

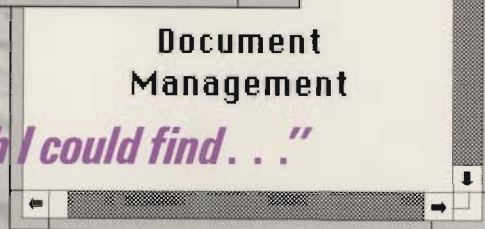
The HP NewWave Office  
Sales Guide

# Open the Office with Standards-Based Business Solutions

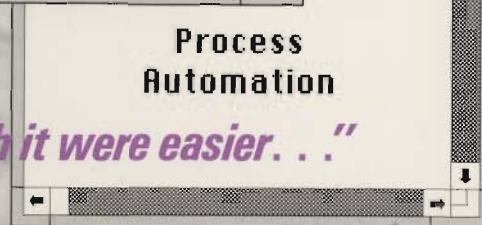
Introducing NewWave Office 3.0



*"I wish I knew..."*



*"I wish I could find..."*



*"I wish it were easier..."*

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# HP NewWave Office Sales Guide

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## HP NewWave Computing Strategy

HP's strategy for computing in the '90s is cooperative computing through open systems; NewWave Computing is HP's branding for this strategy. Fundamental to the strategy is an architectural framework in which open systems play a key role. It is only through open systems and standards that we can effectively integrate the diverse multivendor environments that exist today.

HP NewWave Computing is the combination of three simple but powerful concepts:

- First, the integration and management of resources and information across the entire enterprise, encompassing the multivendor reality of today, and accommodating growth in the future.
- Secondly, the integration of applications. By relieving the user of the burden of having to provide the linkages between applications, HP NewWave Computing promotes the leveraging of software to accomplish a given task.
- Thirdly, the implementation of a single object-based graphical user environment. Through providing a consistent approach and intuitive method of access, the burden on the programmer and end user is greatly reduced.

In delivering on HP NewWave Computing, HP continues to build on the strong foundations it established in the 1980s. Investments in RISC technology, industry-standard networking, desktop computing, and PC integration are all contributing toward HP's ability to deliver on the promise of HP NewWave Computing. As a result, HP gives customers the most flexibility in choosing the hardware and software solutions that best meet their needs.

HP NewWave Office is a key implementation of HP NewWave Computing.

## HP NewWave Office 3.0 Overview

HP NewWave Office delivers an industry leading, open system solution with powerful communications, decision support, and information sharing services on multiple platforms. Building on standards, HP NewWave Office delivers solutions today which allow customers to manage the flow and use of information using their choice of applications. HP NewWave Office services empower organizations to create value-added information solutions that build on their current operational systems.

HP NewWave Office 3.0 functionality can be divided into two areas:

### Enhancement of Core Services

- HP NewWave Environment
- Information Access Services
- Information Distribution Services
- Shared Resources
- Networked PC Software Management
- Electronic Image Management

**Integration of leading applications from ISVs (WaveFront Developers) with HP NewWave Office core services to provide complete business solutions for three Office Information Systems (OIS) applications:**

- Business Intelligence
- Document Management
- Process Automation

## Target Markets

HP NewWave Office continues to be focused on the Fortune 1000 customers and the HP installed base, providing functionality that meets the needs of a broad range of applications and serviced by the Direct Channel. Customers in this market typically fall into one of three categories:

- Pioneers
- Moderates
- Followers

Clearly, HP is focused on pioneers and moderates, while providing sound migration paths for customers needing to catch up to current client/server computing advantages. HP continues to offer industry-leading platform support with MPE/XL and HP-UX servers over LAN Manager and NetWare LANs. And now, HP is entering a new market with the introduction of HP NewWave Office for SCO UNIX/386. While this platform is required for some large deals in the Fortune 1000, there is another market opportunity that we can exploit through VARs.

Today there is a gap between the full function integrated Office System (such as HP NewWave Office, Cooperation, OfficeVision, and Rhapsody) and the low end products (such as MicroSoft Office). Many IBM accounts and other companies considering LANs or with LANs installed require an integrated office functionality solution that they can incrementally build cost effectively over time, but is scalable, and they need it today. HP NewWave Office SCO UNIX/386 can be that solution with the right VAR partners.

All platforms provide a high degree of interoperability—allowing growing organizations to integrate their choice of servers depending on need—and not necessarily on HP platforms. OpenMail will become available on non-HP platforms beginning with IBM/AIX and DEC ULTRIX, with others to follow. HP NewWave Office provides the broadest range of solutions today, to provide you and your customer the flexibility and choice that you need to meet today's business challenges.

HP NewWave Office 3.0 enhances the core services to continue to offer your customers flexibility and choice with respect to platforms supported, networking, and client/server functionality required for their business. The HP NewWave Office 3.0 enhanced core services combined with the WaveFront Developers applications can provide powerful solutions to business problems.

The HP NewWave Office 3.0 features include:

- HP LAN Manager/X and XL
- Portable NetWare
- Full HP NewWave 3.0/MS-Windows 3.0
- HP Software Vendor
- HP NewWave Access
- HP AdvanceLink for MS-Windows/HP NewWave
- HP NewWave Office SCO™ UNIX®/386 server
- Uniplex
- Macintosh Integration
- WaveFront Developers
- Business Solution Services

