

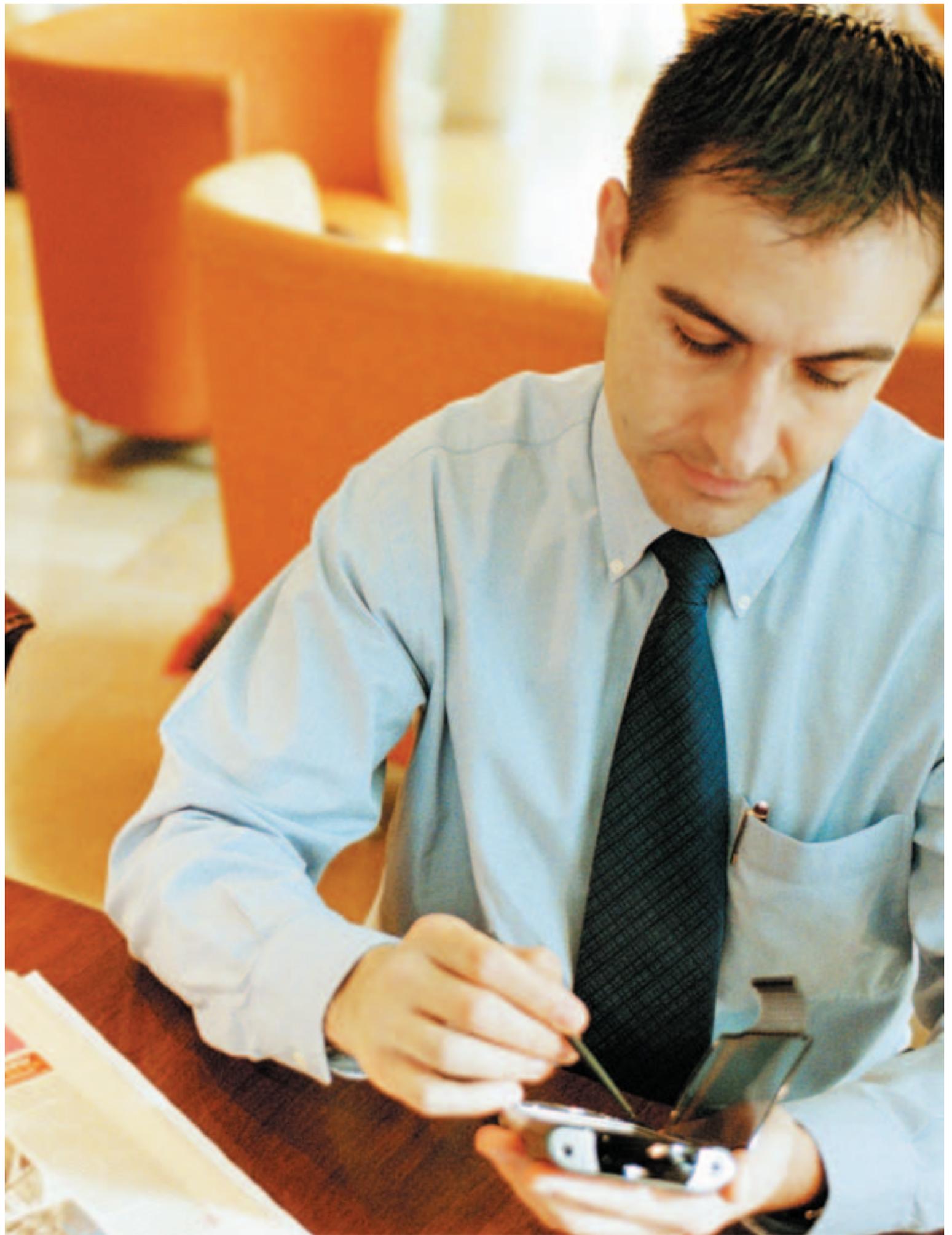
Solutions for the adaptive enterprise.

