

Fast, flexible e-mail solutions for your growing enterprise

HP Tiered Managed Messaging Solution



Find the e-mail solution that's right for your business and improve security and availability—without a big investment in IT.

For today's large enterprises, managing e-mail services can be surprisingly complex and costly. Migrating to new technologies, keeping systems available and stable, as well as combating new virus threats and spam on a daily basis, creates ongoing headaches. You need to keep track of and comply with a range of regulatory policies. If a merger or acquisition occurs, you also may need to rapidly set up new accounts for users with diverse needs. And, in today's globally networked world, you need to be sure that e-mail is working perfectly—without interruption—so that your people can have reliable access at all times, wherever they are, from any device.

One response to these challenges is to maintain a sizable e-mail infrastructure and train, hire, and retain new staff to manage it. But this approach can involve big up-front costs, and it takes time to manage. It also means that you'll be spending significant IT resources managing e-mail rather than applying them to core business activities. Plus, your IT team may not be able to keep up with demand and still deliver acceptable security and uptime.

A better answer for many enterprises is HP Tiered Managed Messaging Solution—our answer to the challenge of messaging on demand. Because information technology is our core business, we have the resources to rapidly provision new users and provide tailored capabilities to different user populations across the globe. We also offer service-level agreements (SLAs) that deliver the security and availability your business needs. What is unique about our approach is that it is *tiered* to meet the diverse needs of your users—giving you the flexibility to select precisely the options you need without over-provisioning.

Tiered Managed Messaging Solution—core features

Feature	Gold	Silver	Bronze
Access methods	MAPI, OWA, POP3, IMAP4	Web, POP3, IMAP4	Web, POP3
Mailbox storage	100 MB per user	50 MB per user	10 MB per user
Availability	99.9%	99.9%	99.9%
Client license	Exchange optional	Outblaze	Outblaze
Microsoft® Outlook Web access	•		
Client	Microsoft Outlook 2003 Client	Outlook Express or Outblaze Webmail client	Outlook Express or Outblaze Webmail client
Calendar and scheduling	Shared (with other Gold users)	Personal	
Personal contacts	•	•	•
Task list management	•		
Global address lists	•	•	•
Personal distribution lists	•	•	•
Global distribution lists	•		
Journal (Outlook Journaling)	•		
Anti-spam	Optional	•	•
Anti-virus	•	•	•
Deleted item retention	•		
Level 2 and 3 support	•	•	•
Customer-defined e-mail name and domain	•	•	•

Base services

Data center facilities for both housing systems and monitoring equipment
All server hardware necessary for the implementation
All required client account processes, including creation, modification and deletion
Monthly usage and environment statistics
Continual management of all servers within the managed messaging environment
Defined incident response-time objectives
Defined message delivery-time objectives

Scale when you need to.

HP Tiered Managed Messaging Solution is built on a flexible model that can be scaled up or down—within specified contract minimums—to accommodate your changing business needs. We can quickly add or subtract e-mail accounts and services as necessary. We can also tailor messaging and collaboration options for different user populations. Light users get modest functionality, and power users get more advanced features. Your employees get what they need to be productive—no more and no less. And all service tiers integrate seamlessly.

Don't worry.

We know that your enterprise needs both top-tier security and continuous access to critical communications. HP Tiered Managed Messaging is built around proven security standards and

technologies. This means that, for each customer, we can create a sophisticated security framework that includes management, standards, policies, people, technology, and processes. In addition, we achieve availability and superior performance with a highly reliable architecture that stresses redundancy and eliminates single points of failure. This means your e-mail will always be there—whenever you need it.

Store with confidence.

Our solutions can easily meet your most demanding e-mail storage needs, and we can add storage and archiving to your environment as business and regulatory requirements change. Plus, we offer full daily backups, custom archiving, and disaster recovery services, so you can be confident that you will be able to find and retrieve your e-mail archives when you need them. We designed HP Tiered Managed Messaging Solution with today's evolving storage and retention needs in mind.

Tiered Managed Messaging Solution—optional features

Feature	Gold	Silver	Bronze
Microsoft licensing	•	N/A	N/A
Internet Anti-spam	•	•	•
Internet anti-virus	•	•	•
Image control	•	•	•
Advanced content filtering	•	•	•
Additional storage	•	•	•
SMTP Gateway Services	•	•	•
Fax	•		
BlackBerry synchronization	•		
ActiveSync/OMA access	•		
Data migration services		Separate statement of work required	

Control costs.

