

MODELS

Compaq ActiveAnswers™

Compaq ActiveAnswers

Compaq introduces ActiveAnswers, the industry-leading product that delivers the tools and information that enable users to harness Compaq partnerships to implement standards-based computing solutions faster, safer and more efficiently.

Overview

By providing a broad range of tools and information for the lifecycle of key applications, ActiveAnswers aids solutions implementation. Using ActiveAnswers to plan, deploy and operate enterprise solutions saves time and resources.

The key components of ActiveAnswers include a subscription-based Internet website, through which all ActiveAnswers capabilities are delivered, and a library of enablers for industry-leading enterprise applications.

ActiveAnswers Benefits

Speeds the Planning Process—ActiveAnswers provides tools and information quickly that assist in the decision-making process.

Eliminates Costly Guesswork—ActiveAnswers solutions are developed with Compaq software partners to insure proper answers throughout the solutions lifecycle.

Reduce Risk—ActiveAnswers solutions are pre-tested and configured to insure compatibility and ease integration.

Increase Efficiency—ActiveAnswers solutions enable faster implementations by simplifying the planning, deployment and operating steps.

Key Features

The key features of ActiveAnswers include:

- **Website Delivery**—The Internet is the delivery mechanism for ActiveAnswers, providing easy access
- **User Profiling**—Presents personalized content based upon the subscriber's profile, allowing users to gain access to website content that interests them
- **Solutions Enablers**—The website delivers a range of tools and information for the lifecycle of enterprise applications including sizing and configuration, implementation methodologies and best operating practices
- **Available Solution Enablers**—Enablers for planning, deploying and operating SAP R/3, Web-based solutions, Electronic Commerce, Microsoft Exchange Server, and Data Marts for Oracle
- **Online Support Service**—Solutions providers can post questions and obtain needed information quickly

Compaq Advantage

Compaq joins with the leaders in enterprise applications such as Microsoft, SAP, Oracle, Baan, Genesys, Peoplesoft, Lotus, Novell, Siebel and Computer Associates to ensure a broad choice of "best-in-class" solutions, tailored to meet users' specific needs.

Compaq brings the undisputed breadth of experience, collaborative development, and testing and tuning to leaders in enterprise applications. Customers count on Compaq to provide these solutions more than any other vendor.

ActiveAnswers provides a single source for solutions, enabling tools, and information that significantly speed implementation time and reduce risk with tested and proven methods for the entire solutions life cycle.

SERVICE AND SUPPORT

Compaq will provide content service and support to website users worldwide. The key components of the Compaq support structure include:

- Internet messaging support will be provided to all users
- Website Operations Support—addresses general website issues or questions pertaining to:
 - Page links
 - Web response times
 - Password administration
 - Content errors and omissions
 - Site availability
- Website 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 application

HOW TO PURCHASE

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