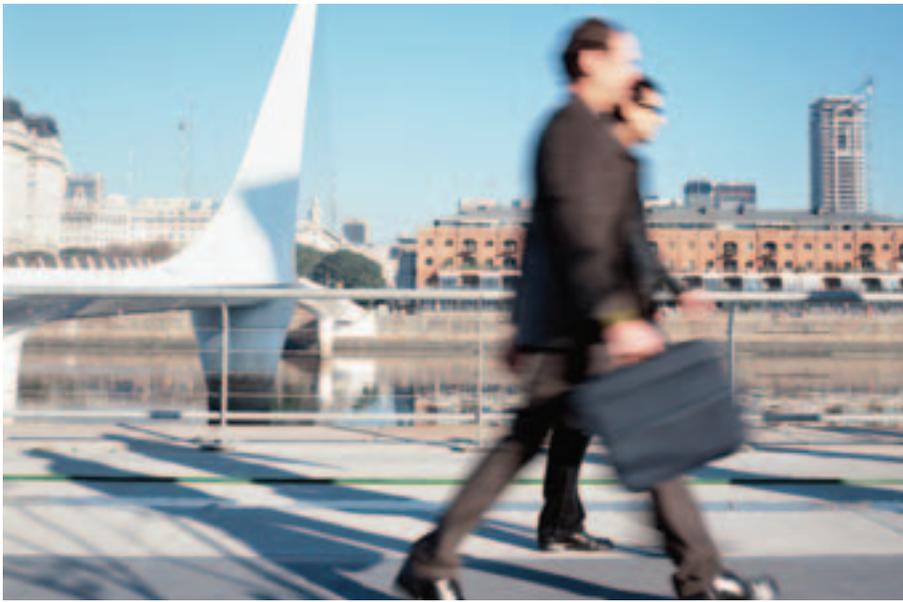


A guide to HP enterprise mobility solutions

Expanding the potential of your business with advanced mobility services







Going mobile, staying ahead

These days, hardworking enterprise IT and technology managers are doubly challenged. First, they must maximize return, mitigate risk, improve performance, and increase agility—while increasing the satisfaction of internal and external customers. Then, they must achieve these goals against a backdrop of unpredictable change.

Adding to the stress of simultaneously delivering results and embracing change is demand from employees, customers, and business partners for secure anytime, anywhere access to voice, video, data, and applications. These users all want to be connected, regardless of whether they are in the office, traveling on business, or working from home. Forward-looking companies are revising their business infrastructures to respond to this need for real-time enterprise availability. And many are coming to see mobility solutions as a way to enhance the customer experience and to deliver incremental revenue.

Business and IT have matured into a powerful team, as business units increasingly turn to technology to drive competitive advantage. Today, sustaining that advantage means offering immediate answers to customer questions,

providing faster time to repair, and providing opportunities for real-time collaboration. In making mobility-related decisions, managers must consider the following key factors:

- Which aspects of mobility should we adopt—and when?
- How can we credibly measure return on investment (ROI)?
- How can we implement mobility solutions with minimum disruption to the enterprise?
- How do we create and manage a highly secure wireless network?
- What is the best way to support a mobile environment going forward?

As you consider deploying or upgrading your wireless infrastructure or mobile and wireless devices, chances are you are concerned about business agility—an enterprise's ability to respond quickly, easily, and completely to change. An organization where business and IT are synchronized is one that is positioned to capitalize on change—for the ultimate business advantage. That is HP's vision of the Adaptive Enterprise, and HP Services is poised to assist you in realizing that vision.

Our experts leverage years of collective technology consulting experience and HP's acknowledged strength in mobile devices, mobile printing, and mobile infrastructures to deliver solutions that are designed to evolve with your business needs.

Mobility by design

Organizations that plan to implement or expand mobile applications and platforms need a solution partner they can trust. With more than 30 years of experience in wireless and mobile networks, thousands of certified consultants, and a leadership position in wireless devices as well as in multiple standards-setting bodies, HP Services is the right choice.

Experienced HP Services consultants deliver solutions that address each segment of the solution lifecycle. They can help you define your mobile business strategy, architect it, and design and deploy mobile facilities that work. Once your solutions are deployed, HP Services can support all aspects of your mobile operations on a daily basis. HP understands the challenges posed by selecting, staging, and supporting mobile platforms and systems. We've successfully risen to those challenges in mission-critical engagements around the globe. More than 65,000 HP Services professionals in more than 160 countries provide the knowledge, experience, and support you require. HP has developed robust intellectual property in mobility as well as the consulting expertise necessary to apply it appropriately to your unique business environment.

HP structures its mobility service offerings around the mobile worker and both the public and private mobile workforce:

- **The mobile worker**—Your employees should be empowered to get the job done, no matter where they are or what they do. Because HP understands that there are different types of mobile workers with different roles, HP Services has created solutions that address a wide range of workers, including those needing mail and alerts, those primarily using forms, and those who are task-based—as well as power users. Our solutions encompass mobile field service and sales, mobile messaging, and mobile enterprise applications. HP uses a building-block approach that cost-effectively brings together the right combination of reusable components to meet your business objectives, including devices, connectivity, application gateways, security, and management. With an eye to protecting the integrity of your network and vital information, our consultants work to create a mobile environment that provides users with secure access to the information they need to do their jobs.
- **The mobile workspace, public and private**—Both the public and private mobile workspaces are burgeoning. In the public arena, your employees may be working in an airport lounge while on the road or in a coffee shop between sales calls. Or, in the private arena, they may be accessing data and applications from a private workspace such as a production line, warehouse, corporate conference room, or hospital floor. Regardless of where users are, you must provide the secure, high-speed access they demand. HP has taken an aggressive, innovative approach to developing public wireless hotspots and, for private enterprise, intelligent building solutions, such as access control and converged voice and data infrastructures. HP Services will work with you to improve the efficiency and effectiveness of your workspace through the right infrastructure—including back-office applications—as well as converged voice and data networks and support capabilities.

