



HP Education Services  
Microsoft Unified Communications  
Customized Learning Solutions



## Realize the promise of your Microsoft Unified Communications Platform with custom training from HP

Microsoft's Unified Communications (UC) Platform promises to transform your work environment by tearing down communications barriers and ensuring effective collaboration. Let HP help you maximize your UC investment with Microsoft learning solutions tailored to your needs.

Effective training from HP will:

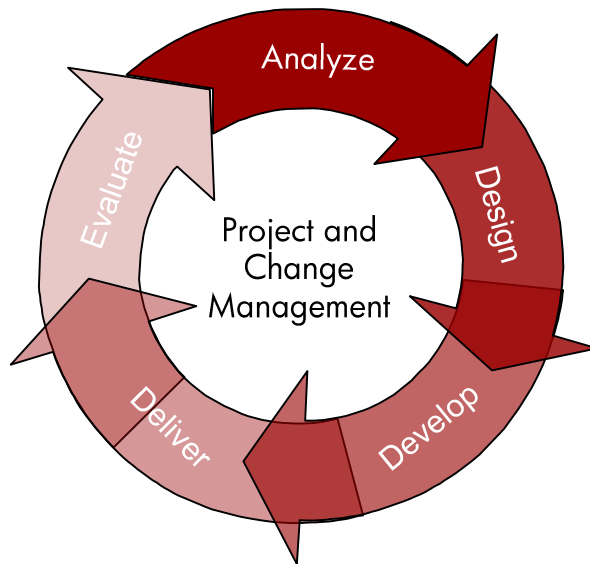
- Accelerate user acceptance of the new environment
- Reduce time, cost, and risk of implementation
- Increase user productivity in less time
- Maximize savings
- Ensure consistency of training through centralized training activities and processes

### Microsoft UC Training from HP

At HP we recognize that the path to an effective, collaborative communications infrastructure is unique for every customer. There are no shrink-wrapped solutions, and no one-size-fits-all answers. The journey will be singular for each business and will require customization to effectively leverage existing investments and achieve specific company goals. With that in mind, we will enhance your unique UC environment with a customized training approach based on our project framework.

### How does the HP learning solution process work?

Our goal is to help you have a smooth technology transition. In order to do that, you need high quality training that precisely targets your specific goals, needs and environment. The HP Education project framework is a phased approach that allows us to work closely with your experts in the early stages of your implementation, and to build on your corporate knowledge and guidelines. In general, our framework consists of four major phases: analysis, development, implementation and evaluation.



- **Analyze:** HP education consultants develop an understanding of your platform, learning environment, requirements, needs, and the IT investments you have made to ensure you get the greatest return from your training dollar.
- **Design:** Effective training requires more than just functional and technical course content. In addition to the actual instructional design of the Microsoft courseware, we consider the real world applicability of features, functions and tools to ensure that students can quickly apply new skills to the job. We focus on your business strategy and HR development goals. And, importantly, we consider corporate culture, learning culture and learning styles.
- **Develop:** We create the actual course content, including everything that is needed for smooth deployment during the implementation and delivery phase. HP's innovative teaching models and delivery options span the full range of learning methods— including classroom training, live online training, self-paced e-learning and a variety of informal learning.
- **Deliver:** We bring the training to your students – face-to-face or online, at HP sites or at your facilities. Any combination of logistics is possible. If you prefer, HP can provide infrastructure and equipment— together with course scheduling, student administration and e-learning platforms— so that you can manage the educational process yourself.
- **Evaluate:** HP has implemented a methodology and toolset to evaluate the success of training and calculate both business benefits and return on investment. These results can be used for ongoing improvement of current activities, to demonstrate the success of the training program, and to build a foundation for future decision-making and planning.

### Learning Path

With a training curriculum for both IT Professionals and end-users, HP delivers training to help your organization successfully deploy, integrate and use your Microsoft Unified Communication platform.



### Software Assurance

Use your Software Assurance Training Vouchers for Exchange and Office Communications Server 2007 learning for your IT professional staff.

The sooner we start, the better the business outcome.

With our extensive resources and expertise, we are ready to help you achieve better business outcomes. Let's start with a discussion of your business strategies, tactics, and goals.

Want to learn more about HP Microsoft Learning Solutions? ...please contact:

**Catherine Brown**  
**HP Education Services,**  
**Microsoft Solutions Team**  
**Telephone: (770) 419-9691**  
**email: catherine.brown@hp.com**

## Technology for better business outcomes