



hp

HP.com Business to Business:
demand more from your e-business tools





HP.com Business to Business can play an important part in meeting and exceeding your goals. With customized and relevant content and tools that easily fit into and support your business processes, conducting business with HP is even more productive.

Many of our customers are already seeing an increase in efficiency through HP.com Business to Business. Read on to learn more about their experience and how HP.com Business to Business can work for you.

Real results from real customers.

A global communications company...

- ... reduced order time from 2 months to 8 minutes.

- ... reduced IT standard product configurations from over 300 worldwide to about six worldwide.

A global delivery company...

- ... reduced requisition approval turnaround from 5 days to 1 day.

- ... shortened PC purchasing cycle time from 17-19 days to 2 days.

A major technology company...

- ... reduced distribution management costs an estimated \$9M/yr.

- ... eliminated inventory costs by going to an OEM build-to-order model.

- ... achieved 93% adherence to IT product standards.

- ... shifted to paperless invoicing.

HP delivers more of what enterprise customers demand – more efficiency, global availability and a better return on IT investment all on one site.

HP.com Business-to-Business is the easiest, most efficient way to manage your business relationship with HP worldwide. Adapted to each customer’s unique needs, HP.com Business to Business provides complete capabilities and access to key information and e-commerce tools required by enterprise customers.

Whether through a quick-access customized website or complete integration into your internal e-procurement systems, HP.com Business to Business addresses a wide range of business requirements with high flexibility and accountability with a host of cost and time-saving features.

Working with your personal HP e-business consultant, you can customize a solution from a set of core capabilities, that provides you with cost savings, increased operational efficiency and a maximum return on your IT investment.

Self-service access: real-time results.

At every level, HP.com Business to Business connects you to the HP products, services and information you need most. Whether you are researching or purchasing a product, running an order history report or supporting your existing products, HP.com Business to Business provides instant access. The result: doing business with HP is fast and efficient.

Everything you expect from a business to business relationship.

HP.com Business to Business can accelerate your efforts to standardize your company’s IT infrastructure and streamline business processes. With greater emphasis in today’s economy on cost saving and spend manehement, you need greater visibility into your purchasing, more efficient automation, and better control over negotiation and procurement processes. World-class capabilities, with extensive order reporting and productivity tools, can become a vital part of your cost reduction initiative and long-term supplier management.

On your level.

As your business needs change, HP.com Business to Business has the flexibility to change with you.

- As an information-only site, HP.com Business to Business provides you with product and account team contact information, your product and service catalog, online collaboration capabilities, access to order tracking, (whether placed through phone, fax, or email) and customized global order reporting.
- For online purchasing, you can add a storefront with your company-specific product and service catalog and automated purchasing processes aligned with your procurement practices. Using these online purchasing capabilities can facilitate adherence to your IT product standards, reduce overall costs and accelerate order fulfillment.
- For maximum efficiency and ROI, integration of HP.com Business to Business capabilities into your internal procurement systems provides seamless interaction and streamlined business processes for you throughout the supply-to-delivery chain.

Your HP e-business account team will work with you to design the HP.com Business to Business solution that meets your requirements at every level.

	Features	Benefits
Information	<ul style="list-style-type: none"> • Customized product information • Online collaboration • Order status and global order reporting • Support tools 	<ul style="list-style-type: none"> • Quick access to the tools and information you need to do business with HP
Purchasing	<ul style="list-style-type: none"> • Company-specific catalog with customized product specifications • Workflow processes 	<ul style="list-style-type: none"> • Consistent global purchasing • Adherence to your IT standards
Integration	<ul style="list-style-type: none"> • Seamless connection to your internal systems • Static catalog or punchout 	<ul style="list-style-type: none"> • Maximum ROI and efficiency

HP.com Business to Business: flexibility that delivers more productivity and profitability.

"HP has developed a strong and cohesive B2B ecommerce strategy,"

—Rob Rosenthal, Senior Research Analyst, Hardware Research, IDC

Information: exactly what you need to know, when you want to know it.