Our strategy is not only to design, build, and integrate a secure mobile environment but also to offer efficient operational and support capabilities. HP Services believes that a complete mobility solution must meet your requirements for cost management, increased quality, reduced risk, and improved agility.



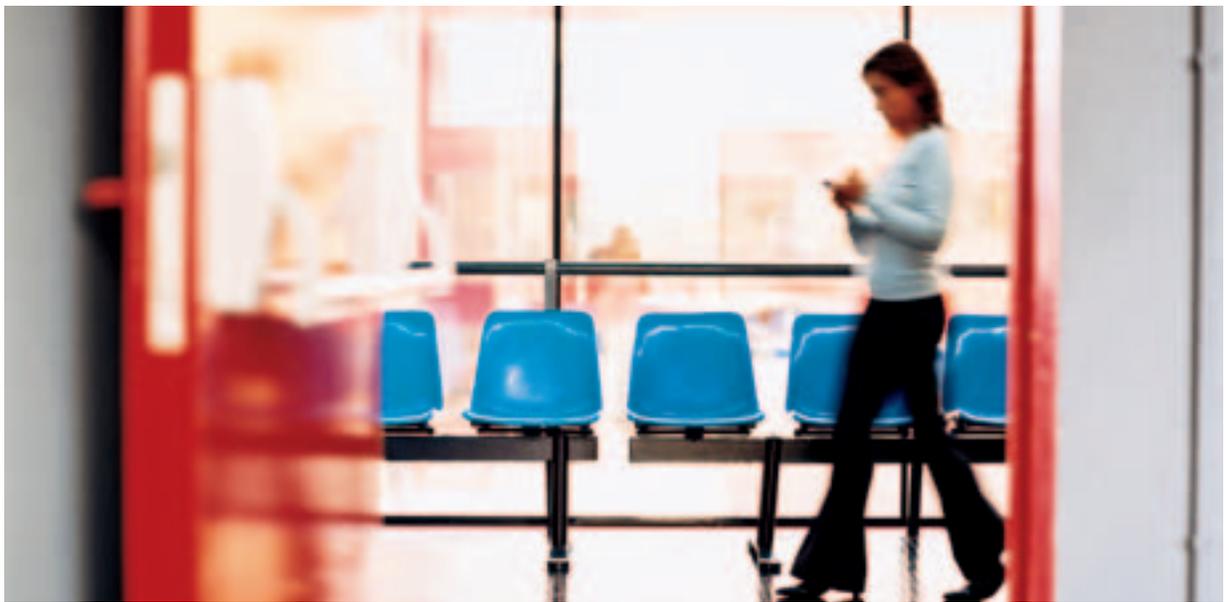
Mobility services at a glance

HP Services delivers mobility solutions in modules that are easily customized to your unique business needs and designed to reduce time to market. Our consultants can engage with you at any or all stages of the mobility lifecycle. If your environment is particularly challenging or complex, you may want to begin with our Mobility Strategy and Planning services. These offerings include the Art of the Possible (AOTP) mobility strategy workshop and the Wireless Architecture workshop. During the AOTP workshop, HP consultants guide you through a discovery process that results in focusing your mobility business strategy, mapping the impact of mobility, exploring potential mobility opportunities in your enterprise, and identifying solutions that can deliver immediate benefits. The AOTP workshop delivers an actionable plan. The Wireless Architecture workshop addresses important business and technology questions and helps you develop your high-level mobility architecture.

The HP mobility services portfolio includes these features:

- Security solutions are designed to help devices and networks repel intrusions and effectively control user access. HP Services security solutions leverage established and emerging industry standards and Internet technology as well as consulting expertise gained from thousands of engagements.
- Mobility support delivers installation and startup, remote and onsite technical support, mobile infrastructure maintenance, and end-user support services. Mobile support services can also include piloting of the solution on production-quality software and live systems.
- Managed mobility includes integration and management of mobile applications and devices, server hosting and management, remote access management, mobile network coordination, and management of the Wireless Application Gateway (WAG), which makes key applications and data available to the mobile workforce.
- Wireless Application Gateway (WAG) functionality can be rapidly and cost-effectively integrated into your mobility solution, enhancing your competitive edge. HP solutions deliver end-user access to both existing and planned enterprise applications across a broad spectrum of front-end devices.

