

HP Output Management Solutions

Solutions to make your business-critical documents deliver positive business outcomes



Take control of your complex information delivery environment and increase productivity with simpler management.



HP Output Management solutions combine industry-leading enterprise information delivery software with expert implementation, integration, software support and customer training services. These end-to-end solutions help companies reliably, efficiently, and cost-effectively deliver information from virtually any source to nearly any destination across a distributed enterprise.

Get your documents there every time on time

Your documents mean revenue for your company—invoices, purchase orders, contracts, loan applications, insurance claims, financial transaction confirmations, checks, shipping labels, and more. And where you need to send these documents is as mixed as today's technology offerings—fax, print, email, web, file, and wireless devices—both inside and outside your enterprise. That's why HP provides an integrated solution that is highly reliable and scalable for large-volume business-critical information output.

Protect your revenue stream

When documents or data don't get to their intended destinations, your business processes go down. Revenue is lost or delayed, costs add up, customers complain. Every time a document is lost, someone has to hunt for it and resend it. How many employee hours are wasted?

By implementing the HP Output Management solution, losing documents or part of a document will no longer be a challenge. You can track every document to its final destination and if something goes wrong in delivery, the document can be automatically sent to a backup destination, minimizing business disruptions.

Accelerate your business-cycle time

This may be the Internet age, but many companies still rely heavily on printed documents. By switching to a single unified interface, hundreds—or even thousands—of users can simultaneously deliver documents to many types of destinations all at once. With HP Output Management solutions, you can more easily compile and distribute complex documents and send the right parts to the right people in the format they prefer with just one action. HP customers are currently distributing hundreds of thousands of documents, some reaching millions of documents each month. The scalability of the HP Output Management solution is difficult to match.

Cut your information delivery costs

A single, centrally-managed interface that smoothly delivers documents to a variety of output destination types reduces your helpdesk costs and general IT expenses. Within many organizations, some print problems are simply too complex for the helpdesk to resolve. Instead, IT experts are called in. You can reduce the burden of print-related issues on your IT staff by reducing the number of problems they handle and by giving them better tools.

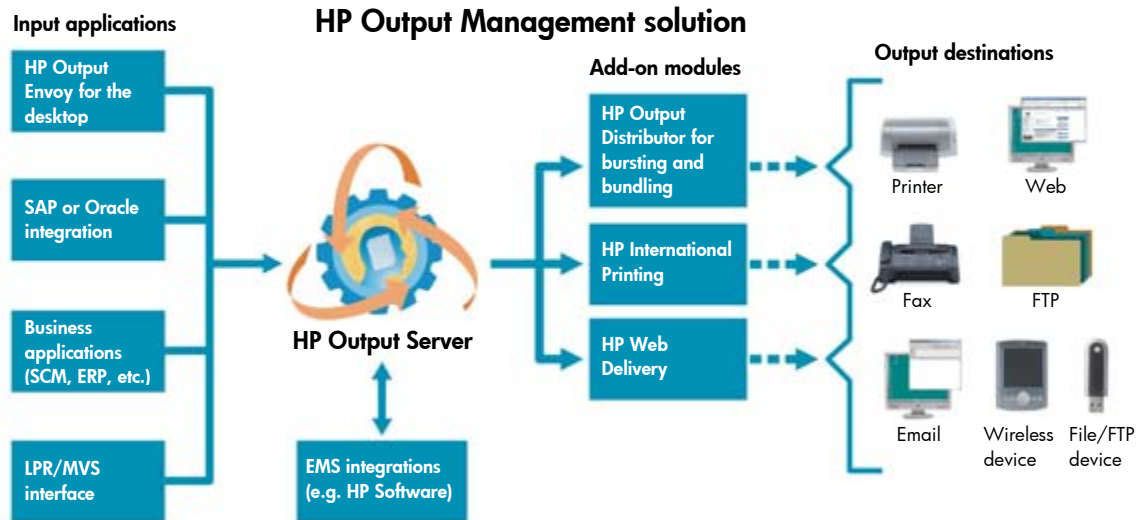
Business benefits

The HP Output Management solution is the intelligent link that gets your company's critical business information to virtually any destination reliably and efficiently while saving money.