A secure, customized HP.com Business to Business website provides single sign-on access from virtually any location in the world. Recognized at log-on, your custom profile and role within your organization determines your content and online experience. An intuitive user interface provides instant access to the tools you need and use most often, such as specific product lifecycle information and order status.

Clear communication.

To enable easy access to the latest HP information of interest to your business, your account team can post documents such as newsletters, product roadmaps, terms and conditions, general product information and other items to your site.

In addition, you will find complete contact information for your entire HP account team, enabling you to identify the right contact and get in touch with them when you need them.

Superior reporting for more informed decisions.

HP.com Business to Business offers extensive global order reporting capabilities. You can create custom reports from over 100 different fields. Comprehensive reporting gives you global visibility into your business – exactly what you need to make more informed purchasing and supplier management decisions.



Shipment tracking tools report the status of all orders, any-time, no matter how they were placed (online, phone, fax, email.) Order change notification is available via email and can be customized to meet your specific needs.

A complete set of "always there" support tools.

HP.com Business to Business offers a variety of online support features, including:

Product reference information – content such as customer advisories, documentation and FAQs.

Parts catalog – detailed parts descriptions and interactive product diagrams.

Warranty status – complete details of product warranties and information regarding HP Care Pack services.

Also on hand are a host of award-winning eSupport services that assist you at all service levels, from Warranty to Business Critical, in managing your entire business environment from the desktop to the data center. You can accomplish key tasks, such as:

- Resolving problems by using online diagnostics and troubleshooting.
- Downloading and managing drivers, patches, and software updates.
- Logging and tracking support cases.
- Searching technical knowledge databases.
- Choosing online training programs.
- Collaborating with HP support specialists or your peers online.

E-procurement: Your catalog, your products, your work style.

For better e-procurement performance, HP.com Business to Business is easily customized to suit multiple needs and preferences. Your configured items are instantly accessible for easy repeat ordering. Quotes can be saved for up to 30 days and easily converted to an order. The catalog can be exported via e-mail for internal distribution, or as HTML for upload to an internal web site. Processes already in place will not have to be changed. Instead, the site can be adapted to your company's specific internal purchasing procedures, integrating smoothly with the way you do business.

Global purchasing from anywhere.

Available in more than 200 countries, nine languages, and 43 currencies, HP.com Business to Business delivers true global reach to your enterprise. An item can be researched in one location and language, approved in another, and ordered in a third, all from one site! The core transaction remains unaffected across all languages. When accessing local catalogs, users will only see the pricing and products available for that region, securing the quotation and ordering process. Where purchasing is managed centrally, the convenience of purchasing from multiple country catalogs within one site and conducting currency conversion on the fly, streamlines and simplifies the process.

Integration: A seamless connection with your order management systems.

If your company has implemented an internal e-procurement system and you want to maximize the return on your IT investment, you can opt to integrate with HP.com Business to Business. Through such integrated deployments, Fortune 500 companies worldwide are taking advantage of this reduced cost model from HP, and are already streamlining their large-scale procurement operations. HP.com Business to Business integration is a sound bottom-line decision - it provides value, a rapid return on investment, and true lower cost of ownership.

HP partners with all of the leading e-procurement vendors to ensure your integration will flow smoothly and efficiently, in lock-step with your e-procurement solution and industry standards. HP was the first technology provider to attain Ariba Ready II and Ariba Premier Supplier certification, and was named an OCNP (Open Content Network Partner) by SAP, evidence that HP consistently meets high standards for repeated, successful integrations with our customer's systems.

You can choose to integrate a "static" HP catalog into your system directly, or "punch-out" to a customized HP.com Business to Business site for added purchasing benefits, such as a product configurator, up-to-the-minute product news and availability and an enhanced user experience.

