Managed messaging and collaboration solutions
In today’s enterprise, effective messaging and collaboration solutions are essential for success.

As the boundaries of the enterprise expand and the velocity of business increases, employees must be able to team across geographical boundaries and communicate instantly with partners, suppliers, and customers—and they must do so with absolute reliability and security.

While the value of messaging and collaboration is undeniable, managing these sophisticated systems can be complex and costly. With intense scrutiny on the bottom line, IT managers must control costs, improve performance, increase security, and focus on core staff competencies simultaneously.

An increasing number of companies are outsourcing the design, launch, and ongoing management of their electronic communications environments. The right outsourced messaging and collaboration solution can help to:

- Roll out new technologies and efficiently manage migrations to new platforms
- Deploy IT staff appropriately
- Provide robust security and virus protection
- Control operating costs
- Integrate new technology with legacy systems
- Link messaging and collaboration systems to other applications

In addition to these largely internal issues, companies worldwide must respond to increased government regulatory requirements for privacy, archiving/retention, and monitoring. In the United States, recent legislation provides severe criminal penalties for destroying documents and business information. A number of other countries now have specific regulations for managing electronic communications, including storage of duplicate copies, maintenance of indexes, and the capability of retrieving stored messages.

**Managed messaging and collaboration solutions strengthen your control**

HP offers complete, end-to-end managed messaging and collaboration solutions to enterprises that require a customized approach. HP experts focus on creating solutions that are highly available and secure across multiple sites and geographies. HP delivers global support with guaranteed response, offers flexible pricing options, and provides onsite management or hosting and management at an HP Operations Management Center.

With more than 20 years of experience implementing global electronic messaging environments, HP has managed messaging and collaboration solutions that are scalable, innovative, and industry standards based.
“HP Services provided some very high caliber people who delivered exactly what we wanted both on time and on budget.”
Dave Anning, chief technology officer, Smiths Group plc.

HP has deployed 10 million+ Microsoft® Exchange mailboxes. HP manages more than 1 million messaging seats worldwide and has also demonstrated expertise with solutions from Lotus and other leading vendors.

HP has leveraged its experience in developing technology solutions for the telecommunications, financial services, manufacturing, and consumer products industries to provide messaging and collaboration solutions that meet the current and future needs of global organizations.

Delivering the flexible solutions your business requires
HP managed messaging and collaboration solutions span the lifecycle of system requirements, including initial assessment, planning and design, user migration, legacy integration, security and protection, wireless support, network management, and end-user support and training.

These solutions can be delivered modularly and are easily customized to meet your particular business needs. Customers typically begin an engagement with HP Services by assessing their current environment. This assessment focuses on the business value case for undertaking changes to the messaging environment.

HP also offers services for:
- **Planning and design**—system design and structure that scales to accommodate growth
- **User migration**—seamless migration to new or upgraded platforms, regardless of user location
- **Legacy integration**—smooth integration of new or upgraded platforms with legacy systems for continued return on investment
- **Security and protection**—vital, industry-standard security including virus detection and removal, anti-spam filtering, content filtering, archiving, backup and recovery, and message tracking
- **Collaboration**—support for collaborative functionality such as group calendaring, instant messaging, data and video conferencing, public folders, and Web-based storage
- **Wireless support**—support for wireless e-mail delivered to pocket PCs, Palm operating system–based devices, and the Blackberry
- **Network management**—network configuration and performance tuning designed to enable more robust messaging and collaboration solutions
- **End-user support and training**—training modules and ongoing support to bring users online quickly for enhanced productivity

Complementing these specific services for managed messaging and collaboration, HP offers comprehensive standard and custom services that include Web-based provisioning, client access, monitoring and management, database management and maintenance, hardware break-fix, program management, capacity management, problem management, and configuration management.

