Compaq NonStop™ **eBusiness Solutions Overview**

Introduction

Fueled by the growth of global electronic networks, the Internet economy is creating profound changes in markets, business relationships, and the models by which business is transacted. Companies are increasingly relying on Internet technologies to stay connected with their suppliers, partners, and customers.

The driving forces behind e-business include the following factors:

- Customers, suppliers, and partners are doing business electronically.

- Information is online, secure, and universally accessible.

- Speed and agility—not size—are giving companies a competitive edge.

Business challenges

Today's new customer-driven environment is forcing enterprises to redefine the way in which they do business. They are either facing new challenges or are forced to deal with them at an increasingly rapid pace. Doing business around-the-clock is no longer a special case: they must be "on" 24 hours a day.

The key business challenges in today's Internet-enabled economy include:

- *Transitioning to e-business*—the primary challenge for any organization is to get to e-business from where it is now. It is essential that IT systems have an architecture that is modular and supports growth and change. Smart companies start simple and grow as their needs dictate.

- *Rapid business cycles*—No longer will business cycles be measured in years or even months. They will be measured by the transaction—by the time it takes to deliver a product or meet the needs of an individual customer at a specific point in time.

- *Unprecedented technology demands*—solutions must be completely predictable in a world where the usage, demand, and stress on e-business systems will be totally unpredictable.

Technology imperatives

To have a predictable e-business environment, a company's IT environment must have four key features:

- **Availability**—the continuous delivery of business services as measured by the customer of those services.
- **Scalability**—the ability to meet dynamic capacity requirements without interrupting service operations.
- **Security** —protection against the full gamut of risks, from receiving destructive viruses, to unauthorized site access, to the propagation of corrupt data or financial information.
- **Manageability**—the ability to monitor operations and applications and proactively ensure continuous business operations.

Compaq achieves these four technology imperatives through a combination of best-of-breed partner applications, skilled services resources, leadership systems technologies and worldwide delivery capabilities.
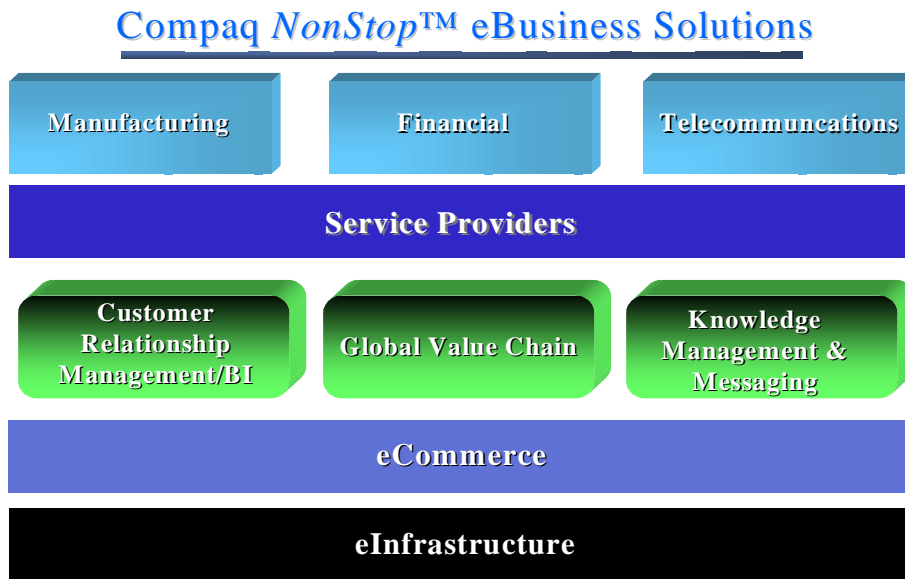

Compaq's approach: *Compaq NonStop™* eBusiness Solutions

Compaq NonStop™ eBusiness solutions are a complementary set of computer hardware, systems software, application software, and services that facilitate the creation of Internet-enabled e-business systems that are highly available—anywhere, anytime. They bring enhanced availability, scalability, manageability, and security to keep business-to-business and business-to-customer applications running around the clock. These solutions are characterized by:

- Software—Best-of-breed applications or custom software and the required underlying system software

- Services—Systems integration and support services provided by Compaq and its worldwide network of service partners and Independent Software Vendors (ISVs).