- **Reliable**—Reduce the loss or delay of revenue through reliable enterprise information delivery.
- **Efficient**—Accelerate business-cycle time by streamlining business processes.
- **Cost-effective**—Reduce costs by proactively and centrally managing enterprise information delivery.

HP Output Management solutions are built to handle business-critical documents in high-volumes—with industry-leading reliability and cost-effectiveness.

HP Output Management solutions provide reliable information delivery across the enterprise



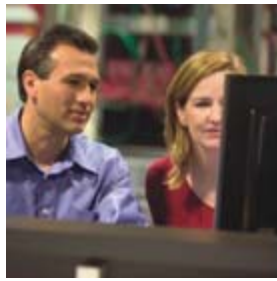
How the HP Output Management solution works

An HP Output Management solution is the intelligent link you need to move your high-volume business-critical documents to multiple destinations—and get them there reliably and efficiently while reducing your costs. Here's how the solution works:

- **Easy integration with enterprise applications** and tools such as SAP, Oracle® Applications including Siebel, JD Edwards, and PeopleSoft, as well as system management software such as HP Software (formerly HP OpenView) and IBM Tivoli.
- **Enterprise-wide delivery** capabilities as well as business-to-business deliveries.
- **Unified infrastructure** that is independent of the operating system, hardware, and device.
- **Centralized, automated management** of output resources for the entire network environment to almost any destination including print, fax, web, email and file.
- **Simplified job tracking and management** that makes it easy to track and manage print jobs.
- **Simplified report distribution and web delivery** regardless of format, using pre-defined rules so targeted recipients receive only relevant information—saving you time and money.
- **International printing capability** that integrates documents encoded in the Unicode™ Standard with your output system without altering devices.
- **Integration with leading high-availability solutions**—including HP Serviceguard and IBM High Availability Cluster Management—to prevent network and equipment failures from disrupting your ability to access critical information.

Why choose an HP Output Management solution?

Choose HP, first and foremost, because we understand your enterprise environment and have helped major global corporations in many industries successfully implement an HP Output Management solution. This is an end-to-end solution that includes a powerful international printing capability, robust scalability for high-volume environments, and expert implementation, integration, software support and customer training services. Finally, you can depend on this solution because HP stands for reliability.



HP Output Management solutions

End-to-end solutions

HP Output Management solutions make it easy for you to deliver business-critical documents from virtually any business application to nearly any destination reliably and efficiently while saving money. Our solutions combine enterprise information delivery software with expert implementation, integration, software support, and customer training services. We make sure you have everything you need to provide a complete end-to-end business solution for your company.

Software products

HP Output Server is the core software platform of any HP Output Management solution. It enables reliable, efficient, and cost-effective document delivery to enterprise output destinations virtually anywhere in the world via print, fax, email, FTP, web, wireless devices, file, and other formats. Add-on software modules are available for enhanced capabilities such as report distribution, web publishing, and multi-language printing, as well as integrations with SAP, Oracle Applications, HP Software, and others.

HP Output Management software products run on a large variety of operating systems and platforms including UNIX®, Linux, or Microsoft® Windows®.

Implementation and integration services

You can choose from an extensive portfolio of enterprise implementation and integration services specifically designed to assist you in smoothly bringing your HP Output Management solution into your IT environment. Our services team provides planning, implementation, integration, and other customization assistance required to meet your business needs.

This team is available to provide end-to-end enterprise integration, combining HP products and services with software from leading enterprise application providers such as Oracle Corporation (Siebel, PeopleSoft, JD Edwards), EMC Corporation (Documentum), Monotype (Andale), and others.

We can also integrate output management capabilities with forms applications and archiving or content management software, as well as with leading high-availability solutions—including HP Serviceguard and IBM High Availability Cluster Management. This prevents network and equipment failures from disrupting your ability to access critical information.

Support services

When it comes to software support and maintenance services, HP offers a wide range of options so you can rely on the precise level of assistance your company needs.

