

HP Microsoft® Exchange Utility

Pay per mailbox



The HP Microsoft Exchange Utility provides a managed mail service that enables you to enhance user satisfaction, budget effectively, and shift IT resources to revenue-producing initiatives.

Microsoft Exchange Utility from HP delivers managed messaging services priced per user mailbox. By providing you with a managed mail service supported by full lifecycle services—available within a dedicated onsite or offsite data center—HP enables you to:

- Enhance user satisfaction by offering globally available, reliable, secure mail and messaging communications
- Budget effectively by streamlining hardware, software, and services purchases
- Shift IT resources to revenue-producing initiatives

Why HP?

HP is the foremost global managed services provider for Microsoft Exchange and is responsible for selling and servicing over 15 million Exchange client licenses, installing more than 22,000 mail servers, and delivering complete messaging solutions in more than 50 countries. We employ more than 3,500 Microsoft Certified Professionals, more than half of whom are Microsoft Certified Systems Engineers (MCSE).

Recommendations

The following services are recommended for clients moving to the HP Microsoft Exchange Utility:

- Microsoft Exchange Assessment (an analysis and review of the business and technical benefits of moving to Microsoft Exchange)
- Business Case Assessment (“Business Case [TCO] Tool for the Microsoft Exchange Utility”)
- Migration Services to Microsoft Exchange (legacy data is extracted and migrated to the new environment)

Service deliverables

Initial setup of the Microsoft Exchange Utility environment includes Microsoft Exchange Server running on Microsoft Windows® with all appropriate service packs and patches to be administered thereafter. Service specifics included for the base package are as follows:

- Exchange mailbox with 50 MB of initial server storage
- Access to mailbox, global address lists, and X.400 and Internet mail gateway client management services
- All necessary Microsoft Exchange client account processes such as creation, modification, or deletion (we use automated processes with verification sent to the client in accordance with the signed service-level agreement [SLA]; customer account processes include deleted item and deleted mailbox retention)
- 99.8% availability SLA
- Monthly usage statistics
- Server-based virus detection and removal
- Level 2 and 3 help desk (English-language support)
- Basic backup and recovery of servers within the Microsoft Exchange infrastructure
- Access to public folders
- 24 x 7 system support, management, and proactive monitoring
- 24 x 7 hardware break-fix services for servers (if appropriate for the geography in which the servers are located)
- Microsoft Exchange service packs, hot fixes, etc.
- Firmware upgrades are part of a separate hardware contract

Systems/Hardware support

HP will handle all hardware/break-fix support for the HP-owned Microsoft Exchange infrastructure. HP will coordinate and initiate any actions necessary for the support of the customer's Exchange environment. HP technical staff must be provided with 24 x 7 access to onsite customer contacts.

Packaged options

To help meet client needs, HP offers a range of options that can very easily be added to the base package, including:

- NetMeeting
- Instant Messaging
- BlackBerry wireless access to Microsoft Exchange mail
- Spam filtering
- Additional mailbox storage
- Internet boundary services

Custom services

HP also offers custom services for the Microsoft Exchange Utility, including the following:

- Directory synchronization to other mail systems (LDAP)
- Level 1 help desk
- Windows NT®/2000 and Microsoft Exchange-ready client device for user access to Windows 2000 and the Exchange environment (via the HP PC Utility program)
- End-user training related to the Windows NT/2000 and Exchange environment
- Migration of legacy mail data to the Exchange platform via both server-side migration tools and client-side migration tools, as well as implemented rules of message filtration

For more information

To learn more about HP Utility Pricing Solutions, visit www.hp.com/go/utilitypricing.

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5982-0562EN Rev. 1, 10/19/2004