- Hardware—Delivered on *Compaq ProLiant, AlphaServer*, and *Himalaya* servers

- Validation—Functionally tested with solutions-level documentation, configuration, installation, and management guides, or equivalent service offerings to ensure reliability and confidence

- Delivery Channel—Through Compaq and its partnerships with a worldwide network of resellers, system integrators, and world-class management consultants

Compaq NonStop™ **eBusiness Solutions**

Compaq NonStop™ eBusiness solutions encompass the complete needs of enterprises to conduct e-business - from building the technology foundation across the enterprise to implementing application and industry specific solutions around the world.

Compaq *NonStop*™ eBusiness Solutions

Manufacturing	Financial	Telecommuncations

Service Providers

Customer Relationship Management/BI	Global Value Chain	Knowledge Management & Messaging

eCommerce

eInfrastructure

Customer Relationship Management (CRM)/Business Intelligence (BI)

Customer Relationship Management is a set of business processes built on a strategy to create long-term, profitable relationships with specific customers by enabling one-to-one relationships through delivery of customized services and products. CRM solutions develop the superior understanding of customer needs and preferences by enabling timely, relevant and valuable interactions for both the customer and the supplier. The four business processes are marketing, sales, service, and business intelligence (analysis). The core of an e-business CRM solution is the integration of a business intelligence data warehouse with other enterprise systems.

*Compaq NonStop™ e*Business solutions are:

- Sales Force Automation
- Call Center Management
- Data Warehousing
- Data Marts
- Data Mining

These solutions enable the process of profitably enhancing the customer value exchange. These solutions apply the new knowledge, obtained from the analysis of customer data, at the customer touch-points—such as sales, marketing, and service—while feeding new customer data back to the customer repository, where it is used to further enrich the customer experience. Compaq has strong, comprehensive relationships with the major CRM ISV's - Microsoft, Oracle, SAS Institute and Siebel.

Global Value Chain (GVC)

Driven by the need to support e-business, Global Value Chain solutions encompass business process applications such as Enterprise Resource Planning (ERP) and Supply Chain Management (SCM). GVC implementations make efficient use of huge volumes of transaction-intensive data. ERP is an operational backbone that generates large amounts of data through the integration of functions such as order processing and manufacturing. Supply chain management uses ERP data together with high performance computing and iterative analysis to optimize distribution and logistics.

Compaq's GVC solutions encompass all aspects of the Global Value Chain:

- Advance Planning & Scheduling
- Enterprise Resource Planning
- Supply Chain Management

Compaq extensively tests, characterizes and benchmarks the solutions it sells with industry leading partners such as Baan, i2 Technologies, JD Edwards, Oracle, PeopleSoft and SAP.

Knowledge Management and Messaging (KM&M)

By harnessing valuable knowledge resident in employees, Knowledge Management enables organizations in all industries to provide a competitive advantage that drives increased revenue, productivity, innovation, and responsiveness. KM&M is supported by technologies such as state-of-the-art messaging and collaboration, Internet infrastructure (portals), and business intelligence in highly available networked environments.

Compaq can help companies with all aspects of KM&M—from assessment, planning and design, to implementation, management, and support. Compaq offers a wide range of high availability options that can help companies dramatically accelerate implementation easier, at lower cost, and with less risk. Leading-edge solutions include:

- Messaging & Collaboration
- Knowledge Management Portals

Compaq is a major partner with the three principal platform suppliers for KM&M: Lotus, Microsoft, and Novell.

