

Compaq: Enabling Service Providers for Success



COMPAQ



Here's what we're hearing from Service Providers like you...

Time is my prime concern. I want to deploy my hosting infrastructure fast.

I need to scale quickly to match the growth of my business — without having to reconfigure my infrastructure.

Cost is a big concern with me. A large capital outlay will sink my financials.

You spoke. We listened. The result is Compaq Service Provider Solutions.

In the new e-economy, information is now the critical corporate asset, and the ability to deliver that information is a key competitive strength. As a result, an increasing number of companies are turning their business-critical Microsoft applications — such as Exchange 2000 and SQL Server — over to a Service Provider. But where do you turn for help?

You turn to Compaq. With a commanding lead in implementing Exchange 2000, Compaq is the best company to help you plan, design, deploy, grow, and manage your Exchange hosting service. Compaq offers *ProLiant™* servers — the #1 platform for Microsoft Exchange with more than 55% market share — with rack-mount configurations that save valuable data center floor space. We offer the industry's most comprehensive portfolio of high-availability storage solutions for the Exchange environment — including a pay-as-you-go Private Storage Utility. And our award-winning professional services augment your abilities, helping you win and retain customers.

That's why a growing list of Service Providers are choosing Compaq solutions for their Exchange-based hosting services — including BT, Cable & Wireless, Data Return Corporation, Digex, Electronic Data Systems (EDS), Exodus, InterLiant, KPMG PrimeSource, Primus, Qwest, USinternetworking, and more.

So whether you are just starting your hosting operation, or if you are in a production environment and need to add customers, Compaq can help you achieve your goals — with maximum speed and minimum risk.



“One of Data Return’s goals is to be the top provider in the advanced managed hosting space for Internet applications based on Microsoft technologies. Our global alliance partnership with Compaq is helping us get there by combining Compaq’s expertise in deploying the world’s largest Exchange installations with the most advanced managed hosting expertise available for Microsoft Exchange 2000.”

*Joe Sparks
Director of Global Alliances
Data Return Corporation*



Compaq ProLiant servers — the leading platform for Microsoft Exchange

Compaq *ProLiant* servers are the most widely used servers in Exchange environments today — with over 55% market share. *ProLiant* servers offer the industry's best price/performance, availability, reliability, scalability, and ease of management.

Intel-based Compaq *ProLiant* systems offer superior reliability and fault-tolerant features in an industry-standard server. Today's *ProLiant* servers have substantially more memory and faster systems and peripheral buses. They include many built-in features for enhanced reliability — such as ECC memory and redundant, hot-pluggable NICs and disks. *ProLiant* servers are easier to service because the chassis design allows quick access to internal components.

ProLiant servers offer “out-of-the-box” collaboration with Exchange 2000 and advanced capabilities for knowledge management, unified messaging, and wireless technologies. We can create a solution for your particular environment that is easy to deploy, grow, manage, and maintain over an entire life-cycle.

Characterized for Microsoft BackOffice applications

ProLiant servers are tested to ensure reliability and interoperability with Exchange 2000, SQL Server, and other Microsoft BackOffice applications. Through Compaq's strategic alliance with Microsoft, our engineers work to ensure that your server configurations are optimized for the applications you are hosting.

One of the hottest systems with our Service Provider customers is the *ProLiant* DL380 (next-generation 1850R) server — a rack-mount system that packs a big punch and has a tiny footprint. But regardless of the system you choose, you can relax knowing that it has been tested extensively to work out any bugs before you fire it up.

Built for reliability and availability from the ground up

Any loss of availability translates into a loss of time and money. To protect you from such losses, Compaq offers many capabilities to ensure that our servers provide maximum uptime with minimal maintenance requirements. Enhanced reliability requires three major classes of functions:

- **Fault Prevention** — Features designed to prevent problems from occurring at all
- **Continuous Computing** — Features that work around any failures without service interruption
- **Rapid Recovery** — Features designed to reduce the time it takes to recover from failures

ProLiant servers and Exchange — a winning combination

#1 in 4-way computing

Compaq accomplished record-breaking Exchange 5.5 Server scalability by achieving 32,500 MAPI Messaging Benchmark users on a Compaq *ProLiant* DL580 system.

#1 in 2-way computing

Compaq broke the 2P Exchange 5.5 record by achieving 19,000 MAPI Messaging Benchmark users on a Compaq *ProLiant* ML530 system.

#1 in 1-way computing

Compaq accomplished record-breaking Exchange 5.5 Server scalability by achieving 13,000 MMB users on a Compaq *ProLiant* ML530 system.



The highest availability for your critical Exchange data!

To maximize the availability of Microsoft Exchange — around the clock and around the globe — you need a fast, automated backup and restore solution. Compaq is the world's top-ranking storage systems supplier and the leading Storage Area Network (SAN) provider for the Exchange environment. And Compaq offers the most comprehensive portfolio of storage products for the Exchange environment in the industry — including disk arrays, tape, and software.

Compaq storage solutions dramatically improve the availability of Microsoft Exchange — so you can meet your most aggressive business objectives.

Storage that lets you pay as you go — and grow!

Thanks to e-business, capacity requirements and associated costs are growing exponentially. That's why we designed an innovative alternative: the Compaq Private Storage Utility. This revolutionary concept lets you offload your storage burden to the world's leading global IT services organization. You get state-of-the-art managed enterprise storage, services, and support — without the stress.

