



HP Unified Communications: Simplifying the journey

Achieve better business outcomes through faster communications, streamlined business processes, and effective collaboration.

Overview

- Reduce telecommunications costs
- Enhance business responsiveness and accelerate turnaround
- Increase end-user productivity—wherever, whenever, with any device

Connect, communicate, and collaborate for better business outcomes.

Teamwork and collaboration are essential components of success for virtually any enterprise operating in today's hyper-competitive business climate. Effective collaboration helps solve problems quickly, brings products to market faster, facilitates effective management, reduces telecommunications costs, and reduces the need for business travel.

Unfortunately, for most employees effective collaboration is virtually impossible these days. With so many different devices and communication methods in use today, from e-mail and instant messaging to voice mail, mobile phones, office phones, and video conferencing, they are spending more time than ever trying to track down those they need to collaborate with. At the management level, disjointed and delayed communications hamper real-time collaboration and delay time to decision. Plus, the management of multiple and disparate networks, PBX systems, and end-user devices increases complexity for administrators, drains IT resources, and drives up operational costs.

HP Unified Communications

At HP, we recognize the challenges that the typical disjointed communications infrastructure presents to companies of all sizes in all industries. Together with our partners, we help enterprises like yours overcome these challenges by:

- Helping you build a solid network and IT foundation to support data/voice/video integration, and communications-linked business applications and processes
- Providing Unified Communications Business Consulting to help quantify ROI benefits, develop cost-effective deployment plans, and support technology selection

- Architecting and deploying messaging, collaboration, and voice technologies
- Providing full end-user and IT support services

Realize the promise of Unified Communications

HP Unified Communications (UC) Solutions allow for previously separate communication and work streams involving voice, fax, e-mail, voicemail, video/data and audio conferencing, and collaboration sites to be unified together, enhancing business processes and reducing costs. They dramatically simplify and accelerate the journey to realizing real business benefits by optimizing business processes. They help your employees streamline the information flow and therefore make better business decisions. And they allow your teams to collaborate more effectively to produce a better product in reduced time.

HP simplifies the entire lifecycle of your UC journey.

Unified Communications is a unique journey for every enterprise. You may already have many of the components of a Unified Communications solution in place, and simply need assistance integrating them. Or you may be starting from scratch. Either way, our services team is ready to help. We're experts in every stage of the Unified Communications solution lifecycle, and we'll leverage that expertise to help you find the perfect starting point; identify the correct solution to achieve your desired business results; and deploy, manage, and support that solution if needed. Specifically, we can help you:

- **Strategize**—Through workshops and consulting engagements, we help you create a comprehensive strategic plan that addresses your critical issues. Our consultants can assess the benefits of new networking and communications tools, technologies, and products as well as the impact of introducing them into your existing infrastructure.
- **Architect and design**—Changes to your IT architecture require careful planning and preparation. Our architecture and design consultants analyze your requirements from business, technical, and implementation viewpoints, then architect a solution that is right for your business goals and needs.
- **Implement**—We provide the integration and deployment of your solution, quickly bringing your new environment online. Services include multivendor project management, product procurement, configuration, staging, distribution, installation, and testing.
- **Manage**—Once your solution is up and running, it is possible to monitor and manage your environment through the HP Services organization. You can also outsource some or all of your end-user workplace, messaging, or mobility environments in order to free up your internal staff and bring cost predictability.
- **Support**—We provide a comprehensive portfolio of hardware and software services for HP and multivendor products. Our packaged and custom offerings give you wide flexibility to choose the service levels, response times, and coverage periods that suit your IT and business needs.

The HP Unified Communications portfolio

At HP we recognize that the path to unified communications 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, HP offers Assessment, Strategy, and Architecture Services to help you come up with a UC plan, and design, implement, and support the solution. You can start at any point and go back and forth between solution sets as necessary:

- **Assessment, Strategy, and Architecture Services** help enterprise customers create custom roadmaps to map out the transformational journey for UC to better achieve business goals.
- **Migration to IP Solutions** enable an IT organization to implement network infrastructure upgrades and enhancements. HP implements IP telephony, VoIP, and call centers.
- **Messaging Solutions** provide enterprises with unified messaging, presence, and Microsoft® Exchange integration for more efficient communications.
- **Collaboration Solutions** allow businesses to integrate video and Web conferencing, portals and collaboration tools, rich presence, mobility/fixed mobile convergence, and wireless in secure environments for improved employee productivity.
- **Integrated Business Solutions** enable business processes and applications to be seamlessly integrated, accelerating business.
- **Support services** provide enterprise customers with end-to-end lifecycle services for maximizing ROI to drive superior business performance.



