

# HP Output Management Solutions

End-to-end solutions tailored to your business needs



An HP Output Management solution is the intelligent link that gets critical documents to virtually any destination reliably and efficiently while saving your company money.



## Take control of your complex output environment

In today's ever-changing business environment, reliable, efficient, and cost-effective information delivery is critical in keeping your business up and running. When documents or data do not get where they are supposed to go, your company may experience increased downtime and lose significant revenue. Unreliable delivery of business-critical information may also mean making uninformed decisions or struggling with customers who are not satisfied.

While managing information is more important than ever, it's also more challenging. Communications now travel to multiple destinations—including print, fax, file, web, FTP, email, and wireless devices inside and outside your company. Key information comes from many different sources—such as enterprise resource planning (ERP), customer relationship management (CRM), and supply chain management (SCM) applications; legacy or mainframe systems; proprietary applications, document management systems; and more.

Managing documents ranks among most enterprise's very highest costs. Uncertain document delivery can bring an otherwise well-run company to its knees. Productivity and financial losses quickly mount in the face of:

- **Lost or delayed revenue:** Enterprises can lose millions of dollars per day if business-critical documents such as purchase orders and shipping documents are not delivered on time or at all.
- **Business disruption:** The Boston Consulting Group (2004) estimates that 30% of business-process disruptions are due to information delivery failures.
- **High-volume output:** Manufacturers and distributors print and fax tens of thousands of jobs from ERP applications per day to destinations distributed all over the world.
- **Report assembly and distribution:** Large and complex business reports need to be distributed to hundreds of locations around the world with certainty that the right information gets to the right people.

## The intelligent link to information delivery

HP Output Management solutions work with leading enterprise applications and system management software. HP's global consulting services group can help your company achieve the best possible return on an HP Output Management investment by providing flexible implementation and systems integration services, as well as user and technology training. And HP offers comprehensive maintenance and support options, no matter where the solution is deployed.

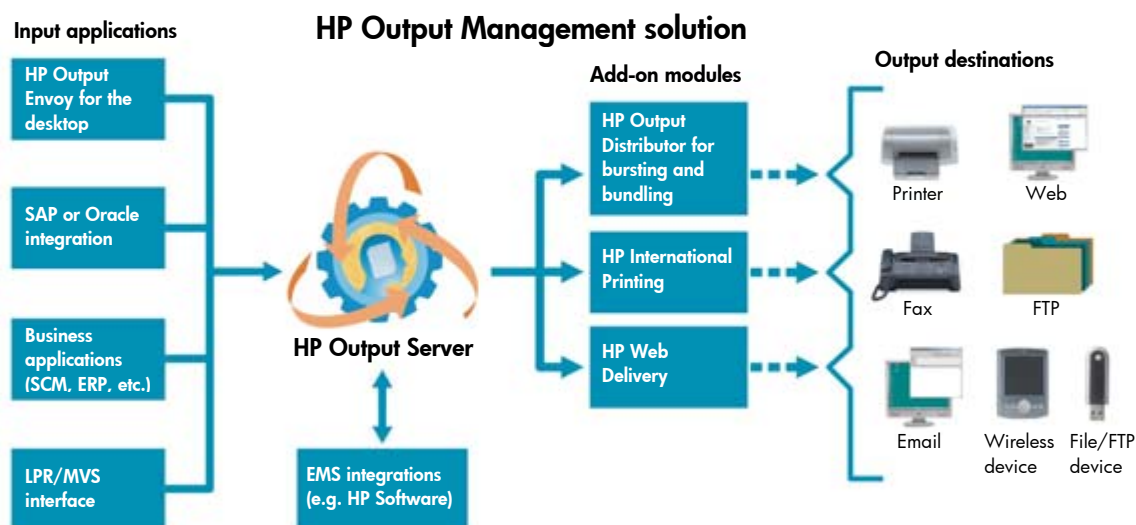
The HP Output Management solution is the intelligent link that can help you get your critical documents – invoices, contracts, claims, transaction confirmations, purchase orders – to virtually any destination – print, fax, email, web, wireless devices – reliably and efficiently – while saving you money. It offers these important business benefits:

- **Reduced loss or delay of revenue** through **reliable** enterprise information delivery.
- **Faster business-cycle time** through **efficient**, streamlined business processes.
- **Reduced costs** through **cost-effective** proactive management and tracking of enterprise information delivery from a single interface regardless of destination type or location.

## Take advantage of an end-to-end output management solution

The HP Output Management solution combines everything you need into one integrated solution—enterprise information delivery software with expert implementation, integration, software support, and customer training services. This end-to-end solution helps you manage, share, and distribute business-critical information generated by business applications such as those offered by SAP and Oracle®. It enables reliable, efficient, and cost-effective document delivery to enterprise output destinations nearly anywhere in the world via print, fax, email, FTP, web, wireless devices, and file.

