

Compaq's Microsoft Exchange Utility Service



Compaq's Microsoft Exchange Utility Service: Proven Exchange Services at a Predictable Cost

Electronic mail is the "can't do without it" application of the decade, but it can also be a source of hidden costs, uncertainties and user frustration. You can simplify the complexities of a global messaging infrastructure with Compaq's Microsoft Exchange Utility Service.

With this service, Compaq takes full, on-going responsibility for deploying and managing all or part of your global Exchange messaging solution. Our consultants can help you migrate to an integrated messaging environment, based on Exchange. Then, provide the expertise, resources and tools to effectively manage the environment for you, on-site or from one of our worldwide Operations Management Centers. All for a fixed, per-user monthly fee that gives you more control over your budget--and your time.

With more than 15 years of experience in supporting enterprise messaging solutions, Compaq brings more to enterprise messaging than any other vendor. Our proven track record for rapid deployment, predictable cost structures, solid network security, global coverage, and support for multivendor environments, makes Compaq's Exchange Utility Service your answer to enterprise messaging.

Get Up and Running Quickly

Rapid deployment is the hallmark of Compaq's Exchange Utility Service. Within 30 days, Compaq will deliver a complete Exchange mail service to a designated number of users and sites *and* commit to providing service to remaining users on an agreed-upon schedule. Each user will have an Exchange mailbox with 40 MB of storage and can easily establish their own mail account on-line.

You can migrate all users to Exchange, or have legacy systems coexist with Exchange. Whatever you choose, Compaq will integrate disparate mail systems and directories into a seamless messaging infrastructure.

If you're transitioning the management of your existing mail system to Compaq, we will also commit to specific dates to complete the move, take ownership of the assets, and guarantee there will be no service disruption during the phase over.

Once you're up and running, you'll have the flexibility to expand your service offerings to accommodate custom applications, work groups, forums and categories of users.

Gain Control Over Budgets with Fixed, Predictable Costs

With Compaq's Exchange Utility Service, you won't have to invest in hardware, hire skilled system administration staff, or process endless change orders. Compaq will do it all for you for a fixed, per-user monthly fee. Budgets and forecasts are as simple as projecting your employee headcount and service requirements. And, you'll have a cost-effective way to communicate and collaborate with employees, partners and suppliers.

Guarantee Continuous Mail Service Across the Globe

The Exchange Utility Service guarantees up to 99.8% availability, which means that users will have mail services available on a 7x24x365 basis. We provide this high level of service through “hot” backup systems, load balancing tools and “anticipative” management. And, by monitoring service usage and planning with you for anticipated demand, we can ensure top system performance.

Compaq’s worldwide presence makes it one of the few vendors capable of delivering consistent, quality services to users, no matter where they’re located. With Operations Management Centers around the world and 23,000 service professionals, you can be assured of the most responsive service. When problems occur, our Help Desk works to resolve the issues, escalating the problem to technical experts, when needed, who are guaranteed on-site within four hours.

The service provides a full range of support for your global messaging environment, including network and systems management, security, help desk services for your end users and technical specialists, as well as support for remote and mobile users.

Secure Your Exchange Environment

You can establish specific authorizations and administrative privileges for different employee populations and adjust these authorizations and privileges through a controlled and auditable process. And because security services are a fundamental part of Compaq’s Exchange Utility Service offer, Compaq will coordinate a security policy with your security administration to ensure that only authorized users and mail types are allowed into the system.

Benefit from Compaq’s Exchange Expertise

With its acquisition of Digital Equipment Corporation, Compaq has more than 15 years of experience supporting enterprise messaging solutions. A customer base of over 7 million mail users worldwide--including over 3 million Microsoft Exchange users--and its own Exchange implementation with over 80,000 users, is proof that Compaq brings more experience to the Exchange environment than any other vendor. With more than 2,500 Microsoft Certified Professionals--1,600 are Microsoft Certified Systems Engineers--Compaq is uniquely positioned to deliver the Exchange services you need for a successful implementation.

This experience, backed by proven methodologies and worldwide service capabilities, form the cornerstone of the Microsoft Exchange Utility Service.

Compaq: Your Single Source for Exchange Services

While the Exchange Utility Service helps you deploy and manage your Exchange environment, Compaq can also help you plan, design and build an efficient and effective enterprise messaging solution. And our industry-leading Exchange integration services make sure Exchange integrates with your corporate infrastructure.

FutureSourcingSM: A New Way to Outsource

The Exchange Utility Service is just one example of FutureSourcing with Compaq. FutureSourcing goes beyond the traditional outsourcing of legacy systems to include the implementation and management of the latest technology. For new solutions being deployed and managed in your company, FutureSourcing is a way to lessen the risks, costs and worries from day one.

So let Compaq meet your outsourcing needs--for Exchange or other solutions critical to your company. Working side by side with an experienced and trusted partner is the fastest path to implementation and surest path to success.

To learn more about Compaq's outsourcing and operations management services, visit us on the Web at: <http://ww1.digital.com/services/oms>

The Compaq Microsoft Exchange Utility Service includes:

Basic Service

Exchange Deployment

Features

Rapid and timely implementation

Integration and migration services

An Exchange mailbox for each user

Benefits

Service to designated number of users within 30 days

Integration of Exchange with existing mail services or migration to complete Exchange environment

Simple, on-line user registration and 40 MB of storage on the Exchange Information Store

Exchange Management

A fixed per-user, per-month fee

24x7x365 monitoring and management of Exchange environment

Message delivery guarantee

Service Guarantee

Security

Multivendor, 7x24x365 support with expert technical assistance for problem resolution

Controlled, predictable costs

Ensures network availability and message delivery

Defined time limits based on service level agreement

Guaranteed greater or equal to 99.8% availability

A secure network with established authorizations and administrative privileges

Round-the-clock monitoring and response for the Exchange environment. Tech on site within four hours

Global Coverage	Local service offices in more than 100 countries and Operations Management Centers around the world support global mail environment.
Level 2 Help Desk Service	Provides technical support to help desk staff for software configuration, installation, interoperability and usage questions (End user support optional)
Satisfaction surveys and Statistical reports	Tracks activity volumes and utilization patterns. Weekly message delivery reports, daily reports on help desk call status
Expandability	Accommodates custom applications and added work groups or user categories
Modification to existing accounts	Within four hours
Access management services	Support for moving mailboxes between servers as necessitated by business requirements or technical needs (load balancing and computer adjustments)
Administration of and access to directory services	Includes a global address list with entries for all users and/or third parties
Administration of and access to Public Folders	Access to shared information

Expanded Service

Features

Coverage for Windows NT Servers

Benefits

Includes server management for Exchange servers at same service level as basic service, plus support for Windows NT servers

Customized Service

Features

Level 1 Help Desk support
(Direct end user support)

Benefits

Improved user productivity

Exchange integration services for fax,
pager, telephony

Enhanced capabilities and productivity for remote
and mobile users

Compaq Expeditor workflow and
document management add-on service

Improved project team collaboration

* PC Utility

Control total cost of ownership for desktop systems

Additional storage space

Scales to accommodate changing business
requirements

*A customized range of desktop services. Priced per seat, per month. Includes hardware and software acquisition, staging, installation, user training, user and technical support, technology refresh, and asset management

Compaq Computer Corporation is a world leader in open client/server solutions, from personal computing to integrated worldwide information systems. As your strategic partner, Compaq provides you with a single point of contact for every aspect of your Internet-enabled environment, and offers you a range of life cycle support services, coupled with industry-focused solutions from business partners, to help your organization compete and win in today's global marketplace.

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