E-Commerce

E-commerce is the network-based connection between customers and suppliers for the purpose of conducting commercial transactions. E-commerce applications are separated into two classifications: *buy-side* and *sell-side*. Buy-side applications are designed to automate the process of purchasing production and non-production materials, supplies and services, including the completion of the transaction. Sell-side applications are designed to sell a company's product or service over the Web. The Internet enables companies to reach more customers with a lower cost of sales and distribution—while significantly reducing internal procurement costs.

Compaq's e-commerce portfolio includes:

- Web Storefronts
- e-Procurement Systems
- Security

Compaq's sell-side applications allow a customer to start small and scale exponentially to the largest size website, and offer full integration capabilities with key ERP and CRM solutions. Compaq also delivers a full suite of assessment, planning, integration, and support services for procurement and supply-chain solutions. To ensure information and transactions security, applications such as firewalls, Virtual Private Networks (VPNs) and Public Key Infrastructures (PKI) and Certificate Authorities (CA) are an integral part of the *Compaq NonStop*™ eCommerce solutions. Compaq delivers solutions by working in partnership with leading applications providers including AXENT, CheckPoint, Clarus, CommerceOne, Entrust, Microsoft, and Oracle.

eInfrastructure

The IT infrastructure provides the foundation for making applications available across the enterprise. The Internet is driving dramatic, rapid changes in IT infrastructures as organizations evolve to become e-businesses. The need for greater operational predictability, universal access to corporate information, and greater integration among business entities requires an increasingly robust, integrated, and flexible foundation for applications. This e-infrastructure must support development and deployment of e-business solutions quickly, affordably, and with minimal risk.

Compaq is implementing the most comprehensive strategy in the industry for developing e-infrastructure solutions. Compaq works closely with "best in class" partners such as BEA, BMC, Cisco, Citrix, Computer Associates, and Iona to provide a full complement of key solutions including:

- Networking, thin client, and streaming media architectures

- Application integration platforms such as directories and middleware

- Full-function management for systems, networks, storage, and applications.

Compaq brings unique value to customers by integrating, testing, tuning, and documenting e-infrastructure solutions to ensure optimum interoperability, reliability, and availability of applications.

Service Providers

To succeed in the booming Internet marketplace, Application Service Providers (ASPs), Internet Service Providers (ISPs), and Network Service Providers (NSPs) must offer their customers speed to market, operational freedom, optimal performance, and financial flexibility. For their part, that means service providers must be able to manage phenomenal customer growth, deliver efficient and reliable value-added services at minimum cost, and provide 100% uptime.

Compaq provides *NonStop*™ eBusiness solutions for Service Providers:

- Access Infrastructure

- E-commerce and Application Hosting

- Firewalls and Virtual Private Networks

To deliver these solutions, Compaq has combined its Internet expertise with open source solutions such as Apache, Linux, and Sendmail, and best-of- breed commercial applications from partners including AXENT, Check Point, INTERSHOP, Microsoft, Netscape, and Oracle.

Manufacturing

Manufacturing is the single largest industry sector in the worldwide economy. As with all industries, the rapid emergence of the e-business phenomenon is having a significant impact on it. Seamlessly integrating a manufacturer's entire value chain is rapidly becoming a mandatory Information System activity.

Compaq offers *NonStop*™ eBusiness solutions to meet the business and technology challenges manufacturers are facing today across a range of markets including:

- Pharmaceutical and Biotechnology
- Electronics
- Semiconductor
- Utilities
- Chemical
- Automotive and Discrete manufacturing

With products, tools, and integration services, Compaq and its partners – including ABB, Camstar, i2, PRI Automation, and USDATA -- provide integrated sophisticated, high-performance platforms for manufacturing environments. The payoff is a robust, seamlessly integrated, and always available electronic infrastructure delivering the rapid flow of vital operational information throughout the enterprise and with key suppliers and customers.