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

- Offers the flexibility required to best integrate with applications such as SAP, Oracle, Siebel, JD Edwards and PeopleSoft, as well as system management software such as HP Software (formerly HP OpenView) and IBM Tivoli.

### Enterprise-wide delivery in heterogeneous environments

- Work through one consistent interface in environments with a mix of output devices, applications, and operating systems to enable delivery to destinations both inside and outside the enterprise.
- Include a gateway for integrating legacy mainframe systems and application systems.

### Unified infrastructure

- Delivers documents across the entire enterprise independent of operating system, hardware, and devices.
- Eliminates dependence on desktop-centric, single-function "point products."

### Centralized, automated management

- Provides centralized, automated web-based management of output resources regardless of destination.

### Simplified report distribution and web delivery

- Bursts, bundles, and sorts relevant-only information and delivers reports to the targeted recipients according to each end-user's specific needs with the HP Output Distributor add-on module.
- Provides fast, effective delivery of any document to the Web, regardless of format with HP Web Delivery add-on module.

### International printing

- Accepts Unicode™ Standard documents from enterprise applications and converts them to the appropriate format without altering destination devices.
- Delivers to Unicode Standard or non-Unicode Standard destinations with HP International Printing for HP Output Server add-on module.

### Integration with leading high-availability solutions

- Includes HP Serviceguard and IBM High Availability Cluster Management—to prevent network and equipment failures from disrupting your ability to access critical information.

# HP Output Management software—a flexible, scalable foundation

HP Output Server is the core software platform of any HP Output Management solution. HP also offers add-on delivery interface modules that enhance HP Output Server with added capabilities in areas such as report distribution, web delivery, and international printing, as well as software modules that provide integrations with SAP, Oracle Applications, and HP Software.

**HP Output Server** is an established and stable program that combines multiple, unconnected output processes into a single, easy-to-manage process. It enables reliable information delivery to enterprise output destinations such as print, fax, email, FTP, web, wireless devices and others. It captures output from enterprise applications, routes and tracks it through final delivery, and enables re-delivery to alternate devices, if needed. Customers can simplify output formatting by letting HP Output Server transform any input to any output format and deliver it to multiple destinations.

One of the major benefits of HP Output Server is that it helps centralize the control and operation of all output resources, which can improve reliability while lowering IT costs. Robust features that simplify the administration of information infrastructure include:

- **HP Output Management Web Console: Job Manager**, a powerful feature of HP Output Server, is a web-based interface for job tracking and management available for any environment, including SAP NetWeaver.
- **HP Output Envoy** enables easy document delivery from Microsoft® Windows® desktop applications.
- **HP Output Explorer** permits unified control and management of enterprise output resources via a graphical user interface. This allows customers to manage output resources and jobs more easily, without installing a different product for each output function.

## Add-on delivery interface modules to enhance HP Output Server

- **HP Output Distributor** provides intelligent, content-based delivery of reports throughout the enterprise. It extends the traditional report distribution functions of bursting and bundling with the device-independent delivery offered by HP Output Server.
- **HP Web Delivery** automates the process of publishing, distributing, and managing reports and documents to the Web while making it easy to access content and track who accesses it.
- **HP International Printing for HP Output Server** enables printing in any language, even multiple languages in one document, with HP Output Server using the Unicode Standard. If you have HP Output Manager for SAP or HP Output Manager for Oracle Applications, HP Output Server accepts Unicode Standard documents from SAP or Oracle and converts them to the appropriate format. HP Output Server intelligently delivers documents to (Unicode Standard compliant or non-Unicode Standard compliant) print devices, faxes, web, or email destinations across the enterprise.

## Integrations with HP Output Server

HP offers additional output management interfaces to help get the data and reports generated by enterprise applications to wherever they need to go. By using HP Output Server with enterprise applications, the solution helps ensure that business-critical documents—such as invoices, sales reports, loan transaction reports, customer statements, and more—reach their intended destination, whether it is within the company or beyond.

- **HP Output Manager for SAP** accurately tracks SAP spool requests, assuring that critical documents are delivered on time, every time. It enhances SAP's output capabilities with an interface that can be easily integrated with existing environments. And HP's close partnership with SAP means that HP always has the latest information on SAP products. All currently supported versions of HP Output Server work with all currently supported versions of SAP enterprise servers.
- **HP Output Manager for Oracle Applications** enhances the native output capabilities of Oracle Applications/E-Business Suite software to provide reliable document delivery across the enterprise. It allows helpdesk and operations personnel to easily assess and manage job status. It also allows administrators to route all jobs through a single HP-defined printer type associated with a single HP printer driver.
- **HP Output Manager for HP Software** (formerly HP OpenView) extends systems management to include output and integrates seamlessly with the customer's IT/O framework. It optimizes output device performance, enables the helpdesk to easily resolve problems, and improves services without increasing demands on IT staff.