As the world's leading integrated procurement supplier, HP has the experience you can count on.*

*Source: Industry-leading analyst

HP.com Business to Business Integration partners

Ariba	i2/Rightworks	PeopleSoft
Commerce One	Lawson	SAP
Data Stream	Oracle	

Industry-standard technologies

OCI	EDI	xCBL
Rosettanet	cXML	CIF
CUP/PUP	OAG	

HP.com Business to Business: High-performance to meet high expectations.

E-business is a discipline in which HP plays a clear leadership role. HP.com Business to Business is recognized for its reliability, flexibility and innovation. More than just on-line shopping, these capabilities actively support the continuous improvement of your purchasing and procurement management functions. All HP.com Business to Business tools and capabilities work to help you in your resource planning and budgeting process. And as your business expands, our ability to meet your procurement and information requirements grows as well. This is a customer-driven resource that scales from a customized information site to an integrated spend management system.

For more information on how HP.com Business to Business can become a part of the way you do business, contact your HP account manager or visit www.hp.com/info/business-site.

"We use the HP.com Business to Business web site to keep our operating costs down and keep our staffing costs down inside so we can afford to hire more salespeople to make us more profitable. Our customized HP.com Business to Business site features multiple levels of user access and robust standards - featuring Indoff's PC approved configurations. It's made my job great."

—Rick Beardsley, Vice President, Information Technology, Indoff, Inc. Distributor of Material Handling Equipment and Contract Office Furniture

"HP.com Business to Business makes it easy to order what we need. Our configurations for our desktops and notebooks are set. The speed and convenience are great."

—Donna Konseck, Director of IT, Sands, Anderson, Marks & Miller Full Service Law Firm

"We receive urgent requests for proposal, so the turnaround needs to be fast. With HP.com Business to Business, we go online and get accurate price quotes on the spot. HP helps us compete very effectively."

—Peter M. Abraham, CEO, Dynamic Net, Inc. Internet Solutions Provider

HP.com Business to Business Core Functionality

Fast, easy access

- One user name and password takes you right to the information and tools you need.
- Your home page can be configured to your personal preferences.
- Authorized users are recognized at log-on with designated buyer and approver roles.

Increased visibility into your business

- All orders can be tracked anytime with HP, whether placed online, by phone, or by fax.
- Order reports are completely customizable by the user.
- Global order status and order reporting is available through user-defined or standard pre-defined report formats.
- You can receive customized email alerts on changes in your order status.

Clear communication

- Online messaging, collaboration and automation of event notification, keep all lines of communication open between your colleagues and HP support team.
- Product lifecycle roadmaps, general product information and other key documents can be posted by your HP account team.
- Account team contact information, specific to your company, can be instantly accessed.
- A message board serves as the main communications arena for users and HP contacts.

Flexible online ordering capabilities for the way you do business

- Features can be tailored to varying purchasing processes.
- Customer-specific workflow maps to your organization structure.
- Your custom catalog encourages adherence to your IT product standards at negotiated prices, available for easy repeat ordering
- Added flexibility with dynamic product configuration driven directly from real-time calls to our ERP system - assures accurate configurations with up-to-the-minute information. Eliminates delays and follow-up calls to validate and substitute or add items that less capable configurators might miss.
- Quotes can be saved and stored for up to 30 days, and converted to an order when needed.

One site with global availability

- Available in 200+ countries, 43 currencies and nine languages supporting product research, planning, and determination of prices from any location, with subsequent transactions at another location under a different currency system.
- Consistent experience worldwide
- Supports centralized purchasing

Integrate with your e-procurement system for maximum ROI

- Choose from "static" customer-hosted catalog or "punchout" to a customized HP.com Business to Business site for added benefits including configuration, easier navigation and reduced maintenance.
- Available globally with all leading e-procurement solutions (Ariba, SAP, Commerce One, Oracle, etc.) and industry standards
- Proven, efficient deployment methodology

Contact your HP account manager or visit
www.hp.com/info/business-site

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