### HP NewWave Office 3.0 Feature Overview

<b>HP LAN Manager/X</b>	HP LAN Manager/X provides users increased capabilities to share applications and resources across MS-DOS®, OS/2® and HP-UX systems. It provides all the HP LAN Manager/X 1.0 features PLUS a new enhanced MS-DOS client. The client supports both HP NewWave 3.0 and Windows® 3.0. Also, the MS-DOS networking memory requirements have been significantly reduced, enabling customers to run more applications with the increased available memory.
<b>HP LAN Manager/XL</b>	The initial release of HP LAN Manager/XL on the HP 3000 is for the Application Program Interface (API) Named Pipes. Named Pipes support enables LAN Manager clients from one vendor to talk to LAN Manager servers from another vendor. The result is increased interoperability for your customer. Provides the same client as HP LAN Manager/X, HP LAN Manager/XL combined with the existing Resource Sharing functionality allows users to manage personal applications, share resources, and benefit from a wide variety of information access and distribution products.
<b>Portable NetWare</b>	<p>HP NewWave Office supports NetWare networks via the NetWare for the HP 3000 product on the MPE/XL. It is supplied by Innovus, Inc., (a third party) on the HP 9000 systems. NetWare for the HP 3000 provides all of the functionality of Novell Inc.'s PC services including file and print sharing, and server administration functions such as password security, connection maintenance, and print queue management. With NetWare for the HP 3000, your customer can connect an HP 3000 to existing Novell networks or can establish new networks and look, to the Novell client, like any other NetWare server on the network. The Innovus product provides the same Portable NetWare functionality that is available with NetWare for the HP 3000.</p> <p>With HP ARPA and NS Services 2.1 for NetWare, a PC running MS-DOS and NetWare can have all its normal HP NewWave Office functionality but will not have to reboot when moving between NetWare and HP ARPA or NS Services. These products allow users to save money by leveraging their investments and sharing resources.</p>
<b>HP NewWave 3.0/ MS-Windows 3.0</b>	HP NewWave 3.0 allows HP NewWave Office users to take advantage of the improvements to Microsoft® Windows, share objects with co-workers on a network, automate the work done across all their software applications, and get an overview of the entire HP NewWave system via a new Guided Tour Tutorial. In addition, HP NewWave 3.0 requires only 2 Mbytes of extended memory on a 286 or above PC.



## HP NewWave Office 3.0 Feature Overview (continued)

<b>HP Software Vendor</b>	HP Software Vendor provides a means of centrally controlling and distributing both HP PC applications and a wide variety of third-party applications within the HP NewWave Office LAN environment. It offers automated, centralized PC application installation, automated software updates, and software license tracking and enforcement. HP Software Vendor put software management among LAN users back into the hands of the PC administrator.
<b>HP NewWave Access</b>	As an end-user graphical interface, HP NewWave Access offers a simple point-and-click, drag-and-drop approach to requesting and integrating heterogeneous database sources into PC applications. Now you can take advantage of the full HP NewWave agents capabilities with Information Access and HP NewWave Access.
<b>HP AdvanceLink MS-Windows/ HP NewWave</b>	When HP AdvanceLink is installed in the HP NewWave environment, additional user interface and task automation functions are enabled. HP AdvanceLink can then recognize and handle HP NewWave data objects, simplifying data transfer. And very complex tasks can now be automated.
<b>HP NewWave Office SCO UNIX/386 Server</b>	SCO UNIX/386 system is available as an HP NewWave Office server with industry-standard products including HP OpenMail and LAN Manager.
<b>Macintosh Integration</b>	The Apple Macintosh can now be supported for disk sharing, printer sharing, terminal emulation and full E-mail connectivity in an HP 9000 LAN environment. With AdvanceLink for the Macintosh, PacerShare, PacerPrint, PacerLink and PacerPost your customer can now use their Macintosh PCs as functional workstations in an HP NewWave Office environment.
<b>WaveFront Developers</b>	By integrating leading applications from ISVs with HP NewWave Office, you can provide your customers with complete solutions for the third-generation OIS applications: business intelligence, document management, and process automation. Products from WaveFront Developers are designed under the HP NewWave environment to work together as one system with HP NewWave Office.
<b>Uniplex</b>	Uniplex Business Software complements the client/server-based HP NewWave Office/UX by providing similar terminal/host-based functionality and capabilities for those customers who do not foresee moving to a client/server office environment in the near future. Uniplex is HP's terminal/host-based UNIX-integrated office system, and HP OpenMail is the common information distribution service for both Uniplex terminal/host and HP NewWave Office/UX client/server environments.
<b>Business Solution Services</b>	Consulting services developed allow you to 1) provide a structured benefits analysis which identifies high-payoff opportunities and establishes quantitative measures of success within your customers' organization, 2) evaluate your customers' current business processes, including recommendation for process improvement and information technology requirements, and 3) determine and implement an integrated-solution design and pilot program which best meet your customers' business objectives.

## Chapter 4.

# HP NewWave Office 3.0 Component Overview

HP NewWave Office 3.0 expands upon the number of server platforms and networking environments you can offer your customers:

- Four server platforms:
  - HP 3000 MPE/XL
  - HP 9000 HP-UX
  - SCO UNIX/386
  - HP 3000 MPE/V
- HP LAN Manager support for MPE/XL and UNIX platforms
- NetWare support for HP 3000 MPE/XL and HP 9000 Series 800 (from third party)
- NewWave 3.0 and Windows 3.0 compatible PC applications and PC networking software
- New PC software distribution and management tool—HP Software Vendor
- Greater ordering flexibility with the HP NewWave Office Structured Solution Program



The table below summarizes the HP NewWave Office Services available across the four platforms.

