



### Maximize your communications enterprise-wide with HP Halo Managed Services



Security & Privacy



Global Service



Dedicated Network



Proactive Monitoring



Unlimited Bridging



Technology Refresh\*



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

Within HP Halo Managed Services, HP has two distinct service offerings to meet any organization's video collaboration needs:

- HP Halo Telepresence Service
- HP Halo Video Collaboration Service

### 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
- Technology Refresh updates that assure all components critical to maintaining the Halo experience that the customer purchased remain current, and all Halo endpoints remain compatible—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

## HP Halo Video Collaboration Service

The HP Halo Video Collaboration Service is a robust, global managed service for customers using non-HP branded endpoints—from desktop and meeting room applications to larger telepresence offerings. The service enables customers to host their endpoints directly on the private, dedicated HVEN, rather than use the Internet or corporate networks that are not designed for optimal video collaboration. The HVEN and TANDBERG's network infrastructure technology, which is included in the HP Halo Video Collaboration Service, allow users to enjoy increased reliability, flexibility and enhanced video collaboration across the enterprise.

The HP Halo Video Collaboration Service delivers:

- A single-source, global managed service for your video collaboration assets—from immersive telepresence to standards-based desktop
- Connections to the access-controlled HVEN, including unlimited use of the global network
- Guaranteed available bandwidth with no usage charges
- Video traffic that is independent of your company's network and does not require expensive upgrades
- 24x7 monitoring of the network
- Directory management
- Multipoint capabilities
- Expanded cross-company connections: secure connections from endpoints on the HVEN to endpoints on other networks included with no usage charges

Service	Description	Halo Telepresence Service (HTS)	Halo Video Collaboration Service (HVCS)
<b>Dedicated network (HVEN)</b>	Guaranteed available bandwidth on a private global network.	X	X
<b>Security</b>	Private, access-controlled network. 24x7 activity and intrusion monitoring.	X	X
<b>Directory</b>	Directory management for all customer endpoints.	X	X
<b>Cross-company directory</b>	Customer opt-in directory sharing with other Halo-enabled companies.	X	Not included
<b>Cross-company connection</b>	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	X
<b>Endpoint monitoring</b>	Ongoing monitoring of key endpoint functions. Event logging.	X <sup>†</sup>	X <sup>†</sup>
<b>Network diagnostics</b>	Proactive system checks of network performance, configurations.	X	X
<b>Multipoint</b>	Multipoint for all endpoints. Unlimited usage. Ad hoc capabilities.	X	X
<b>Endpoint configuration</b>	Optimize settings/options. Remotely maintain correct endpoint configurations.	X	X
<b>Reporting</b>	Usage statistics. Connection failure. Issue/resolution tracking.	X	X
<b>Audio connection</b>	Simple connection of audio call into video meeting.	X	Not included
<b>SLA</b>	Uptime and performance commitment.	X	X <sup>††</sup>
<b>Off-HVEN access (bridge)</b>	Connection to corporate network and/or Internet.	Optional	X
<b>Auto-initiate</b>	Pre-schedule a meeting for automatic connection.	Not necessary	X
<b>Help desk</b>	24x7 support for technical issue resolution.	X	X
<b>Concierge Support</b>	24x7 user assistance. Technical support. Connection assistance. Point-and-click immediate access (HTS). Proactive checks of Halo endpoints (HTS).	X	Optional
<b>Encryption</b>	AES encryption.	AES-256	Endpoint dependent
<b>Technology Refresh</b>	No charge for hardware/software updates critical to maintaining the experience purchased by the customer.	X	Endpoint maintenance contract
<b>Account manager</b>	Periodic account reviews from assigned customer administrative contact.	X	Not included
<b>Maintenance</b>	Ongoing maintenance. HVCS includes all equipment necessary for the HVEN connection.	X	Endpoint maintenance contract

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

\*\* Concierge Support is included as part of the HP Halo Telepresence Service; it is optional with the HP Halo Video Collaboration Service.

\*\*\* Does not include any components or elements that change the functionality of the endpoint, and does not guarantee that the Halo experience will be enhanced beyond what the customer originally purchased. Technology Refresh updates are released solely at the discretion and timing of HP.

† Level of monitoring varies between HTS and HVCS.

†† No service credits for HVCS.

© Copyright 2008 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein. Printed in the U.S.