Our support options include 9x5, 13x5, or 24x7 service hours. As part of your maintenance contract, you get regular defect repair, access to expert personnel to answer any questions you may have, and ongoing software updates—everything you need to maintain an optimally running HP Output Management solution. Your account team also takes requests you may have to enhance the HP Output Management software products or services and feeds them into HP's product enhancement process for continual improvement.

Besides the basic support offerings, we offer advanced implementation and operations enhancement services that include your choice of services such as a system health check, upgrade or migration assistance, performance optimization and tuning, and more.

Customer training services

Training helps you get the most from your solution. HP offers an HP Output Management training curriculum for delivery at HP facilities, on-site at your company, or as self-paced instruction available on a DVD. Training is essential to keeping your employees equipped with the right knowledge to optimally manage and tune your HP Output Management implementation.

A flexible purchase program for your training needs is available to help you plan and budget.

Financing services

To assist with the adoption of the HP Output Management solution, HP Financial Services offers a complete array of leasing and financing options to enable you to work within your budget and ease your cash flow. We make it easy and economical for you to deploy world-class technology complete with hardware, software, and services, on terms tailored to your unique needs.

For more information

For more information about HP Output Management solutions, please send an email to:

outputmanagement@hp.com or visit:
www.hp.com/go/outputmanagement

HP Output Management solution offerings

Get your documents there every time on time

Product or service	Description	Number
Software		
HP Output Server	Core software platform of each HP Output Management solution with powerful new features for enhanced central management of all document delivery.	T2358AA
HP Output Distributor	Automatic report delivery with advanced bursting and bundling capabilities.	T2361AA
HP Web Delivery	Customized content delivery from HP Output Server to the web.	T2362AA
HP International Printing for HP Output Server	Accepts and delivers documents in one or multiple languages by integrating Unicode Standard documents with enterprise applications and output devices without modifying hardware.	BA495AA
HP Output Manager for SAP	Integration module linking HP Output Server software with SAP applications.	C8043AA
HP Output Manager for Oracle Applications	Integration module linking HP Output Server with Oracle Applications/E-Business Suite.	Q1308AA
HP Output Manager for HP Software	Integration module linking HP Output Server with HP Software (formerly HP OpenView).	C8040AA
Other interfaces	HP can also integrate with custom or proprietary enterprise applications.	Quote on request
Implementation and integration services		
HP Output Management Assessment and Planning Service	A thorough, step-by-step process to capture all aspects of your information delivery environment and design just the right solution for the unique needs of your business.	Quote on request
HP Output Management Implementation and Integration Services	HP experts integrate the HP solution to your legacy, proprietary and/or standard applications such as SAP or Oracle as well as any needed forms, archiving, or content management systems. HP's integration services also include a broad range of capabilities including Integration with Applications or Destinations, Deployment Planning and Execution, Production Readiness Reviews, and Go-Live Support.	Quote on request
HP Output Management Implementation Services for SAP	Comprehensive services using proven methodologies specifically designed for SAP output environments. These services simplify your implementation and improve your business processes so you can deliver critical business information more reliably.	Quote on request
HP Output Management Implementation Services for Oracle Applications	Comprehensive services using proven methodologies specifically designed for Oracle output environments. These services simplify your implementation and improve your business processes so you can deliver critical business information more reliably.	Quote on request
Software support services		
HP Output Management Software Support Services	HP Standard Support Services provide a choice of support 9 or 13 hours a day 5 days per week. The HP Extended Support Services provide support 24 hours a day, 7 days a week. HP Software Support Services also include regular defect repair service packs and regular enhancement releases.	Quote on request
HP Output Management Implementation and Operations Enhancement Services	Additional account-specific services are designed for businesses that run mission-critical applications and cannot tolerate downtime without significant business impact. These Implementation and Operations Enhancement Services include System Health Check, Support Planning, Migration and Upgrade Assistance, Expansion and Growth Planning, Named Response Center Resource, and Operational and Technical Advice.	Quote based on individual service modules selected
Customer training services		
	HP has a complete portfolio of training classes as well as self-learning materials available on a DVD. Content covers topics such as: basic system operator and system administration, advanced system administration, and usage training for add-on software.	

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