## HP NewWave Office Services

HP NewWave Office Services	HP 3000 MPE/XL	HP 9000 Series 300/800	SCO UNIX/386	HP 3000 MPE/V
<b>Shared Resources</b>	Resource Sharing with HP LAN Manager/XL (includes LAN Manager client)	HP LAN Manager/X (includes LAN Manager client)	LAN Manager/X (includes LAN Manager client)	Resource Sharing LAN Manger OS/2 (provides LAN Manager client)
	NetWare for the HP 3000 (includes NetWare client)	NetWare available from third party (Innovus) (includes NetWare client)		
<b>Information Access Server</b>	Information Access Server/XL	Information Access Server SQL/UX (Series 800)	N/A	Information Access Server/V
	Information Access Server SQL/XL			
<b>Information Access Client</b>	HP NewWave Access	HP NewWave Access	HP NewWave Access	HP NewWave Access
	Information Access PC	Information Access PC	Information Access PC	Information Access PC
<b>Information Distribution Server</b>	HP DeskManager	HP OpenMail	HP OpenMail	HP DeskManager
<b>Information Distribution Client</b>	HP NewWave Mail	HP NewWave Mail	HP NewWave Mail	HP NewWave Mail
	HP AdvanceMail	HP AdvanceMail	HP AdvanceMail	HP AdvanceMail
<b>LAN-based PC Software Distribution</b>	HP Software Vendor	HP Software Vendor	N/A	HP Software Vendor
<b>Fax Gateway</b>	HP DeskManager with HP OfficeFax	HP OpenMail with HP OfficeFax	HP OpenMail with HP OfficeFax	HP DeskManager with HP OfficeFax
<b>Other Client Components</b>	HP NewWave environment	HP NewWave environment	HP NewWave environment	HP NewWave environment
	HP NewWave Technical Reference	HP NewWave Technical Referenca	HP NewWave Technical Reference	HP NewWave Technical Reference
	HP Advancelink for NewWave and Windows	HP Advancelink for NewWave and Windows	HP Advancelink for NewWave and Windows	HP Advancelink for NewWave and Windows
	HP Advancelink for DOS	HP Advancelink for DOS	HP Advancelink for DOS	HP Advancelink for DOS
	Network Services 2.1	Network Services 2.1	Network Services 2.1	Network Services 2.1
	Network Services 2.1 for NetWare	Network Services 2.1 for NetWare	Network Services 2.1 for NetWare	Network Services 2.1 for NetWare
	HP ARPA Services 2.1	HP ARPA Services 2.1	HP ARPA Services 2.1	HP ARPA Services 2.1
	HP ARPA Services 2.1 for NetWare	HP ARPA Services 2.1 for NetWare	HP ARPA Services 2.1 for NetWare	HP ARPA Services 2.1 for NetWare

### **Putting the Solution Together**

The HP NewWave Office Product Reference Guide includes a configuration/compatibility matrix for each of the four server platforms, showing all the products needed for putting together a complete HP NewWave Office solution.

Configuring an HP NewWave Office solution is simply a matter of:

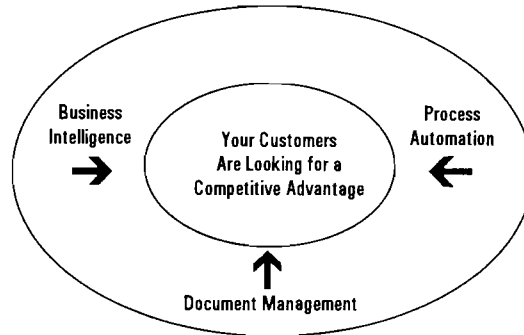
- Selecting a computing platform
- Deciding what networking connectivity to use
- Choosing a PC environment, HP NewWave, or DOS
- Choosing the services needed
- Selecting additional services and PC applications

Now, with the addition of new products, flexible ordering procedures, and broader server platform and networking support, HP NewWave Office is a more powerful solution than ever.

## Chapter 5.

# HP NewWave Office 3.0 Solution Overview

A broad spectrum of customers and industry experts agree that there are three primary, compelling applications that will spur the implementation of third-generation OIS:



### Business Intelligence

These applications allow companies to gather and analyze a broad range of internal and external information relevant to their business and their marketplace. It combines the ease of use of executive information systems and personal analysis tools, including ad hoc query, with text management and decision support systems. Business intelligence enables customers to make timely changes in strategy and tactics, because they understand their business environments better.

### Document Management

Document Management is the ability to capture and organize all types of documents within an organization. Customer requirements for these solutions can vary greatly. To give you the greatest flexibility to meet your customers' needs in this area, HP NewWave Office provides two complementary document management solutions.

- **Electronic Image Management**—HP AIMS gives customers the ability to create high-performance OLTP applications based on the capture, storage and retrieval of scanned images. HP AIMS is designed to meet the mission-critical needs of customers who need to automate existing paper-based processes.
- **Object Based Document Management**—The HP NewWave Office network object management system is a network-based finder and keeper for any type of object: text, graphics, spreadsheet, voice, video, image or compound. It provides all of the functionality that users expect from a networked document management system, such as transparent storage search and retrieval, archiving and backup and security and administrative functions. It is designed to meet the needs of customers who want to effectively manage electronic, multimedia information in a network environment.

## Process Automation

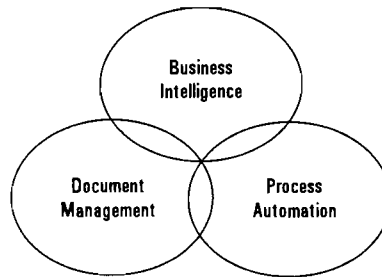
These applications enable the automation of individual tasks, workgroup tasks and business processes. Such applications improve personal and organizational productivity by automating repetitive tasks, such as preparing and routing a monthly report. Process automation combines intelligent agent facilities, event-based triggers, and electronic mail for initiating processes, such as alerting buyers or placing electronic orders when inventory drops below an optimum level.

### Third-generation OIS Applications

What Your Customer Says	Applications
I Wish I Knew	- Business Intelligence
I Wish I Could Find	- Document Management
I Wish It Was Easier	- Process Automation

There is functionality overlap between the different OIS applications

### Third-generation OIS Applications Functionality



While each of the three major OIS applications can be considered a separate solution, their functionality often overlaps. Business intelligence applications will quite often demand both document management and process automation functions. Document management applications can require process automation. Because of the overlapping functionality of these applications, it will benefit customers to choose HP NewWave Office solutions that work well together in each of these areas.

For more information on the WaveFront developers, refer to the HP NewWave Office Solution Guide P/N 5091-1117E or the HP NewWave Office Hotline/HP6646, Subject: WaveFr.

## Chapter 6.

# HP NewWave Office 3.0 Structured Solutions Program

The HP NewWave Office 3.0 Structured Solutions Program makes it easier than ever to quote and deliver customized HP NewWave Office solutions.

The HP NewWave Office 3.0 release is offered in a new menu format which gives you more choice and flexibility in putting together complete solutions for your customers in a broader variety of computing environments. You can choose the exact product mix that is right for each customer and be certain of which products will be delivered.