## Support for multiple devices

HP Output Server supports a wide variety of devices—including many that are offered by other manufacturers. In addition, the HP Output Server Device Certification Program assures customers that third-party devices provide the feedback necessary for their critical HP Output Server functions—such as status reporting, alerts, and so on.

## System requirements

HP Output Server is designed to work with the most commonly used operating systems and server platforms. It can run on Microsoft Windows, HP-UX, IBM AIX, Sun Solaris, and Red Hat Linux and Novell SUSE Linux systems.



## HP Output Management services—expert assistance

HP offers a complete portfolio of implementation, integration, software support, and customer training services. The portfolio is specifically designed to assist customers in smoothly bringing an HP Output Management solution into their IT environment and in keeping it running at an optimal level of performance year in and year out.

HP takes a collaborative approach to helping implement infrastructure solutions capable of cost-effectively supporting business goals today and tomorrow. Whether a customer needs to extend the existing network, integrate state-of-the-art mobile communications, tighten enterprise-wide security, or expand storage capacity, HP's experienced service professionals can shorten the time to achieve desired results.

### Implementation and integration services

The HP Output Management services team provides planning, implementation, integration, and other customization assistance required to meet your corporation's business needs. This team is also 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), and others. Service offerings include:

- **HP Output Management Assessment and Planning Service** is based on proven methodologies developed specifically for optimal output management. HP experts assess your environment and design a comprehensive output management solution to meet your business requirements. They evaluate existing document-based business processes and help you plan the implementation to get the most from your HP Output Management solution.
- **HP Output Management Implementation and Integration Services** provide HP's system integration experts who can easily help break through the barriers set by distributed, heterogeneous IT environments because the HP Output Management solution is very flexible and easy to integrate with other systems. HP works collaboratively with you to integrate whatever applications you employ, including: SAP, Oracle, Siebel or other major enterprise applications; your proprietary or legacy applications; and forms, archiving, or content management applications. HP's integration services include a broad range of capabilities including Integration with Applications or Destinations, Deployment Planning and Execution, Production Readiness Reviews, and Go-Live Support.
- **HP Output Management Implementation Services for SAP** help you develop an integrated output management solution that collects, transforms, monitors, and delivers output from your SAP system—without requiring you to make costly modifications to it. Our solutions support virtually any destination—including print, fax, email, web, and your company's online information portal—and delivers output in numerous file formats. HP's solutions also address another key part of output management in the SAP environment: making sure that business-critical documents do not "get lost" between the application and the output device. HP can integrate output management capabilities 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.
- **HP Output Management Implementation Services for Oracle Applications** make it easy to centrally manage and monitor all of your Oracle output to virtually any destination. The HP Output Management services team works with you to design a custom output management solution that meets your most critical goals—such as streamlining your business workflow by improving the reliability, efficiency, and cost-effectiveness of critical document delivery. With our global reach, we can provide the same level of service whether you're located in a major market or in a remote location. And HP has worked closely with Oracle for more than 25 years to provide excellent results for our enterprise customers.

## Software support services

HP offers comprehensive software support and maintenance services for the HP Output Management software products running on HP-UX, Red Hat, SUSE, Solaris, AIX, or Windows® operating systems. HP offers a wide range of service plans and purchase options so customers can receive the precise level of assistance they need — from basic support to advanced account services such as HP Output Management Implementation and Operations Enhancement Services. With the support services you receive telephone assistance from HP experts, defect repair with regular Service Pack distributions, as well as ongoing enhancement to the products covered by the service agreement.