HP also provides solutions that help you confront the challenges specific to your industry in innovative ways. HP comprehensively addresses the mobility needs of network and service providers, manufacturing, financial services, and the public sector.



Hardware that makes mobility work

The right mobility solution needs the right hardware. HP has enhanced its reputation as a leading-edge technology provider with innovative mobility products. According to IDC, HP is the top Pocket PC vendor and leads the charge in the growth of the handheld industry. And HP has teamed with leading networking providers, such as Cisco Systems, to enable secure, cost-effective mobile communications.

The extensive roster of HP mobility hardware solutions includes:

- **Notebook and tablet PCs**—These products deliver next-generation speed, reach, and security with features such as diversity and dual-band integrated antennas and 802.11a, b, and g tri-mode standards for top wide-area performance, as well as Wireless Encryption Protocol (WEP) and dynamic encryption with 802.1x.
- **iPAQ Pocket PCs**—These devices integrate powerful Bluetooth* wireless LAN and WAN technology and the Microsoft® Pocket PC operating system for wireless printing and data exchange. Versatile, feature-packed iPAQs handily enable high-speed access to e-mail, corporate data, and applications such as Voice over IP (VoIP).
- **Mobile printers**—These devices support fast, secure LaserJet, Deskjet, and photo-quality printing from notebook, tablet, and iPAQ Pocket PCs, with support for established communications protocols and emerging security standards such as Advanced Encryption Standard (AES) technology and Wi-Fi Protected Access (WPA).

Mobility confers powerful benefits

HP Services collaborates with your experts to implement or expand the use of mobile applications and platforms, which can result in several important benefits:

- **Better return on IT**—Mobility solutions designed and supported by consultants who understand mobile business are more likely meet rigorous enterprise ROI requirements. HP experts address your ROI concerns directly in HP Services' Art of the Possible (AOTP) mobility strategy workshop. Using Total Economic Impact, a model developed exclusively for HP, we work with you to develop realistic ROI expectations before implementing your mobility strategy. After the solution is in place, we use the model to validate performance and return on investment.
- **Improved agility and performance**—Enterprise employees can leverage mobile access to information for improved efficiency and effectiveness—which could improve productivity and positively impact the bottom line. For example, giving field service personnel access to a secure wireless portal can facilitate faster time to repair, improve customer satisfaction, and increase the number of closed calls, improving cash flow. And mobility solutions can be deployed quickly, allowing your enterprise to respond to—or create—new business opportunities before your competitors do.



- **Reduced risk**—Today's knowledge workers want the level of security they have come to expect in wired applications and environments to extend to wireless venues. HP Services consultants have worked with customers in a wide variety of industries to deliver robust mobile security solutions. HP is committed to supporting current and evolving privacy and authentication standards, including Light Extensible Authorization Protocol (LEAP), Protected Extensible Authorization Protocol (PEAP), Lightweight Directory Access Protocol (LDAP), Active Directory Kerberos, 802.1x, and commonly used variants of secure shell (SSH) encryption.
- **Increased revenue**—The world—and that includes your employees and your customers—is on the move. These users want seamless communications capabilities, whether they are at their desks, on the factory floor, or in a hotel lobby. An emerging business model views public facilities as an extension of the workspace and business owners as the new utility providers. The most proactive businesses are seeking to boost profitability by providing wireless "hot spots" to their customers. Enterprises with field sales and services groups can speed time to billing and potentially increase sales by having the right information at the right time. No matter what your business model, a secure enterprise mobility solution from HP Services allows you to achieve the desired results without diverting vital IT staff away from core competencies.

Why HP?

Implementing and supporting mobile networks and applications can be daunting. It can also test the resources of IT and technology staff who may be new to mobile infrastructure and applications. Planning and managing a cost-effective mobility strategy demands the assistance of an experienced partner.

As a trusted partner, HP Services has teamed with businesses around the globe to develop secure, highly available mobile networks. Our experts leverage years of collective technology consulting experience and HP's acknowledged strength in mobile devices, mobile printing, and mobile infrastructures to deliver solutions that are designed to evolve with your business needs.

Make the move

Enterprises are going mobile at an unprecedented pace. HP solutions offer a combination of flexibility, security, and cost-effectiveness that can reduce your total cost of ownership, boost the productivity of your employees and business partners, and enable your enterprise to adapt to constant change. In a tough business environment, the right mobility solutions can enhance your competitive advantage and increase your bottom line.

For more information

For more information about how HP Services can help you to plan, deploy, and manage an enterprise-class mobility solution, visit:

www.hp.com/hps/mobility/mw_wlan.html

To learn more, visit www.hp.com

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