To meet the demands of more customers and make configuring and ordering easier, the HP NewWave Office Structured Solutions Program replaces the previously available HP NewWave Office product bundles.

### The HP Structured Solutions Program

The HP Structured Solutions Program (SSP) allows related HP products to be offered in a menu format that helps you create customized solutions for each customer situation. This flexible configuration and ordering mechanism also provides customers with an SSP adjustment (discount) of 5% on all products and options selected from the menu when simple requirements are met.

There are four HP NewWave Office SSP menus, one for each computing platform:

- HP 3000 MPE/XL
- HP 9000 HP-UX
- SCO UNIX/386
- HP 3000 MPE/V

Benefits of HP NewWave Office SSPs include:

- Flexibility in ordering only the client/server software components your customers need
- Ease of configuration—complete, supported combinations of software components are selected from the SSP menu
- All the software components needed to configure complete HP NewWave Office solutions—listed in one place
- The latest version of each software component is orderable and new products will be added to the menus as they become available
- Flexibility in the number of user licenses purchased
- Where available, any localized versions of software components can be selected

- A great opportunity to quote more functionality to customers today—increasing system sales, helping maintain account control, and delivering a lower price on the whole software solution

### **SSP Administration**

The only requirement for using an SSP menu and qualifying for the 5% adjustment is that at least one server product and one client product must be purchased. For example, purchasing HP DeskManager and one copy of HP NewWave Mail meets the requirement. Your customer will receive the discount on all products and options selected from the menu. Any localized versions of the products also qualify for the adjustment.

The Structured Solutions Program is an established and proven program. Field Order Processing will receive up-to-date menus from HP Corporate, along with complete instructions on order placement. The Order Processing Coordinator will take the information provided by the completed menu and generate an order consisting of the individual products and their associated options and then apply the 5% solution adjustment.

### **For More Information**

The HP NewWave Office Component Product Guide has more information:

- Complete SSP menus for each platform, including all products and product numbers
- Explanation of how to use the menus, with examples
- A configuration/compatibility matrix for each server platform with instructions for putting together complete solutions.

The most up-to-date revisions of the menus, containing the latest lists of available products, will always be available to you through the HP NewWave Office Hotline (HP Desk node name: HP NewWave Office HOTLINE/ HP 6646).

The HP NewWave Office Structured Solutions Program offers an excellent way to configure just the right solution for each of your customers.



## Chapter 7.

# Software Support for HP NewWave Office 3.0

### What's Changed?

- HP NewWave Office software products will now be supported as individual component products. This is consistent with the HP NewWave Office 3.0 software product structure which is now a Structured Solution program.
- Business System Plus and NewWave Office 1.0 software support contracts will be unbundled into their component products. All customer contracts with Business System Plus or HP NewWave Office 1.0 software products will be updated to the HP NewWave Office 3.0 product structure at software support contract renewal.

### Software Support Options for Your Customers

HP provides software support on a per-system basis, offering three standard levels of support:

- **HP BasicLine software support service**—HP's economical base service
- **HP ResponseLine software support service**—HP's complete software maintenance solution
- **HP TeamLine software support service**—HP's premier software support service

Your customer may also choose from two types of Software Update Materials service depending on their preferred medium for documentation updates. Customers have a choice of paper or CD-ROM documentation for their manual updates and associated documentation:

- **HP Operating System Update Materials with Paper Documentation service**—traditional documentation medium for operating system and subsystem software
- **HP Operating System Update Materials with CD-ROM Documentation service**—HP's low-cost, high-productivity documentation option for operating system and subsystem manual updates and associated documentation
- Customers may also choose to receive their operating system and subsystem documentation on *both* CD-ROM and paper

## HP Software Support Services

### HP BasicLine

- Right-to-use software updates
- HP SupportLine electronic database with read-only features

### HP ResponseLine

- HP Response Center access
- HP SupportLine electronic call submittal
- Proactive patch capability
- All the features of HP BasicLine

### HP TeamLine

- Personalized technical assistance
- Comprehensive planning
- All the features of HP ResponseLine

### HP Software Update Materials Service

- Software and documentation updates
- Automatic delivery or notification of updates
- A variety of software and documentation options including paper, CD-ROM or both

## Features of HP Software Support Services

### Right-to-use Software Updates

HP Software Support services provide the right-to-use software updates. This is a primary feature of HP BasicLine software support service. HP BasicLine software support service provides a cost-effective support alternative for customers with multiple systems. Additional systems in the multisystem environment can use software updates copied from another system or obtained directly from HP.

### HP SupportLine Access

HP SupportLine electronic database. HP SupportLine provides current, comprehensive support information for fast, direct answers to your customer's product and support questions.

### HP Response Center Access

Your customer may receive unlimited telephone assistance to answer product-usage questions and resolve software problems with HP software products and specified third-party products.

### HP SupportLine Electronic Call Submittal

Customers with HP ResponseLine and HP TeamLine software support service may submit questions using HP SupportLine electronic call submittal and receive a response within two hours by telephone or an on-line response by the next day.

## Configuring Support for HP NewWave Office 3.0 and Associated Software

### Proactive Patch Capability

This feature gives your customers access to patches recommended by HP for installations to both solve and prevent known problems—which leads to improved system reliability and uptime.

### Personalized Technical Assistance and Comprehensive Planning

Support management and technical reviews coupled with software release planning result in a comprehensive, long-range system blueprint. The account-assigned SE/AE also helps your customers implement and use their system and software effectively.

### Software and Documentation Updates

HP continually improves software products to enhance the functionality of our customers' systems. New software releases provide product enhancements, defect repairs, support for new systems and peripherals, and better performance. Reference materials are also updated to reflect changes in software products. With a subscription to HP Software Update Materials service, a customer is provided with one copy of new and updated manuals, available on paper and CD-ROM.

### How is HP NewWave Office Software Supported?

When configuring software support, it is important to think about the process in two steps: determine the appropriate labor-based service, and order software materials to meet your customer's requirements.

