

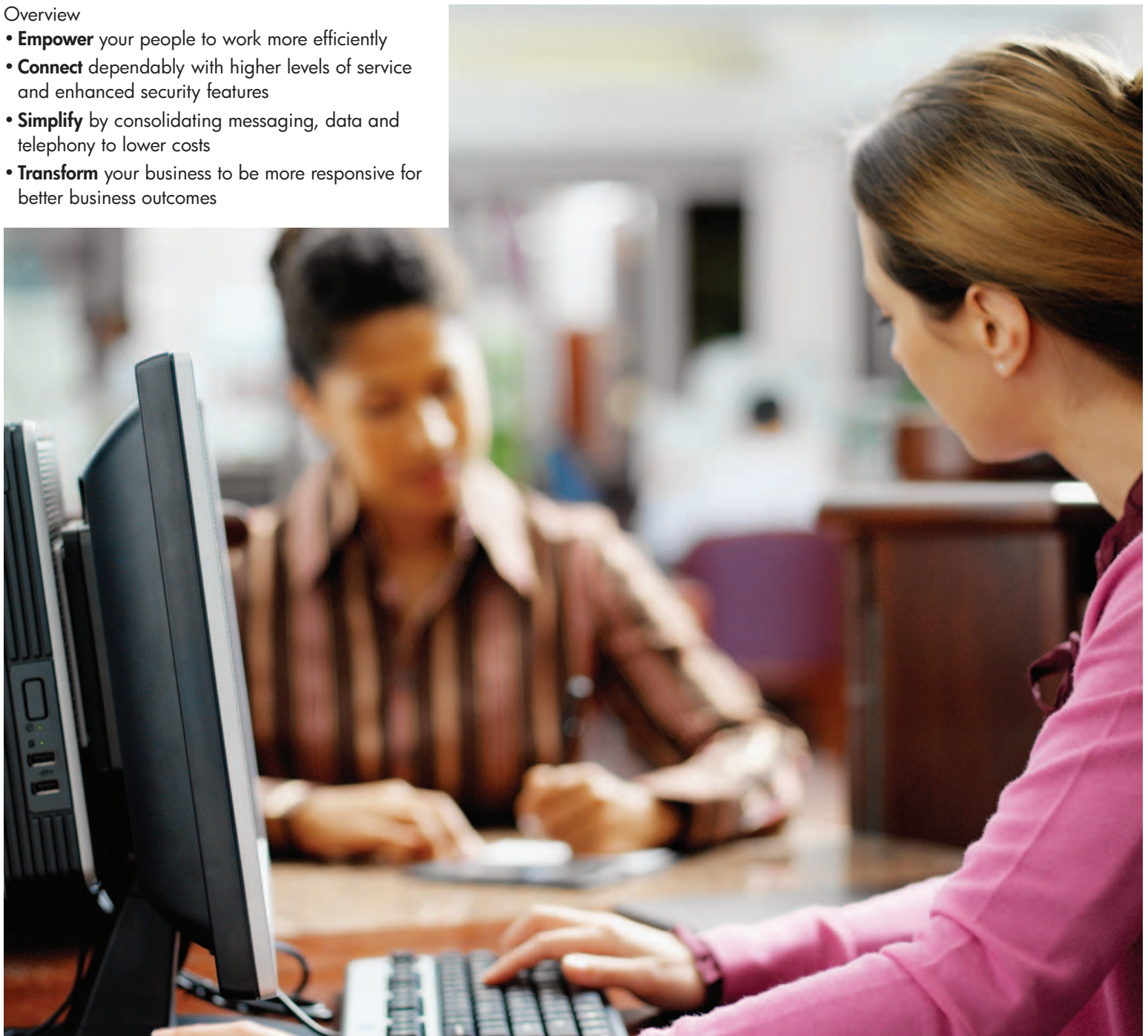
# HP Converged Communications Solution

HP & Microsoft Solutions for the People-Ready Business



## Overview

- **Empower** your people to work more efficiently
- **Connect** dependably with higher levels of service and enhanced security features
- **Simplify** by consolidating messaging, data and telephony to lower costs
- **Transform** your business to be more responsive for better business outcomes