Enhancing business agility
Managed messaging and collaboration services from HP offer clear benefits that are linked to the agility of your business. When employees can communicate effectively with other members of the extended enterprise, they can positively affect the bottom line through:

**Improved productivity**
High system availability and the ability to collaborate anytime, virtually anywhere can facilitate sharing of ideas and information, improving the quality of decision-making and even speeding time to market of new products and services.
High availability and security
If messaging and collaboration capabilities are to be mission-critical tools, they should be highly available— and highly secure. HP delivers solutions that are available anytime, virtually anywhere in addition to being resistant to hacking and malicious intrusions.

Robust mobility support
With a rapidly increasing number of employees and business partners empowered by wireless devices, it is imperative that electronic communication solutions be mobility-friendly. HP managed messaging and collaboration solutions support current and emerging wireless industry standards to enhance the productivity of mobile users.

Increased operating efficiency and reduced costs
HP works on your behalf to provide an effectively managed communication and collaboration environment. HP’s expertise in integrating new technologies with legacy applications as well as in handling complex application migrations helps your operation to achieve and maintain operating efficiency on a daily basis and reduce operating costs.

Improved scalability and interoperability
Messaging and collaboration capabilities that scale easily in response to user demand and interoperate with your current investment in software and systems are a critical business requirement. HP experts have the training, experience, and commitment to industry-standard technologies to support your scalability and interoperability needs well into the future.

Global support and response
With successful messaging solutions in place in more than 50 countries, plus its partnerships with leading messaging and collaboration solution vendors, HP is ideally positioned to offer you the support options and service levels your enterprise requires.

A family of end-user workplace management solutions
HP managed messaging and collaboration solutions are part of a family of end-user workplace management offerings. These offerings are designed to increase the productivity of your enterprise by increasing the reliability and availability of the end-user environment. They are available as fully outsourced services.

• Managed Desktop Services support a standardized, distributed computing environment for predictable costs, efficient asset use, and reliable end-user support.
• Managed Mobility Services offer secure, controlled access to corporate networks, data, and applications for your mobile workforce.
• Global Service Desk drives down the cost of support through a single point of contact for analysis and resolution of all end-user issues. When offered with eSupport, it provides a personalized support portal as well as advanced self-help and self-healing capabilities designed to promote end-user autonomy.
• Managed Imaging & Printing optimizes local and networked print infrastructure for improved user productivity, simplified management, and reduced costs.
HP’s approach to managed services is highly flexible, giving you the choice of outsourcing a single selected function, several functions, or a strategic outsourcing engagement. HP works closely with you to identify and implement services that streamline operations, mitigate risks, and make you more agile—your ultimate business goal.

Why outsource to HP?
User demands tend to increase at the same time that messaging and collaboration solutions grow in functionality and sophistication—making it increasingly complex and costly to implement, support, and manage them. Many enterprises are finding that they need the support of an experienced partner to deliver and maintain a cost-effective electronic communications system.

With more than 25 years of designing, deploying, and supporting high-technology environments, HP has the know-how to operate a complex messaging and collaboration environment. In a marketplace crowded with vendors that offer partial or proprietary solutions, HP differentiates itself:

- 60,000 services professionals in 160 countries
- One of the top three global IT service providers
- Commitment to industry standards and proven methodologies

Experience in deploying and supporting solutions from leading vendors
- Ability to integrate new technologies with legacy systems—keeping your enterprise on the leading edge
- Highest-level partnerships with the leading messaging and collaboration software suppliers
- #1 in enterprise-ready Microsoft integration and support services

There’s no time like the present
To help your enterprise maintain its competitiveness in today’s markets, you need a secure, highly available messaging and collaboration solution. The team from HP Services can put its demonstrated expertise to work to help you reduce the ongoing costs of operating your electronic communications, protect them from an all-too-frequently hostile environment, and fine-tune them to meet challenges posed by growth, new technologies, and business imperatives.

For more information
For more information about HP Services managed messaging and collaboration solutions and other end-user workplace management solutions, visit HP at www.hp.com/hps/access/.