#### Labor-based Support Services

As previously mentioned, your customers may choose from a wide range of software support services for their HP NewWave Office solution from personalized to economical self-maintenance support. These services provide the specified level of support for the operating system and all subsystem products on your customer's system. In addition to their standard service, customers with HP TeamLine or HP ResponseLine are required to purchase the Integrated PC Office application option to receive support for their HP NewWave Office software and client PCs:

- #0LG Integrated PC Office A (HP 3000 low-end systems)
- #0F8 Integrated PC Office B (HP 3000 high-end and all HP 9000 systems)

This option is specifically required for HP Resource Sharing, HP LAN Manager, and HP NetWare for the HP 3000 networking software products. Integrated PC Office application option extends HP TeamLine or HP ResponseLine support to your customer's HP NewWave Office applications and also provides HP ResponseLine support for all PC client software.

A full list of supported PC software may be found in Appendix B Commercial PC Software. In addition, all software products that require the Integrated PC Office application option are listed in Appendix E—Application Options and Products. These appendixes were originally part of the *HP Software Support Sales Guide* but have been split out and updated on a monthly basis due to the critical and dynamic nature of the information they provide. Both of these appendixes may be obtained via our automatic answer HP Desk node:

Customer Support Hotline\HP5000  
Subject: SW01

### **Software Materials Services**

HP Operating System Update Materials service should be purchased to receive operating system software and manual updates, and HP Software Update Materials service should be ordered for each software product to obtain subsystem and application software and manual updates.

With the introduction of the HP NewWave Office 3.0 product structure, HP NewWave Office software is now supported as individual component products. In the past, customers purchased HP Software Update Materials service for the Business System Plus (325XXA) or HP NewWave Office (B17XXA) once and receive software and documentation updates for all the software components within the bundle (i.e., HP DeskManager, Information Access, etc.) Please refer to Updating BSP and HP NewWave Office 1.0 Customers for more details on how support for these customers has changed.

**Configuring a Software  
Support Contract for  
HP NewWave Office 3.0  
Customers**

Configuring software support for your HP NewWave Office customer is a five step process. One very important tool required for the configuration process is the HP Software Support Quote Worksheet for the specific system for which you are ordering support (i.e., HP 3000 or HP 9000). To obtain a complete set of HP Software Support Quote Worksheets, send an HP Desk message to:

Customer Support Hotline\HP5000  
Subject: SW02

Before beginning the configuration process, there are a couple of things to remember. First, software support must be configured for each of your customer's systems separately. Second, all software supported on the system must be listed on the quote worksheet. Here are the steps to follow when configuring software support for your HP NewWave Office customer:

1. Order the appropriate labor-based service for your customer (i.e., HP TeamLine, HP ResponseLine, or HP BasicLine). In multiple system environments, the highest level of service should be purchased on the largest processor. HP BasicLine may be purchased for additional systems in this environment.
2. For each service, order one processor tier. The processor tier pertains to the customer's system type and determines the price of the service.
3. For HP TeamLine and HP ResponseLine software support service only, order Integrated PC Office application option. Refer to the price list for the appropriate option number for your customer. Also, any additional services that your customer requires such as Additional Response Center Caller should be ordered.
4. Order HP Operating System Update Materials. One processor tier and one media type must be ordered with this product.
5. Order HP Software Update Materials once for each subsystem or application software product. This service must be ordered once for each HP NewWave Office component software product (i.e., HP DeskManager, HP AdvanceMail, etc.). HP Operating System Update materials must be ordered as a prerequisite to this product.

Please refer to Configuration Examples which follow, for a complete software support configuration example of a new HP NewWave Office customer. For updated ordering instructions, see the HP NewWave Office Hotline/HP 6646, Subject: support.

**Updating BSP and  
HP NewWave Office 1.0  
Customers**

All BSP (325XXA) and HP NewWave Office 1.0 (B17XXA) software support contracts will be updated to the HP NewWave Office 3.0 product structure at renewal. Customers that previously received support for all BSP and HP NewWave Office components by purchasing HP Software Update Materials service for the bundled software product will now have to purchase software materials support separately for each component software product. An Administrative Alert outlining this change and implementation procedures has been distributed to your Software Support Contracts group. Please refer to this alert for more details on this contract migration. A complete example of a customer contract with HP NewWave Office 1.0 migrating to the HP NewWave Office 3.0 product structure is outlined below.

**Configuration Examples****Example 1: New HP NewWave Office Customer**

This customer has an HP NewWave Office solution running on both an MPE and HP-UX platform. This customer has two central systems: HP 3000 Series 925 and an HP 9000 Series 825 with ten MS-DOS HP Vectra PC clients.

This system supports the sales and marketing departments of a large firm and, therefore, data access is critical. HP ResponseLine service is required to meet this customer's support needs.

**HP 3000 Series 925 and Associated PCs**

Software Configuration	Materials	Support Configuration	Qty
<b>Operating System</b>			
32651A MPE/XL FOS #425 Series 925	Y	H2001A + H00 HP ResponseLine #OJ4 925/932 #OF8 Integrated PC Office A	1 1
<b>No Charge Update</b>			
36391A TurboIMAGE	Y	H2072A + S00 HP OS materials with paper documentation #OJ4 925/932 #AA2 8250 BPI	1 1
<b>Host Software Products</b>			
30368A SQL	Y	H2004A + S00 HP Software Materials	
32258A System Dictionary Office	Y	#OJ4 925/932	8
B1718A Resource Sharing	Y		
B1716B HP Information Access	Y	H2016A + S00 HP Software Materials PC	6
36570A HP DeskManager	Y	#0A9 RTC 10 PCs	6
36923A ThinLAN/XL	Y		
36920A NS3000 XL	Y		
32015A HP LAN Manager/XL	Y		
<b>PC Software Products</b>			
D2506A HP Software Vendor	Y	36369A + Q00 MUS System Mgmt. Core Plus	
D2502A HP Information Access PC	Y	#ABA U.S. version	1
27245A EtherTwist	Y		
D1811B HP Network Service	Y		
D2102B HP AdvanceLink	Y		
D2101B HP AdvanceMail	Y		

**Notes:**

HP SQL, HP System Dictionary, and HP TurboIMAGE databases all need to be added to the software support configuration for inclusion on the update tape. HP TurboIMAGE, however, is a no-charge update.