## The HP solution

Look to HP as your prime single source for all elements of a Converged Communications solution. We can expertly deliver and integrate HP and Microsoft products, software and services, along with key elements from other partner solutions. Specific HP Converged Communications Solution elements include:

### HP services

HP works with your business and IT teams to provide a converged communications solution that meets the specific needs of your organization. HP services that may be used include:

- HP business review—We'll work with you to assess the existing data and communications systems in your enterprise, then explore the improvements and value to be gained through converged communications.
- HP design and planning services—HP consultants help evaluate your needs and review your existing communications infrastructure for best practices, architectural and operational integrity. We'll then help you design and plan the deployment and activation of advanced converged communications, typically centered on our expertly designed and planned deployment of Microsoft Office Live Communication Server 2005 or Office Communications Server 2007.
- HP business application integration services—We'll help you explore the best ways to leverage your HP Converged Communications Solution by integrating key business applications and time-critical processes then follow through with custom development as required.
- HP outsourcing services—HP provides competitively priced alternatives to building, staffing, and managing your communications facility and infrastructure in-house. We'll work with you to design and deliver converged communications solutions that can enable you to control costs via per-seat pricing and achieve higher levels of performance. Our global, scalable messaging services help provide advanced security features, highly available environments, which free you to focus core activities to accelerate business growth.

## The communications challenge

Be more responsive to your customers' needs. Boost team collaboration and productivity. Shorten decision cycle times. Reduce communications costs wherever possible.

*Are these among your top business priorities?*

The convergence of key communications types—including voice, data, video and mobile—and their successful link to business applications and processes can play a key role in helping your company tackle these priorities more effectively.

## Take control of your communications services

Today, the reality is that the number and types of communication devices and applications in use continues to increase—creating complexity that continually challenges your IT administrators while often resulting in ineffective communications among employees and with your customers.

An HP Converged Communications Solution leverages the best of HP technology and professional services skills, industry systems integration leadership with Microsoft—plus strategic partnerships with leading enterprise telecommunications system suppliers such as Nortel, Avaya and Cisco—to enable what is commonly referred to as Unified Communications. It's the ideal way to put your company on the path toward lower costs, improved employee productivity, reduced cycle times and better business results.

“HP has helped us to completely modernize the way we communicate and collaborate with our peers and partners through the use of the Microsoft Unified Communications and Collaboration suite.”

—Jane Howard, IT Systems & Applications Manager, Lion Nathan, Ltd.

#### **HP hardware and software**

For a reliable and scalable converged communications solution infrastructure, HP provides:

- HP ProLiant and BladeSystem servers with Insight Control management for a reliable, scalable platform that enables best-run server infrastructures.
- HP StorageWorks storage systems that provide storage and archiving with enhanced security features
- HP desktop, notebook, tablet and iPAQ Pocket PCs as versatile client access devices
- HP Software products that enable more effective management of complex IT, IP and telecom infrastructure
- Network infrastructure

#### **Microsoft technologies**

Your HP Converged Communications Solution typically includes one or more of the following Microsoft technologies:

- Microsoft Windows Server 2003 and Microsoft Exchange Server 2007—delivering reliable enterprise-wide email, messaging, collaboration and Unified Messaging functionality
- 2007 Microsoft Office system—providing complete system of advanced collaborative and workflow tools, content management and business intelligence tools
- Office Communications Server 2007—enabling enterprise-grade real-time communications, enterprise voice and telephony integration, voice, data and video conferencing capabilities, plus presence awareness and instant messaging
- Live Communication Server 2005—offering enterprise-grade real-time communications, presence awareness and instant messaging

- Office Communicator and Office Communicator Mobile—for an integrated communications client that integrates presence, instant messaging, voice, video, web conferencing and desk phone
- Office Live Meeting—providing hosted web conferencing capabilities

#### **Other partner offerings**

- Integrated data, telephony and presence applications
- Session Initiation Protocol (SIP) gateway devices
- Network infrastructure