Financial Services

Today's financial institutions face a constantly changing market and competitive landscape. They are responding to new legislation, the changing mix of delivery channels and products, the need for improved risk management, and the availability of around-the-clock services via the Internet. Within this volatile environment, financial institutions are struggling to increase profitability, reduce costs, improve customer service, and decrease time to market. As a result, they need to win and retain customers, manage risks, reduce costs, and meet technological challenges.

Compaq's Financial Services solutions help them meet these challenges through the follow solutions:

- Retail Banking

- Wholesale Banking

- Capital Markets

- Customer Relationship Management for Finance

Compaq integrates best-in-breed applications across a range of platforms and partners including Fundtech, Indigo Technologies, Norbert, and Sanchez to create complete solutions for all sizes and types of financial institutions.

Telecommunications

The telecommunications industry today faces the daunting challenge of creating and managing convergent network infrastructures driven by the popularity and strength of the Internet. The race is on to introduce differentiated services quickly while effectively managing a mix of voice, information, commerce, and video traffic. Compaq understands convergence and has all the pieces in place to help telecom companies thrive in a world where e-commerce and Internet communications are as common as phoning the office. Compaq provides secure, highly reliable *NonStop*™ eBusiness solutions for:

- Mobile Internet Platforms
- IN PrePay for Wireless Subscribers
- Fraud Management Capabilities

In addition, Compaq is a full-line supplier of everything needed to manage network services and speed transactions for roaming, data, Internet protocol-based technology, and other messaging applications. And with industry-leading partners including Genesys, Sema Group Telecoms, Usha Communications Technology, and Vicorp, Compaq supports the industry's broadest portfolio of platforms, solutions, and services.

Solutions Delivery

Compaq NonStop™ eBusiness solutions include a choice of delivery vehicles that best fit customers' needs depending on the complexity of the solution and the desired service level. For the most complex solutions, we offer full global enterprise planning, design, implementation, and management services. Compaq's System Integration partners are a key element in part of our global delivery capability. This capability is complemented by Compaq's worldwide network of Solution Centers, Custom Systems & Solutions design expertise and *ActiveAnswers* for online solutions information and pre-configured, ready-to-order systems.

Compaq *NonStop™* eBusiness Services

As part of its *NonStop™* eBusiness strategy, Compaq has established service divisions with systems integration, delivery, support, and outsourcing capabilities that meet critical customer needs:

- Professional Services for architecture, planning, design, implementation, and management of enterprise infrastructures and applications
- Customer Services to ensure the continuous operation of the enterprise infrastructure

Professional Services

Compaq Professional Services combines the skills of industry and e-business consultants with solution architects, engineers, and implementation specialists to ensure customer solutions take advantage of all appropriate e-business technologies. It applies proven methodologies across the continuous lifecycle of services—architecture, planning, design, implementation and management— to maximize customers' response to market changes and provide the agility to move quickly into new markets.

The Compaq Professional Services portfolio includes:

- Vertical industry practices: **Telecommunications** (Operation and Business Support Systems, Advanced Network Services), **Financial Services** (wholesale and retail), and **Manufacturing** (semiconductor fab automation and supply chain management).

- Horizontal business practices:
  - **eApplications Practice** – Compaq Professional Services translates e-business vision into architecture and helps implement it across heterogeneous environments and applications. Compaq's applications integration expertise helps customers plan, design, integrate, implement and manage an environment that allows users to readily share data, documents, and applications within and beyond the enterprise. Compaq's Architecture Services labs provide proof of concept of specific architectural blueprints. The practice also provides Windows 2000 implementation and integration services as well as solutions and services for Customer Relationship Management (CRM), Business Intelligence (BI), Global Value Chain (GVC), Knowledge Management (KM), Applied Technologies & Architecture (ATA) and Enterprise Integration (EI).
  - **eCommerce Practice** - Business-to-Consumer solutions for storefronts and payment systems. Enterprise channel management extranet solutions. Business-to-Business solutions for eProcurement, portals/marketplaces, and Electronic Data Interchange (EDI). Infrastructure and transaction-level security solutions.
  - **eInfrastructure Practice** – Best-in-class Internet and network solutions through services that plan, architect, integrate and manage a customer's network infrastructure.
  - **eBusiness Management Services** – Compaq's outsourcing business is ranked #1 in client (desktop and mobile) outsourcing and is the third largest outsourcing vendor within the target markets of industry-standard platforms and e-business application operations. Focus is on *FutureSourcing*—Compaq's innovative approach to e-business management outsourcing—Business Continuity Services, and software publishing.