Application option #OF8 Integrated PC Office provides HP ResponseLine support to the HP NewWave Office application software (specifically HP Resource Sharing) and all of the PCs running HP Commercial PC-supported software as defined in Appendix B of the *HP Software Support Sales Guide*.

The Series 925 updates include System Management Core documentation. To receive manual updates for additional manual sets, be sure to order the +Q00 service.

HP Software Update Materials service is not available for HP NewWave (D1704B). The customer must order upgrades for this product separately as directed in the instructions that come with the product.

**HP 9000 Series 825**

Software Configuration	Materials	Support Configuration	Qty
<b>Operating System</b>			
92452L HP-UX (16)	Y	H2011A + H00 HP ResponseLine #OJD 825/832/835/840 (1-16 user) #OF8 Integrated PC Office	1 1
<b>Software Products</b>			
B1600A HP OpenMail	Y	H2070A + S00 HP OS materials with paper documentation	
B1011B HP LAN Manager/X	Y		
B1029A NS 9000	Y	#OJD 825/832/835/840 (1-16 user)	1
36967A LAN 9000	Y	#AA0 Cartridge Tape	1
		H2014A + S00 HP Software Materials #OJD 825/832/835/840 (1-16 user)	4

### Example 2: Updating an HP NewWave Office 1.0 Customer to 3.0 Product Structure

This customer has an HP NewWave Office solution running on an HP 3000 Series 925 with 10 MS-DOS Vectra PC clients.

This example is designed to show the change in the customer's software support contract resulting from the implementation of the HP NewWave Office 3.0 product structure.

#### OLD Software Support Contract for HP 3000 Series 925 and Associated PCs

Software Configuration	Materials	Support Configuration	Qty
<b>Operating System</b>			
32651A MPE/XL FOS #425 Series 925	Y	H2001A + H00 HP ResponseLine #OJ4 925/932 #OF8 Integrated PC Office A	1 1
<b>No-Charge Update</b>			
36391A TurboIMAGE	Y		
<b>Host Software Products</b>			
30368A SQL	Y	H2072A + S00 HP OS materials with paper documentation	
32258A System Dictionary Office	Y	#OJ4 925/932	1
B1710A HP NewWave Office	Y	#AA2 6250 BPI	1
		H2004A + S00 HP Software Materials #OJ4 925/932 #AA2 6250 BPI	3
<b>PC Software Products</b>			
68333F HP AdvanceLink	Y	H2016A + S00 HP Software Materials PC	4
27245A EtherTwist	Y	#OA9 RTC 10 PCs	4
50923F NS-User Server	Y		
50929F LAN Configuration	Y		

#### NEW Software Support Contract for HP 3000 Series 925 and Associated PCs

Software Configuration	Materials	Support Configuration	Qty
<b>Operating System</b>			
32651A MPE/XL FOS #425 Series 925	Y	H2001A + H00 HP ResponseLine #OJ4 925/932 #OF8 Integrated PC Office A	1 1
<b>No-Charge Update</b>			
36391A TurboIMAGE	Y		
<b>Host Software Products</b>			
30368A SQL	Y	H2072A + S00 HP OS materials with paper documentation	
32258A System Dictionary Office	Y	#OJ4 925/932	1
B1718A Resource Sharing	Y	#AA2 6250 BPI	1
32015A HP LAN Manager/XL	Y		
B1716B HP Information Access	Y	H2004A + S00 HP Software Materials	
36570A HP DeskManager	Y	#OJ4 925/932	8
36923A ThinLAN/XL	Y		
36920A NS3000 XL	Y	H2016A + S00 HP Software Materials PC #OA9 RTC 10 PCs	6 6

(Continued)



(continued)

Software Configuration	Materials	Support Configuration	Qty
<b>PC Software Products</b>			
D2506A	Software Vendor	Y	
D2502A	Information Access PC	Y	
D2102B	HP AdvanceLink	Y	
27245A	EtherTwist	Y	
D1811B	Network Service	Y	
D2101B	HP AdvanceMail	Y	

**Notes:**

HP NewWave Office software product (P/N B1710A) has been unbundled and is now supported as its component software products.

If existing Business System Plus or HP NewWave Office 1.0 customers wish to continue receiving support and updates to HP PC Back-Up (P/N 35480), they must add this product to their support contract.

HP Software Update Materials service is not available for HP NewWave (P/N D1704B). The customer must order upgrades for this product separately as directed in the instructions that come with the product.

**For More Information****Hotline**

An updated set of HP NewWave Office ordering instructions will be available on the "HP NewWave Office Hotline." First send for an "index" to determine which article on support ordering instructions you would like to receive. Then, follow the ordering instructions from the index to receive the support information.

**U.S. Sales Response Center**

If you have any questions regarding the software support program, you can contact Support Services in the U.S. Sales Response Center via HP Desk or at (408) 447-4444 from 7:00 am to 5:00 pm, Pacific standard time, Monday through Friday.

**Configuration Tools**

A full set of current HP Software Support appendixes, price lists, and quote worksheets are available via the Customer Support Hotline at:

Customer Support Hotline/HP5000

Subject: SW01 Software Support Appendixes  
 SW02 Software Support Quote Worksheets  
 SW03 Software Support Price Lists

## Customer References

### HP NewWave Office Has an Installed Base of Referenceable Customers!

Customer references are one of the most powerful tools you can develop and use in selling HP NewWave Office. We ALL benefit with a strong customer reference program. Customer references can:

- help YOU in pre-sales situations when a potential customer wants to talk with or visit another customer prior to making a purchase decision
- help HP enhance its perception in the marketplace with press and success stories; increase sales and improve profit
- help YOUR CUSTOMER gain visibility as a leading-edge company in their competitive market

As of this writing, there are thirty-four customers willing to speak with the press and/or potential new customers about the benefits of HP NewWave Office in their business environment. Contact with these customers must always be made through the HP Sales Representative.

