SITES THROUGHOUT THE U.S.

YEAR 2000 HEALTHCHECK AND SUPPORT SERVICES

Ensure Year 2000-readiness of your high-availability systems, Intel-based servers, and PCs! Whether your millennium strategy is to invest in the systems and applications you already use, move to new Year 2000-ready applications and platforms, or some combination of the two, Compaq has the right solution for your business.

COMPREHENSIVE, PROFESSIONAL SERVICES FROM START TO FINISH

Once you've selected the Installation and Startup Service for Microsoft Exchange that best meets your messaging needs, Compaq will assign an experienced specialist to review your environment, confirm that all installation prerequisites are met, and determine the installation schedule. After the work is done, the specialist will present a brief post-installation orientation and provide you with a report detailing the installed software.

With Compaq, you have more choice in service levels—and more value for your service dollars. Choose from a broad range of planning, migration support, architectural design, pilots, project roll-outs, and ongoing maintenance services. This flexibility means you get (and pay for) only the support you need—when and where you need it.

CLIENT SOFTWARE SUPPORT CARD

Compaq Customer Services has an innovative User Application Support Card that works like a phone card for software support, identifying each user through a unique Personal Identification Number (PIN). The card offers:

- Direct connection to a software specialist for support on more than 200 applications, including Microsoft Exchange

- Extended hours of coverage, 24 hours a day, 7 days a week

- Tracking of usage to help identify training needs

- Purchase of pre-paid time banks of 30, 60, 120, or 180 minutes for the Standard card version and 500, 1000, 2500, 5000 and 10,000 minutes for the Department card version

- Toll-free, direct access from U.S. and Canada

GLOBAL 24X365 SUPPORT FOR ENTERPRISE MESSAGING SYSTEMS

Compaq is one of the few organizations capable of delivering consistent quality messaging and collaboration services around the world. Compaq has more than 800 dedicated messaging and collaboration consultants and more than 2,000 Microsoft-certified engineers in over 100 countries, providing support and professional services for millions of e-mail users. 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.

TAKE THE NEXT STEP

To learn more about Compaq Customer Services for messaging and collaboration, visit our Web site: **www.compaq.com/messaging** or contact your Compaq representative.

> *" Enterprise Customers are choosing Windows NT more and more for business-critical systems. I am very excited about Compaq's investments in delivering even greater value to our customers by providing uptime guarantee services for Windows NT. As one of the world's largest Microsoft-certified services organizations, Compaq is totally focused on ensuring that our joint customers' business requirements are met by the right technology infrastructure. The 99.9% guarantee will enable our enterprise customers to feel comfortable deploying the Microsoft Platform in challenging, business-critical environments."*
>
> *– DEBORAH WILLINGHAM, VICE PRESIDENT ENTERPRISE CUSTOMER UNIT MICROSOFT CORPORATION*

COMPAQ Microsoft
FRONTLINE PARTNERSHIP

Microsoft Certified Solution Provider

Enterprise Messaging & Collaboration