



Maximize your communications enterprise-wide with HP Halo Managed Services



Security & Privacy



Global Service



Dedicated Network



Proactive Monitoring



Unlimited Bridging



Account Management*



Concierge Support**

HP has the most complete managed services offering available from a single source

Executives, project managers and staff members of globally dispersed enterprise organizations have always preferred to conduct critical business in a face-to-face environment; now, they can do so without ever boarding a plane. High-quality video collaboration is, in fact, the new frontier of global corporate communications. But, video collaboration products alone don't provide the reliable, secure, consistent and exceptional communication experience needed for virtual communications to be as effective as possible. That's where HP Halo Managed Services make a huge difference. It's these managed services that make the age-old promise of immersive communications through video collaboration a reality.

HP offers a robust portfolio of managed services that is unmatched in the industry for its breadth and global reach. And, HP has a proven record of success in providing managed services worldwide.

HP delivers managed services that run on the Halo Video Exchange Network (HVEN), a global, dedicated, OC-level network optimized specifically for video and audio collaboration. Other networks are designed mainly for traditional e-mail and data exchange.

Benefits of the HP approach include:

- Outstanding reliability and high-quality video and audio that enhance your collaboration experience

- Exceptional interoperability that maximizes your investment in existing video collaboration assets
- High-quality, company-to-company connections that enable frequent communications with partners, suppliers and vendors
- Increased utilization of video collaboration assets that leads to quick decisions and an accelerated time to market
- Decreased demands on IT staff, enabling those staff members to redirect efforts to other core IT areas that benefit your company's operations

HP Halo Telepresence Service

Customers using HP Halo Telepresence Solutions—including HP Halo Collaboration Studios, HP Halo Meeting Rooms and HP Halo Collaboration Centers—achieve world-class video and audio collaboration through the HP Halo Telepresence Service. This offering is HP's most comprehensive suite of fully managed, end-to-end services for HP Halo customers.

Key components of the service include:

- A global managed service for all of your Halo Telepresence Solutions
- 24x7 Concierge Support that's only a click away and includes trained "live" support staff to answer your questions, provide immediate resolution of routine issues and report problems—at no extra charge

- Account management
- Remote monitoring and diagnostics of all Halo Telepresence Solutions
- Remote calibration of Halo components
- Built-in, AES-256 encryption that assures secure communications between all HP Halo Telepresence Solutions
- Connections to the access-controlled HVEN, including unlimited use of the global network
- Guaranteed available bandwidth with no usage charges
- Multipoint capabilities: connect to multiple locations around the world at the same time

| Service | Description | Halo Telepresence Service (HTS) |
|---------------------------------|---|---------------------------------|
| Dedicated network (HVEN) | Guaranteed available bandwidth on a private global network. | X |
| Security | Private, access-controlled network. 24x7 activity and intrusion monitoring. | X |
| Directory | Directory management for all customer endpoints. | X |
| Cross-company directory | Customer opt-in directory sharing with other Halo-enabled companies. | X |
| Cross-company connection | From opt-in shared directory or concierge request by both parties (HTS), or direct calling from a video conferencing endpoint with valid number (HVCS). | X |
| Endpoint monitoring | Ongoing monitoring of key endpoint functions. Event logging. | X [†] |
| Network diagnostics | Proactive system checks of network performance, configurations. | X |
| Multipoint | Multipoint for all endpoints. Unlimited usage. Ad hoc capabilities. | X |
| Endpoint configuration | Optimize settings/options. Remotely maintain correct endpoint configurations. | X |
| Reporting | Usage statistics. Connection failure. Issue/resolution tracking. | X |
| Audio connection | Simple connection of audio call into video meeting. | X |
| SLA | Uptime and performance commitment. | X |
| Off-HVEN access (bridge) | Connection to corporate network and/or Internet. | Optional |
| Auto-initiate | Pre-schedule a meeting for automatic connection. | Not necessary |
| Help desk | 24x7 support for technical issue resolution. | X |
| Concierge Support | 24x7 user assistance. Technical support. Connection assistance. Point-and-click immediate access (HTS). Proactive checks of Halo endpoints (HTS). | X |
| Encryption | AES encryption. | AES-256 |
| Account manager | Periodic account reviews from assigned customer administrative contact. | X |
| Maintenance | Ongoing maintenance. HVCS includes all equipment necessary for the HVEN connection. | X |

To learn more, visit www.hp.com/halo

* Service is included as part of the HP Halo Telepresence Service, but is not available with the HP Halo Video Collaboration Service.

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[†] Level of monitoring varies between HTS and HVCS.

^{††} No service credits for HVCS.

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