To obtain a list of referenceable customers and their HP Sales Representatives detailed information on the customer's environment and for periodic updates to the list:

- send an HP Desk message to the HP NewWave Office HOTLINE/HP6646 (SUBJECT: cusref)
- refer to HP NewWave Computing Solution Assist on CompuServe
- or call your Regional Sales Development Engineer

To contribute a customer reference:

- call your Regional Sales Development Engineer



## Competitive Overview

Vendor	AT&T	DEC	HP	IBM	NCR
Product Name	Rhapsody	ALL-IN-1 Phase II	NewWave Office	OfficeVision Rel 1	Cooperation
Clients	NewWave	DOS Terminal OS/2 Macintosh	NewWave DOS Terminal OS/2* Macintosh	DOS Terminal OS/2	NewWave DOS
Servers	386 UNIX	UNIX (limited)  Proprietary	UNIX 386 UNIX OS/2* MPE/XL	OS/2 Proprietary	UNIX*  OS/2
Availability	Shipping	Shipping	Shipping	Shipping Rel 1 only	Ships Q3 1991 on OS/2 only
GUI	HP NewWave environment	DEC windows	HP NewWave environment	Presentation Manager	HP NewWave environment
Mail	StarMail	ALL-IN-1  Uniplex	HP Desk- Manager OpenMail HP NewWave Mail HP AdvanceMail Uniplex	OfficeVision	NCR Mail
Electronic Image Management	Plexus	DECimage- Express	AIMS	ImagePlus	Plexus
Business Intelligence		DEC decision	WaveFront Developers providing drill- down and exception reporting Information Access HP NewWave Access	Not Integrated	Forest and Trees Gupta SQL
Document Management	Library	BASISplus ODMS CDA LiveLink	WaveFront developers; Network- and PC-based storage and retrieval	Library	Information Storage Manager
Process/ Workflow Automation	Workhorse	N/A	SmartTools Routing and authorization	EC Forms (VM only)	Coordination Technologies (Aug '91)

\* planned

## HP NewWave Office Delivers What the Competition Can't!

### Major Competitors

Let's take a look at our two traditional competitors, IBM and DEC, to see what they really have to offer. Let's also look at two vendors who are new to the office information system marketplace and who have licensed NewWave from HP; AT&T, and NCR.

### IBM

The biggest news about OfficeVision is that there is nothing new! IBM has indefinitely postponed Release 2 for the second time. All versions of Release 2—OfficeVision/MVS, OfficeVision/VM, OfficeVision/400, and OfficeVision/2 LAN—are delayed and IBM has not set a new target delivery date.

"Analysts concur that this second round of delays casts OfficeVision in a negative light and makes room for incursions from competitors, especially HP NewWave Office." (*Information Week*, December 17, 1990, page 14)

The indefinite delay casts such serious doubt about the viability of OfficeVision that large IBM customers such as Bank of America and Cigna Corp. have scrapped their commitments to OfficeVision and will implement other interim solutions.

IBM introduced OfficeVision as an integrated suite of SAA office applications in May 1989. The first release of OfficeVision on all four platforms was shipped in fall 1989. At that time IBM announced that significant enhancements would be delivered in Release 2 in 1990.

### OfficeVision in More Detail

OfficeVision Release 1 is essentially a repackaging of pre-SAA office products. It offers little more than electronic mail and lacks significant functionality:

- No compound document capability
- No directory management tools
- No agent capability
- No object technology
- No calendar (available with OfficeVision/VM and OfficeVision/400 only)
- No document management (available with OfficeVision/400 only)
- No integrated decision support (available with OfficeVision/400 only)

OfficeVision Release 1 is proprietary and provides:

- No support for standard clients:
  - DOS Windows
  - UNIX
  - Macintosh
- No support for common LAN
  - 802.3
  - LAN Manager
  - Novell®

According to customers and analysts, OfficeVision Release 1 is expensive to operate. It has performance problems as well as steep hardware requirements and is complex to manage and support.

IBM has done well, though, in migrating MVS users to OfficeVision/MVS Release 1 (about a 30 percent migration rate) and also in penetrating new MVS accounts with OfficeVision/MVS. This suggests that Personal Services products users perceive functionality benefits in OfficeVision/MVS.

OfficeVision Release 2 is expected to only partially improve functionality limitations and provide:

- Calendar
- Document sharing via a library
- Decision support

IBM has received many customer requests for DOS Windows and UNIX client support. Some press and industry analysts expect that Windows support may be available in 1991, but only to users connecting DOS PCs to VM mainframes. OfficeVision/2 LAN users cannot expect Windows support until 1992. These are educated speculations only; there have been no official announcements by IBM.

IBM has initiatives in place for both business intelligence (BI) and electronic imaging which rely on a combination of internally developed and externally partnered products. While IBM has a good foundation for BI in place, there is no integration with OfficeVision. And while IBM has provided more than 800 APIs for OfficeVision and OS/2, they are reportedly too complex for any but the most sophisticated programmers to use effectively.

IBM and Metaphor announced in September 1990, that they had formed a new company, named Patriot Partners, to create a next-generation architecture for network independent object-oriented application development. No product is likely for 2-5 years and simply validates the fact that HP is doing the right thing and is the leader in object-oriented technology.

## OfficeVision/2 Strengths and Weaknesses

### Strengths

- Ability to work with OV/VM, OV/MVS and OV/400
- Supports DOS and OS/2 clients
- Can spread server function over three OS/2 servers
- Client "installation" is easy
- Easy to use (*Good thing*, user guide is 300 pages)

### Limitations

- Expensive
- Little more than E-Mail; no calendar or scheduling
- Steep hardware requirements;
  - clients require 7 Mbytes RAM
  - server requires 10 Mbytes RAM
- LAN Server over Token Ring only; no support for NetWare, MS LAN Manager, 3Com, or 802.3
- Can send only one file at a time
- No connections to non-IBM E-Mail except via SoftSwitch
- Difficult, nonautomated installation; 250-page installation manual
- DOS client does not support Windows/multiple Windows
- Limited on-line help, no quick reference or tutorials
- Need to address a user by ID and address rather than by name

## Industry Analysts

Judith Hurwitz, Patricia Seybold:

"What OfficeVision is supposed to be, and what it is now, really don't match."