Committed to security

With the convergence of all communications over a single IP network, security becomes increasingly important. HP has solutions that provide security and defense at many points in the UC infrastructure. HP solutions protect against attacks on network, server, and applications infrastructure through our patent/patent-pending Adaptive Network Architecture (ANA) approach. HP offers a full portfolio of security solutions, including proven server hardening; proper installation of network, server, and desktop security controls; and an in-depth knowledge of UC technology and security features.

The HP approach ensures that users accessing UC applications are strongly authenticated, with their access logged and communication content encrypted and captured when required to meet compliance obligations. Our approach ensures that both internal and external UC communications are controlled, secure, auditable, and highly available.

Why HP? Here are a few reasons.

Experience

HP has more than 25 years of experience as a leading global provider of services, hardware, software, and solutions for the telecommunications, data networking, and application markets.

Expertise

Our expertise in telecom, data networking, and enterprise services positions us to deliver high-quality, cohesive enterprise communications solutions. In addition, only HP can offer a complete, open standards UC product portfolio—from hand-held devices and laptops/desktops to printing devices, enterprise messaging, and networking tools, as well as HP Halo video collaboration studios.

Partners

With deep capabilities and strong relationships with Cisco and Microsoft, two of the leading UC platforms, and an industry-leading group of regional UC players, HP Services offers a compelling set of integrated, cross-platform UC solutions to meet our customers' business needs.

- **Cisco**—HP and Cisco provide the vision, leadership, experience, and complete portfolio of solutions tailored to the unique needs of both enterprises and emerging businesses. The combination of HP's leadership in services, networks, servers, storage, and desktops—and Cisco's leadership in Unified Communications and intelligent networking infrastructure—enables your organization to achieve better business results with less risk, significantly improve productivity and IT performance, and respond faster to dynamic business conditions.

- **Microsoft**—HP and Microsoft are building on an alliance that spans more than two decades. Together, HP and Microsoft have engaged in a go-to-market initiative known as HP & Microsoft Solutions for the People-Ready Business. As part of this joint initiative, HP provides Messaging & Unified Communications as well as Collaboration & Content Management Solutions that allow customers to capitalize on next-generation technology—creating a simpler IT environment that's more responsive to change and provides people with access to the information they need to make better-informed business decisions.
- **Additionally**, HP has strong partnerships in the telecom industry with UC vendors and telecom providers such as Avaya, Alcatel-Lucent, Ericsson, Nortel, and many others.

So no matter what technology investments you have from various hardware, software, and telecommunications providers, HP can work with you to successfully integrate and manage your current and future UC investments.

Methodologies

We have proven processes and tools for designing, integrating, deploying, operating, and supporting network services solutions. These processes and tools build on HP leadership in the IT Infrastructure Library (ITIL) and IT Service Management (ITSM). As evidence of that leadership, HP is the only technology vendor to provide the authors for one of the five ITIL v3 core books. In addition, we use ITIL principles in our own operations.

Global reach

With a global presence in over 160 countries and an end-to-end portfolio of products and services encompassing global network and messaging solutions, HP has unique experience integrating multivendor solutions into a single, unified communications environment/infrastructure.

Innovation

We work continuously to bring you new products, solutions, and technologies. HP dedicates \$3.5 billion annually to research and development.

The sooner we start, the better the business outcome.

We are ready to put our extensive resources and expertise to work to help you achieve better business outcomes. Let's start with a discussion of your business strategies, tactics, and goals. Contact your HP representative or Authorized HP Reseller today. Or learn more about HP Unified Communications Solutions at:

www.hp.com/services/unifiedcommunications.

To learn more, visit www.hp.com

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