- **HP Standard Support Services (9x5 or 13x5):** Customers contract for the level of software support they need through a maintenance and support agreement. Customer support representatives are available via phone to answer questions and to assist customers with problem identification and resolution. Customers can choose:
  - 9-hour support 5 days a week
  - 13-hour support 5 days a week (except holidays).
- **HP Extended Support Services (24x7):** Customers can purchase this to supplement the HP Standard Support Services. It provides technical support and critical problem resolution 7 days a week, 24 hours a day, including holidays.
- **HP Output Management Implementation and Operations Enhancement Services:** Businesses running mission-critical applications that cannot tolerate downtime without significant business impact can purchase proactive services to supplement a standard support package. These services provide regular proactive and comprehensive support as follows:
  - **System Health Check:** HP experts perform a comprehensive analysis of the overall state of the HP Output Management system(s) once a year. This includes up to three production systems at one location or systems accessible via the network. HP experts verify disk partitions and space, operating system patches, and HP Output Management Service Packs, etc. They create a report that includes the information listed above and make recommendations to improve system throughput, load balancing, and reliability.
  - **Support Planning:** HP experts document the customer's HP Output Management environment and validate the configuration and performance parameters. They also create an HP Output Management Support Plan and, if the customer has HP Mission-Critical Services, they integrate the two support plans.
  - **Migration and Upgrade Assistance:** HP experts assist the customer in planning and executing upgrades to the HP Output Management suite of software products. They communicate and discuss new Service Packs, maintenance releases and major releases with you and your technical team, as well as assist you in deciding when to upgrade. HP experts also help with the upgrades and track how the HP Output Management products are used and which Service Packs you need to install at your site.
  - **Expansion and Growth Planning:** HP experts document the current and the future-state of the HP Output Management architecture. They help customers identify and analyze which additional applications and business processes within your IT environment require the HP Output Management solution. HP experts also create a plan to expand the HP Output Management solution utilization over time.
  - **Named Response Center Resource:** This service provides for a dedicated contact in the Response Center that tracks all your system's problems, who makes recommendations on patches, and who also assists the HP Account Manager with maintaining the HP Output Management Support Plan and other documentation on your system environment. This same Response Center contact also follows up on all cases, enhancement requests and defects.
  - **Operational and Technical Advice:** This service module provides five days of consulting time that can be used for further integration, other consulting activities, or whatever comes out of the HP Output Management Expansion and Growth Planning module. With this service you have the flexibility to use HP experts wherever you need them to improve the operation of your system and the business results.

## Customer training services

Whether on-site, at one of HP's regional centers, or via a training DVD, HP offers modular, customizable training courses to provide you and your team with the knowledge to get the most from your output management investment. Courses include:

- HP Output Server System Administration Training (DVD or at HP site)
- HP Output Server Advanced System Administration Training
- HP Output Distributor Training
- HP Output Management Customer-Site Operator Training
- HP Web Delivery Training

The courses are broken into two general tracks:

- Administrator track for system administrators, architects and those people responsible for configuring, managing and administering an HP Output Server installation.
- Operator track for operators, support personnel and staff responsible for the day-to-day operation of an effective HP Output Server installation and end-user support.

“Innovation is a Moen philosophy that permeates throughout the entire company, so we regularly re-evaluate our infrastructure to make sure we’re using the latest technology whenever it makes sense. HP Output Server still delivers so much value that we’ve never wanted to replace it. It works reliably without intervention, it’s efficient, it saves us money—it remains the perfect solution for Moen.”

—Jim Stachowiak, Senior Technical Consultant, IT Infrastructure Team, Moen Incorporated

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## Why choose an HP Output Management solution?

Choose HP, first and foremost, because we understand your enterprise environment and have helped numerous major global corporations in many industries successfully implement an HP Output Management solution. This is an end-to-end solution that you can depend on because HP stands for reliability.

- **HP understands the enterprise environment:** HP has helped corporations successfully implement output management solutions in real-world enterprise environments and we have close relationships with numerous application vendors that provide ERP (Enterprise Resource Planning), SCM (Supply Chain Management), forms management, and other enterprise-scale applications. HP's output management expertise spans the full range of technical skills and business expertise required: from the technologies—computing platforms, destination devices, networking, high-availability, systems software, applications software, output management software—to the processes—industry-specific workflows, project management, support, implementation and training and global deployment—HP can bring it all together!
- **End-to-end solution:** HP Output Management experts will help you integrate the HP Output Server core platform with your existing applications environment—including legacy applications. You can select add-on modules for enhanced capabilities such as international printing, distribution of high-volume reports from your business applications, and delivery of documents to the Web. The HP Output Management solution manages the flow of information between business-critical applications such as ERP, supply chain, customer-relationship management, proprietary or legacy systems. The captured information may also be merged with forms applications or delivered to archive or document management systems.
- **Breadth and quality of expert service:** HP technical consultants can also create custom interfaces to other parts of your business-process workflow, or enhance your ability to manage the system with specific tools. We can integrate the HP Output Management solution 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. An HP Output Management solution offers comprehensive services based on decades of experience and hundreds of customers. These services encompass everything from assessment and planning of your enterprise output management and information delivery needs to solution implementation, integration, software support, and customer training.
- **Demonstrated reliability:** The unique combination of features in each HP Output Management solution delivers high reliability through the use of multi-channel job tracking; automatically re-submitting or resuming jobs; customized event notifications; auditing/accounting capabilities; and generation of historical information for management decision-making. With an HP Output Management solution, critical documents do not "get lost" between the application and the output device.

# HP Output Management solution offerings

Get your documents there every time on time

Product or service	Description	Number
<b>Software</b>		
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
<b>Implementation and integration services</b>		
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
<b>Software support services</b>		
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
<b>Customer training services</b>		
	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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