Customer Services

Customer Services provides proactive, preventive services to ensure that the customer's e-business infrastructure is continuously available, secure, and tuned for optimal performance in any environment— Microsoft Windows NT, Microsoft Windows 2000, NetWare, *OpenVMS*, *Tru64 UNIX*, or *NonStop ™ Kernel.*

CarePaq Services—Provides warranty extensions and uplifts, hardware and software support, installation, and other services in convenient, easy-to-buy packages available from Compaq Authorized Resellers.

Availability Review—Includes an in-depth assessment of all the domains that impact availability—operating systems, applications, the network, management practices, and the physical environment as well as hardware. Identifies risk areas and calculates the return-on-investment in making any changes.

Availability Partnership—Applies a continuous improvement process to achieve and maintain the customer's desired level of availability over time and throughout changes.

Business Critical Support—Provides hardware and software support plans for the most demanding environments, with 24x7 coverage, a dedicated technical account manager, and extensive proactive support.

IT Management Support Services—Helps customers manage their IT environments more easily and cost-effectively, and keep their systems running at optimal performance.

System Healthcheck—Consultants use automated tools to conduct a fast, thorough assessment of the customer's Windows NT, Windows 2000, *Tru64 UNIX*, or *OpenVMS* server environment and recommends ways to improve performance.

System Management Support—Provides consulting support to supplement the customer's resources in areas such as operations review, performance analysis and tuning, security assessment, and configuration management.

Network Management Services—Assesses, monitors, and optimizes network availability, performance and operations. These services support complex environments involving equipment and systems from multiple vendors.

Performance Advisory Service—This turnkey service helps customers track, manage, and predict network traffic and system performance across the enterprise via a proactive Web-based interface.

Internet Security—Provides an assessment service to scan the environment for potential problems, corrects any vulnerable areas, and offers SAFEsuite tools from Internet Security Systems (ISS) for permanent security from intrusion.

Compaq ActiveAnswers™

Compaq ActiveAnswers™ is a unique online knowledge repository and virtual solutions community that delivers information that can accelerate the enterprise lifecycle of planning, deploying, and operating solutions. *ActiveAnswers* also simplifies and standardizes enterprise solutions by providing pre-configured, ready-to-order systems - as well as complementary guides, technical information, tools such as sizers and configurators, to solutions providers and self-integrating end-users.

Compaq Solutions Centers

Compaq Solutions Centers bring customers and partners into contact with highly skilled Compaq employees to model solution deployment in specific production environments - ensuring functional fit, capacity for growth, and ability to perform predictably to achieve business objectives. Proof-of-concept demonstrations, as well as scalability and compatibility testing performed at Solutions Centers, help IT professionals minimize risk and reduce the time-to-implementation. Compaq employees who staff the centers are dedicated, skilled and able to put their knowledge to work—swiftly generating an advantage for the customer by transforming today's IT challenges into demonstrated designs for long range success on Compaq systems.

Compaq Custom Systems

Some customers need beyond off-the-shelf offerings—solutions that are tailored to unique, enterprise-scale requirements for high availability, disaster tolerance, and high performance computing. Many of these solutions require the complex integration of Compaq and third-party hardware and software products, often involving emerging technologies.

Compaq Solutions Alliance Partner Program

The Compaq Solutions Alliance (CSA) Partner Program is a worldwide partnering program for software developers, consultants, systems integrators and service providers. CSA and its partners, working in concert, deliver to our mutual customers integrated solutions that are cost-effective, manageable and easy to implement.