The Private Storage Utility is a SAN-based storage utility provided by Compaq at your site. Like any other utility, enterprise storage becomes a service on your network that is operated, maintained, and expanded transparently. You simply pay for the service as you use it on a monthly price-per-GB basis.

The Private Storage Utility is especially applicable to the needs of Service Providers because it lets you focus on deploying new applications and managing unpredictable information growth. It also lets you redirect your capital into core business expansion. Best of all, Compaq takes care of the issues that growth entails by incorporating a pay-as-you-go storage infrastructure with professional management of your environment.

So whether you choose the Private Storage Utility, or prefer to own and manage your own storage systems — Compaq is here to support you.

Private Storage Utility benefits

Pay as you go: price-per-GB billing means you pay as you go and as you grow — for the storage you actually use — when you need it and where you need it.

Recover costs: charge-back reports from Compaq let you track usage and charge your customers on a capacity/user account basis.

“No longer is storage growth measured in months or even years, rather week-to-week or month-to-month. Compaq, through its managed storage services and storage utility offering, gives Acxiom a key weapon in its arsenal to meet this challenge head on.”

*Greg Cherry
Technical Systems Leader
Acxiom*

Value-added services that work for you

When it comes to speeding deployment and reducing risk, nothing takes the place of experience. With more than 6 million Exchange seats already deployed, Compaq was recently endorsed by Microsoft as the Worldwide Prime Integrator for Exchange 2000. And Compaq Global Services was named Microsoft Services Partner of the Year.

Learn what we know

For more than six years, Compaq engineers have worked side-by-side with Microsoft engineers on their campus to develop compatible solutions for our customers. In fact, Microsoft used Compaq's server and storage platforms in the deployment of Windows and Exchange 2000. In addition, Compaq has contributed greatly to the functionality and robustness of Windows 2000 environments — including providing the base code and technology for the Fibre Channel drivers that are standard in the operating system.

Through our work with Microsoft, we understand what is necessary for supporting Service Providers. Now we're ready to transfer that knowledge to you.

When you deploy Windows 2000, Exchange 2000, or other Microsoft BackOffice hosting operations, Compaq can help you lower risk, reduce complexity, and achieve faster time-to-market.

To ensure a smooth transition to Exchange 2000 Server, Compaq provides services and seminars to get your staff up to speed quickly. Compaq *ActiveAnswers*[™] (www.compaq.com/activeanswers) provides performance and tuning guides to maximize server and application performance. Our *Ten Steps to Microsoft Exchange 2000 Seminars* and *Customer Academies* prepare you for a successful deployment.

Sleep better at night

As a Service Provider, either your systems are up and running, or you're out of business.

- *Compaq can provide Service Level Agreements of up to 99.999% availability according to your uptime needs.*
- *Compaq delivers leadership clustering and storage technologies, as well as unmatched scalability that lets you scale up and scale out — without disrupting your operations.*
- *Security is the number one issue facing companies in any Internet, intranet, or extranet e-business environment. That's why Compaq provides complete, end-to-end life-cycle solutions for all your security requirements.*

Simply put, Compaq enables a successful Service Provider environment, and that means peace of mind for you.

With over 3,400 Microsoft Certified Service Engineers and more than 850 dedicated Solution Integration experts, Compaq provides services to support every aspect of your hosting operation, including:

- *Migration Assessment and Planning*
- *Rapid Pilot*
- *Installation and Startup*
- *Planning and Design*
- *Migration and Integration*
- *Collaboration Services*
- *Managed Exchange Service*
- *Custom Operations Management*
- *Custom Help Desk*

“Compaq is well-positioned to be a premier source for systems, storage, and services for Service Providers — providing systems that can lower customer risk while delivering highly reliable solutions.”

*Sara Radicati
President and CEO, The Radicati Group, Inc.*



Put our expertise to work for you!

- *Microsoft's Worldwide Prime Integrator for Exchange 2000*
- *Microsoft Services Partner of the Year Award — Compaq Global Services*
- *Over 6 million seats of Exchange already installed in more than 550 customer organizations*
- *Compaq's own successful internal deployment of Exchange 2000*
- *Compaq ProLiant hardware, the #1 platform for Exchange, with more than 55% of market share*
- *The industry's most comprehensive portfolio of high-availability storage solutions for Exchange*
- *Pay-as-you-go Private Storage Utility option, fully utilizing the newest Storage Area Network (SAN) technologies*
- *24 x 7 leadership, with high availability and unparalleled reliability based on clustering technology*
- *Over 27,000 service employees at 550 locations in 114 countries*
- *More than 3,400 Windows NT trained Microsoft Certified Service Engineers on staff to support any of your Windows 2000 needs*
- *More than 850 dedicated Exchange Solution Integration experts to serve your needs worldwide*
- *20 best-in-class Business Solutions for Exchange partners*
- *Ten Steps to Exchange Seminars and Customer Academies to help you deploy Exchange 2000*
- *Eight books authored by Tony Redmond, CTO, Compaq Services, and his team of experts. Published by Butterworth-Heinemann*
- *Global strategic alliance with Microsoft Corporation for more than six years*

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