With HP Tiered Managed Messaging Solution, you don't buy servers, storage, or software. Instead, you get a complete, turnkey solution that offers low up-front expenditures, predictable costs, and a TCO that's much lower than managing e-mail on your own. It also includes options to handle all your messaging and collaboration needs, so you can eliminate multiple maintenance and support contracts. And you can redirect the time and money you save to more strategic activities.

Find the e-mail solution that's right for you.

We know that one size never fits all, so we offer HP Tiered Managed Messaging Solution in three levels—Gold, Silver, and Bronze. Each class of service comes with a service guarantee, and you can mix and match combinations of services in whatever way works best for your business. HP also has the flexibility to customize solutions to meet specific business needs.

Gold—The Gold tier is a completely packaged solution that combines all the products and services you need to support Microsoft® Exchange with a full-function Microsoft Outlook client, enabling your employees to access a secure, available, cost-effective internal messaging system. It includes a service-level agreement of 99.9% availability and 100 MB mailbox storage.

Silver—The Silver tier provides e-mail services suitable for typical moderate usage—including a 50 MB mailbox accessible via Web browser, Outlook Express, or other POP3 client—and 99.9% availability.

Bronze—The Bronze tier is designed to provide basic e-mail functionality for casual or light usage, with a Web browser-accessible 10 MB mailbox and 98% availability.

About HP End-User Workplace Solutions

HP Tiered Managed Messaging Solution is part of a broad portfolio of HP solutions designed to increase end-user collaboration and enhance productivity, delivering precisely what your business needs:

- Better performance and improved response time
- Reduced cost
- Streamlined operations
- Innovation and best-in-class processes
- A service partner that understands your business and its issues
- Expertise in managing enterprise messaging environments and complementary technologies

From the top line to the bottom line and at every point in between, your business success depends on a productive and efficient workforce. In addition to messaging and collaboration capabilities, the complete End-User Workplace Solutions portfolio includes solutions for the desktop as well as service desk, mobility and wireless, and imaging and printing solutions.

Your users benefit from:

- A simple way to integrate voice, PDA, laptop, and desktop devices for seamless communication and collaboration
- Technology that is easy to use, places information at users' fingertips—and uses components that work together
- Seamless coordination of personal, work (internal and external), peer, and organizational communication

HP offers End-User Workplace Solutions for the ever-changing, boundary-less workplace. The solutions enable a holistic user experience—streamlining operations, reducing costs, and driving more informed decision-making.

Why choose HP to manage your e-mail and messaging?

Experience—HP has been implementing and managing global e-mail environments for the world's largest companies for more than 20 years, providing solutions that are highly available, dependable, and secure. Here are some other reasons why HP is the right choice for your managed messaging solution:

- Access to 69,000 services professionals in 170 countries
- A long-running commitment to industry standards and proven methodologies
- Experience deploying more than 10 million messaging mailboxes and managing more than one million messaging seats worldwide
- #1 in enterprise-ready Microsoft integration and support services

Key partnership with Microsoft—HP and Microsoft have worked together more than two decades to develop and deliver low-cost, high-value computing solutions that help you create and maintain a more productive, cost-effective, and secure enterprise. We share technology and engineering resources to develop and advance the Windows® 95/98, Windows NT®, Windows 2000, Windows Server 2003, and Windows XP operating systems, as well as Exchange 2003 and Exchange 12, and the complete suite of .NET Enterprise Servers. HP won the Microsoft Global Enterprise Services and Technology Partner of the Year in 2005.

Proven—HP is a partner you can trust with your company's e-mail communications. HP Tiered Managed Messaging Solution lets you treat e-mail like a utility, turning it on and off as necessary. As a result, your organization can respond quickly to business and regulatory changes, becoming a true Adaptive Enterprise—without having to buy and maintain an extensive messaging infrastructure.

To learn more

For more information on HP Tiered Managed Messaging Solution or to assess your messaging environment, please contact your HP sales representative or visit:

www.hp.com/go/enduserworkplace

To learn more, visit www.hp.com

© Copyright 2006 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.

Microsoft, Windows, and Windows NT are U.S. registered trademarks of Microsoft Corporation.

4AA0-5726ENN, August 2006