Membership in CSA provides hardware and software discounts, porting and solution development assistance, call center support, marketing assistance, a rich selection of Web based information and publications, and more. CSA enables partners to:

- Accelerate solutions implementation on Compaq platforms

- Reduce Risks through real-time engineering support for development and deployment of solutions

- Minimize costs through acquisition of hardware and software at discounted rates

- Maximize revenue through go-to-market programs and opportunities

- Receive daily program and corporate updates through a dynamic website

Compaq NonStop™ **eBusiness Platforms**

Compaq is the world leader in providing the widest range of server and client platforms and storage solutions that maximize productivity and return on investment in *Compaq NonStop*™ eBusiness Solutions.

Servers, Storage, and Clients

ProLiant—*Compaq ProLiant* is the #1 standards-based server, relied on by businesses worldwide for safe, low-cost deployment of volume solutions. *ProLiant* is also the highest-available volume server when installed with *Compaq Insight Manager* and supported by Compaq eBusiness-critical services. These systems support the most popular operating systems, including Banyan VINES, Linux, Microsoft Windows NT and Windows 2000, Novell NetWare, OS/2, SCO UnixWare and Solaris.

AlphaServers—Compaq's high performance *AlphaServer* systems meet the demanding enterprise requirements by offering ultra-high availability, disaster tolerance deployment, advanced clustering, and best 64-bit performance. *AlphaServer* systems play a crucial role in Compaq *NonStop™* eBusiness computing strategy by supporting specialized ISV needs for critical applications in growth markets.

NonStop™ Himalaya – *Compaq NonStop™ Himalaya* systems are recognized as the world's undisputed leader in fault tolerant continuous availability. Now running most of the world's stock exchange, ATM, credit card online transactions, Himalaya servers are pioneering as the core transaction engine in large-scale zero latency infrastructures for real-time eCommerce.   UNIX-based *NonStop™ Integrity* systems deliver similar high similar availability performance to the telecommunications industry.

StorageWorks—As the world's largest supplier of multi-user storage systems, Compaq continues to lead by leveraging industry standards to meet customer requirements for open storage solutions. *Compaq StorageWorks* provides the most highly available, scalable storage systems required for *NonStop™* eBusiness environments. Compaq offers a full range of industry-leading, open enterprise storage solutions based on our Enterprise Network Storage Architecture (ENSA) model, which builds on a core set of technologies connected to application platforms directly or through Storage Area Networks.

Clients

As the world's leader in personal computing, Compaq offers a comprehensive array of clients for the end-user of *NonStop™* eBusiness solutions through a portfolio of handheld devices, portables, and desktop platforms.

Compaq NonStop™ **eBusiness Solutions Advantage**

Compaq understands the critical nature of e-business computing and is aggressively building continuous computing capabilities into our enterprise solutions, products, architectures, partnerships, and services.

Compaq has major strengths that provide customers a powerful competitive advantage in facing the challenges of e-business:

▪ Compaq can help reduce time-to-market, costs, and risk of conducting e-business with proven solutions from best-of-breed partners, cost-effective industry-standard systems, robust and volume worldwide distribution.

▪ Compaq has the experience and skills to provide customers with 24 x 7 availability, scalability, reliability, security, high volume transaction processing, systems and application integration, and mission-critical services required by e-business.

Through *Compaq NonStop™* eBusiness solutions, Compaq delivers higher levels of availability, to more levels of the organization, more affordably and faster than any other information technology vendor. As a result, companies can create better business models—reaping the rewards of operational efficiency, business agility, and customer intimacy.

Businesses that aggressively embrace online technologies and apply innovation to these new business models will become the future market leaders in this new, globally accessible 24 x 7 economy. With *Compaq NonStop*™ platforms, solutions, architectures, and services, Compaq can help transform any business into an e-business.

For further information on all *Compaq NonStop*™ eBusiness Solutions, visit http://www.compq.com/solutions