



Halo's Monthly End-to-End Managed Solution

The immersive collaboration experience that Halo delivers is only half the story. Halo is a complete offering that includes an end-to-end managed solution. Halo's managed solution means that HP takes care of everything, so the customer can focus completely on utilizing Halo for faster business results. There are three important points to consider when evaluating Halo's managed monthly solution:

- **No Network Upgrades Required:** Halo runs on a truly global fiber optic backbone network dedicated to Halo traffic—the Halo Video Exchange Network (HVEN). This means your company can realize all the benefits of a truly immersive telepresence solution immediately, without additional time and investments in network hardware, bandwidth and support staff. The HVEN is designed to allow your company to scale its investment in telepresence affordably as business needs dictate, without compromising the immersive experience. This leaves your IT staff free to focus on improving quality of service for other critical core business operations.
- **No Support Staff Required:** HP's Halo specially-trained operations team is dedicated to providing around the clock support for Halo worldwide. There is no need for the customers to hire specially-trained staff or have local staff on hand to setup meetings or handle support issues. Support is literally a mouse click or phone call away.
- **Cost Effective Global Reach:** Through our investment in the HVEN, HP has developed alliances with leading telecommunications providers in every major region of the world. As a result, HP is able to offer the same high quality managed solution and immersive experience globally* at prices well below what may be available through local/long haul carriers and service providers.

When you buy Halo's fully managed solution, you get a complete package of benefits including all of the following features:

Unlimited use (24x7) of the HVEN, a truly global network dedicated to real-time video exchange. This connection provides:

- Bandwidth that is always available for real-time collaboration, anywhere in the world. This eliminates the need to pre-schedule bandwidth which is often necessary on shared networks. The HVEN is scaled so that Halo studios can be fully utilized without compromising the "no-perceived-delay" reliable experience that Halo is known for.
- A reliable, consistent "no-perceived-delay" experience worldwide. The HVEN is so reliable that HP is able to deliver the same Halo telepresence experience anywhere in the world.
- A secure, private connection: Because the HVEN is a private network dedicated to Halo it has an inherent level of security. It does not run on or provide access to the public internet or HP's intranet and it contains no wireless access points. As an extra measure of security, AES-256 based encryption with formal key management will be rolled out to all Halo customers in 2007. Halo also expects to be ISO 27001 certified by the end of 2007.
- Secure, private "company-to-company" collaboration: All Halo studios on the HVEN can be connected so customers are able to collaborate with key partners at any time. Halo customers can choose to be listed in a public directory or a private directory that can only be accessed per request from authorized parties.
- Halo Multipoint capability: An integral feature that allows for connection of up to four global locations or four collaboration studios at a given time without additional hardware or bandwidth.
- Extended multipoint capability: Through a strategic alliance with TANDBERG, the multipoint capabilities of Halo can be extended to more traditional video conferencing outlets. Interoperability between Halo and TANDBERG systems will support a maximum of 20 video streams, allowing users to participate in Halo Multipoint sessions from a variety of H.323 compliant end-points, including desktops and mobile PCs. This implementation is available** beginning with the TANDBERG 6000 MXP system connected to a Halo studio. Over time, this capability will likely be extended to more fixed and mobile industry standard video streams. Connection and service charges may apply.

- Technology refresh: Through our commitment to innovation and research at HP Labs, HP will continue to roll out new features and technology refreshes as they become available. This includes displays and associated audio/video equipment. Many new features will be free of charge, rolled out remotely over the HVEN, so they are available to customers immediately. This includes capabilities such as software and Graphical User Interface (GUI) updates, multipoint functionality, fully-duplexed spatial audio and other features that ensure all Halo studios continue to deliver an immersive experience.

Complete, proactive support. This includes:

- 24x7 HP Concierge assistance available in all studios to address issues quickly and escalate to the Halo Operations Management Center if necessary.
- Remote maintenance, diagnostics and calibration of the HP Halo Studio equipment.
- 24x7 monitoring of the HVEN health via a dedicated Operations Management Center.
- A two-day on-site repair response time*** and credits off monthly operations charges for downtime.
- Maintenance and replacement of all electronic studio components
- A dedicated account manager to serve as a first level primary contact, provide monthly usage statistics and hold quarterly business reviews.
- Licensed use of HP proprietary Halo software and all other software utilized in the studio.

* Only in regions with "open" telco markets

** Currently scheduled to be available in 2H CY 2007.

*** Two-day response time in most U.S. and Western European locations; three-day response time in most locations outside the U.S. and Western Europe.

Please visit www.hp.com/halo/contact_email.html today and connect with a Halo business specialist to schedule a demonstration, receive additional information about Halo or find out how Halo can help transform your business.

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