

Overview

Compaq ActiveAnswers for Microsoft Exchange Server is a suite of information and tools for planning, deploying, and operating an Exchange solution. Available through a subscription, ActiveAnswers for Microsoft Exchange Server simplifies the implementation of Microsoft Exchange Server addresses which is the most time consuming and complex issue that impact the customers' ability to rapidly and effectively implement Exchange.

BENEFITS

Reduced Time to Solution

ActiveAnswers for Microsoft Exchange Server includes proven methods for planning, and implementing scalable exchange solutions. Utilizing Compaq expertise significantly reduces time and resources used to test, debug and validate integration of complex exchange deployments. As a training tool, Compaq ActiveAnswers for Microsoft Exchange Server enables a knowledge transfer to jump-start exchange migration projects, allowing the user to gain and sustain a competitive advantage.

Increased Confidence

The recommendations and best-practices offered in ActiveAnswers for Microsoft Exchange Server are based on extensive integration and performance characterization testing. The solution enablers include proven methods for planning, implementing and reducing the risk associated with trial-and-error testing. Compaq Solution Providers and Compaq customers can move ahead into exchange opportunities with increased confidence when backed by ActiveAnswers.

More Choices

Through partnerships with industry-leading Independent Software Vendors (ISVs), Compaq tests and recommends successful implementation strategies for complementary applications that enhance Microsoft's core products. Standards-based solutions provide investment protection and the flexibility to choose from several premier partner add-on applications to best address the business need.

ACTIVE ANSWERS ENABLERS

The Enterprise Messaging Framework and the Small/Medium Business Messaging Framework's solution architecture utilized throughout ActiveAnswers for Microsoft Exchange Server incorporates servers based on Microsoft NT Server 4.0 and Microsoft Exchange Server 5.5.

Planning Enablers

Planning a successful exchange solution encompasses topics such as capacity planning, performance, security planning, availability issues, and scalability concerns. The planning enablers within ActiveAnswers for Microsoft Exchange Server address key aspects of a messaging environment to enable a fast and simple deployment.

The following is a sample of the planning enablers included:

- A performance and sizing tool for Microsoft Windows NT Server 4.0 and Microsoft Exchange Server 5.5 on Compaq ProLiant Servers provides capacity planning guidelines for determining the size and scope of an exchange solution.
- Considerations for creating a secure messaging environment assist in developing and planning a safe and manageable exchange solution.
- Best practice case studies enable the user to experience first hand the ease of integration throughout the planning, deployment and operation phases of the solutions lifecycle.

Deployment Enablers

Deploying an exchange solution can be a highly complex and time-consuming process, encompassing important tasks such as installing Microsoft Exchange Server, and topology issues.

The following is a sample of the deployment enablers included:

- A deployment and configuration guide describes key exchange server architectural and deployment issues and highlights their impact on server sizing and performance.

ACTIVEANSWERS ENABLERS

Operations Enablers

Effective operations are critical to the long-term success of an exchange solution. Operating a successful messaging environment involves managing, monitoring, and creating a disaster recovery plan and more. Operations enablers help reduce total cost of ownership (TCO) and risk associated with managing a messaging environment.

The following is a sample of the operations enablers included:

- Compaq provides information about leading partner management tools that enable the user to analyze data about their messaging environment.
- Compaq addresses the systems management challenges facing organizations deploying Microsoft Exchange Server and provides methods for simplifying the deployment.
- Backup and disaster recovery considerations discuss the key objectives that should be achieved in the course of planning and implementing an adequate disaster recovery plan.

SERVICE AND SUPPORT

Compaq will provide content service and support to ActiveAnswers users worldwide. Internet messaging will be the primary means for user to request support from Compaq. The "Contact Us" button located on the ActiveAnswers Web site allows users to create an e-mail that is directly routed to the Compaq support team. Key elements of the support include:

Web Site Operations Support - addresses general Web site issues or questions involving:

- Page links
- Web response times
- Password administration
- Content errors and omissions
- Site availability

Web Site Content Support - addresses specific questions pertaining to the usage of content in the delivery of the solution. Typical questions may involve:

- Tool usage
- Size and configuration output
- Content usage questions

Remedial Support - CompaqCare provides a wide range of service offerings including:

- Three year limited warranty¹, fully supported by a worldwide network of resellers and service providers
- Lifetime toll free 7 x 24 hardware technical phone support
- Pre-Failure warranty¹ coverage of hard drives, memory and Pentium Pro and Pentium II processors
- Compaq Service and Support programs available on a worldwide basis
- Compaq does not provide software installation and support. Compaq Authorized Resellers should contact the software manufacturer for additional support.

HOW TO PURCHASE

Compaq ActiveAnswers is available to qualified Compaq Solutions Providers and Compaq customers. For information on qualifying for access to Compaq ActiveAnswers, visit www.compaq.com/ActiveAnswers.

¹ Certain restrictions and exclusions apply. Consult the Compaq Customer Support Center for details.