## Solution benefits

**Empower, connect, simplify and transform your communication and collaboration capabilities with an HP Converged Communications Solution designed to:**

#### **Increase employee efficiency and connectivity**

Your HP Converged Communications Solution can help make every minute count, allowing employees to quickly tell whether or not a person is available to take a call before taking the time to initiate it. You'll also be able to start a conversation just by clicking or saying a number—without having to remember or take the time to search for it. Converged communications also means you can click a link to open a conversation away from your desk—via mobile devices, PC applications such as email or a Microsoft Office document, as well as traditional telephones using spoken or keypad commands.

#### **Dramatically reduce IT communications costs**

Implement a well-architected Converged Communications solution—and you'll start to see the savings add up in terms of cost, storage, security overhead, telecommunications charges and rearrangement expenses, as well as operations and maintenance expense outlays. You'll also derive additional savings from deploying software-based communications applications that allow you to consolidate messaging and telephony on common computing and storage platforms.

#### **Accelerate decision-making**

By accelerating the information flow through converged communications, key stakeholders can communicate better, evaluate options and risks more quickly and make better, more informed business decisions.

#### **Be more responsive to your customer needs**

With an HP Converged Communications Solution, you'll be able to bridge the gap between business information and customer communications. This, in turn, enables you to do a better job keeping customers and key sales influencers informed and satisfied.

## The HP advantage

### **Proven leadership and experience**

HP offers comprehensive solution integration services with a unique combination of skills, partnerships and vision. We have more than a decade of experience in contact center deployment, Internet Protocol Telephony (CC/IPT) solution integration and messaging solutions—backed by a global services staff with proven project management capabilities.

As a result, you leverage our global strength to plan, design and successfully implement a converged communications solution that can deliver the promise of Unified Communications to your enterprise.

### **Recognized expertise**

With more than 23,000 Microsoft-trained services personnel and more than 3,600 Microsoft-certified systems engineers (MCSEs), HP has one of the world's largest, most specialized forces of consultants and support professionals for Microsoft environments. In recognition of these capabilities, Microsoft has endorsed HP as a Worldwide Prime Integrator for Microsoft technologies.

### **Comprehensive product line**

HP offers a complete top-of-the-line server, storage, software, desktop and handheld products portfolio to help you build the Unified Communications solution your organization needs, no matter the size of your company. HP ProLiant servers are the leading platform for Microsoft Exchange Servers. By integrating proven, state-of-the-art HP StorageWorks solutions into your IT environment, you can create an infrastructure that leverages technology for better business results.

### **Customer value comes first**

HP prides itself on providing you with first-rate customer experience and value possible. HP has developed a rigorous program to build awareness of the qualities and capabilities required for HP consultants to deliver the highest levels of customer satisfaction in business consulting, program management, solution architecture and service management.

### **Leverage the strength of the HP/Microsoft Frontline Partnership**

HP and Microsoft have been working closely together for more than 20 years on a wide range of activities including engineering and integrated services teams, working side-by-side to research, develop, test, implement and support solutions that help business of all sizes to take advantage of new technologies.

Through one of the most unique alliances in the industry—the HP/Microsoft Frontline Partnership—HP and Microsoft have developed a shared vision aimed at providing integrated solutions, products and services through innovation and synchronization, with proven technology expertise and track record, and a stability driven approach. Building on the depth and breadth of a long-term partnership, HP and Microsoft are accelerating the next generation of computing.

## Now get ready for the People-Ready Business

HP & Microsoft Solutions for the People-Ready Business, including HP Converged Communications Solution, are designed to enhance your business agility by empowering your people to succeed. You'll be able to create a simple IT environment that's more responsive to change—and open to providing your people with access to the tools and information they need to be more productive and to make better-informed business decisions.

**The HP/Microsoft Frontline Partnership brings you Frontline Innovation...for the way you run your business, for the way you experience and use technology.**

To learn more, visit: [www.hp.com/microsoft](http://www.hp.com/microsoft)

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4AA1-3381ENW, July 2007



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