



HP Offers Next Generation End-User Workplace Solutions Including Virtual Collaboration and Mobile Device Management Services

Overview

HP has made available its next generation of End-User Workplace Solutions designed to provide collaboration and connectivity wherever enterprise employees work and with whomever they need to communicate. These new services enable customers to access and share information across time zones, functions and organizations instantly with greater security, and drive efficiency of end-user computing environments while reducing total cost of ownership. End-User Workplace Solutions are available worldwide and can increase cost predictability of mobile, traditional desktop and virtual environments and enhance workforce flexibility and productivity.

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Virtual Collaboration services

As part of the HP Messaging and Collaboration Solutions portfolio, HP's new virtual collaboration services help customers expand end-user virtual communication and teamwork by delivering reliable and cost-effective email and collaboration solutions with enhanced security features.

Through global operations and proven implementation experience in Microsoft® Exchange, Live Communication Server and SharePoint, HP delivers a complete messaging and collaboration solution. HP also provides comprehensive services – including design, migration, integration and ongoing management – to help enterprises consolidate and integrate their messaging and collaboration environment for a seamless end-user experience. The new virtual collaboration services include:

- **Messaging Services:** Tiered Managed Messaging services, Managed Messaging services for Microsoft Exchange 2007 and Managed Presence and Instant Messaging services based on Microsoft Live Communication server
- **Content Management Services:** Team Spaces services based on Microsoft Office Sharepoint 2007
- **Conference Services:** Managed Conference and Training Room services based on HP Virtual Room and Managed services for HP Halo. HP Halo is a network of collaboration studios that enable geographically dispersed teams to communicate with exceptional audio and video quality and no perceived delay. With Halo's end-to-end managed services, no support staff is necessary as HP takes care of bandwidth needs, technology refreshes, remote maintenance, diagnostics and calibration of Halo studio

equipment.

These new services build on HP's existing Messaging and Collaboration Solutions portfolio that includes Email Content Security and Email Archiving.

Mobile Device Management services

The Mobile Device Management services, part of the HP Mobility and Wireless Solutions portfolio, includes new tools to help customers understand and analyze the cost of managing mobile deployments and enable them to quickly and cost-effectively mobilize their workforce. These services also help enterprises create an adaptable mobile environment that reliably supports current business objectives and changing workforce requirements. Service features include:

- Enhanced Mobile Device Security enables enterprise IT organizations to remotely resolve problems, encrypt data on devices automatically, perform remote device lock-down or data wipe, manage user profiles, enforce IT security policies, and implement backup-and-restore processes.
- Shared and Dedicated Infrastructure capabilities provide enterprises with even greater flexibility and cost effective solutions for managing diverse, global mobile environments.
- Mobile Device Management Promotion service enables qualifying enterprise customers to evaluate their mobile device management needs. The service consists of a two-day workshop to evaluate significant mobility challenges and a 90-day evaluation of the HP Mobile Device Management service for a limited number of devices.
- Total Cost of Ownership tool to help customers analyze and implement best practices for managing the cost of mobile environments.

These new services are part of a broad portfolio of HP's Mobility and Wireless Solutions that include Mobile Device Management, Mobile Messaging and Secure Wireless Connectivity.

Additionally, customers can determine the financial impact of implementing HP's profile-based services through a total cost of ownership analysis.

Management of Change

HP is also introducing End-User Management of Change methodologies to help clients realize quicker and higher return on their End-User Workplace Solutions technology investment. End-User Management of Change is designed to help individuals and organizations within an enterprise predict and overcome issues associated with end-user adoption and acceptance of new technologies and new e-support models. They include a systematic approach that can proactively plan, manage and stabilize change processes and include:

- Management of Change for end-user adoption of self service
- Management of Change for Service Desk
- Management of Change for Mobility and Wireless
- Management of Change for Virtual Collaboration

About HP End-User Workplace Solutions



End-User Workplace Solutions focus on all aspects of an end-user environment and are designed to help users connect, communicate and collaborate to get vital work done more efficiently – regardless of physical location. The solutions help enterprises extend their business by breaking down time, geographic and organizational boundaries for better knowledge sharing and faster decision-making. The portfolio includes desktop solutions, mobility and wireless solutions, imaging and printing solutions, and messaging and collaboration solutions. At the core of End-User Workplace Solutions is a fully integrated service desk that provides a single point of contact for user support and an integrated view of the environment for ease of management.

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