Michael Anderson, Gartner Group:

"IBM is still unable to put the delays plaguing OfficeVision behind them. To date the rest of the industry has been unable to exploit IBM's stumbles. This further delay offers another opportunity for other third-generation challengers, such as Hewlett-Packard." (Intelligence, I-IBM-799, December 3, 1990)

Gartner Group:

"Market success depends on more than product excellence. IBM's first challenge is to execute its product strategy in a timely fashion...IBM must offer additional product and channel capabilities to reach smaller businesses." (OIS, R-IBM-106, p. 39)

Cliff Conneighton, Gartner Group:

"IBM has an excellent overall office vision. It has decided, wisely, to invest heavily in BI. With more system solution perspective, and less point product perspective, IBM could turn that investment into a commanding position." (Companies, C-IBM-789, November 12, 1990)

Stuart Woodring, Forrester:

"IBM has bet the ranch on OfficeVision. The company has showcased it as a critical test of its three new world initiatives: SAA, OS/2 and LAN Server. However, the OfficeVision bet is in jeopardy. Important delivery schedules have been missed. Users feel that the current incarnation of OfficeVision is not a useful or mature product . . . Conclusion: The Fortune 1000 companies should compare OfficeVision aggressively against other advanced, deliverable products such as . . . HP NewWave Office . . ."

### Marketing

IBM is good at marketing and their messages hit the right buttons. Recently, their advertising has emphasized:

- IBM listens to its customers
- heavy promotion of OS/2
- customer success stories on how IBM technology produced business results for specific customers

IBM is also waging an aggressive campaign for market share through systems integration. With their business partners, they offer competitive pricing on large projects with discounts into the multiple millions of dollars. They also propose "enterprise bids" which bundle heavily discounted products and services into a proposal.

In addition, they are offering discounts to customers based on the dollars they agree to spend rather than on a commitment to specific products. This type of revenue-based discounting can cover all corporate-wide purchases and is being called an "enterprise agreement." This gives large customers an incentive to do business with IBM and makes it harder for other vendors to get in.

IBM and their business partners offer free solution-specific customer seminars in most larger cities on a regular basis. Potential customers talk about their business concerns and are exposed to IBM computer solutions, including office.

### IBM Weaknesses

(from Gartner Group's "Reality of IBM's OfficeVision," August 30, 1990)

- Extended delivery cycle
- Lack of support for commonly installed workstations, LANs
- Lagging delivery of standards
- Complex to manage, lack of focus on the end user as buyer/operator
- Seriously deficient directory synchronization and management tools
- Functionally behind most second-generation office systems
- Expensive to operate

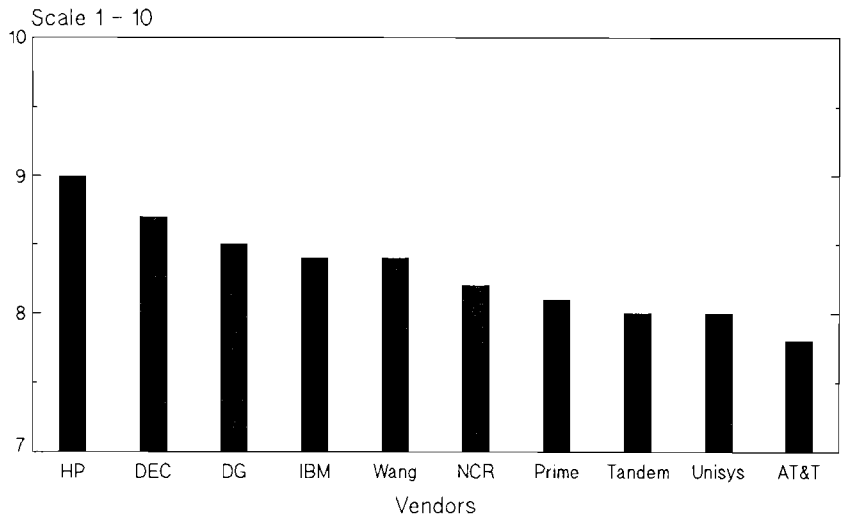
### HP Strengths

- HP *delivers* on its promises of innovation, price/performance and products.
- HP NewWave Office provides superior third-generation functionality versus OfficeVision including: integrated business intelligence, task automation, compound document capability, document management, object technology.
- HP NewWave Office supports more standard clients and servers than IBM. HP offers scalability and choice and is more open than IBM. (See Competitive Overview, page 23.)
- HP is licensing to other vendors (NWE, HP OpenMail, and NCS) which gives credibility to our openness and our technological leadership.
- HP offers flexibility of LAN choices: 802.3, LAN Manager, Novell, Token Ring through routers or bridges, TCP/IP, ARPA/Berkeley sockets
- HP offers superior support/service and customer satisfaction over every other vendor, including IBM, and has been rated number one in the Datapro survey for seven years in a row. IBM was rated fourth in 1989. (See Datapro graph, page 29.)
- Cost of ownership for HP servers, HP-UX and HP 3000, is significantly lower than that of competitors, including the IBM AS/400, per Sierra Group, 1990. And the HP 3000 and HP 9000 were rated top two servers for overall system reliability, performance and lowest cost of equipment and support by *PC Week*, December 24/31, 1990. (See *PC Week* graph, page 32.)
- HP provides more applications which run on both its proprietary and UNIX systems than either IBM or DEC.
- HP NewWave Office requires less than half as much client memory (2 Mbytes) as IBM OfficeVision/2 (7 Mbytes).



### Datapro Survey 1989

Overall Customer Satisfaction



**Digital**

ALL-IN-1 is well known as Digital's second generation mail product which has been available since 1983. Now, ALL-IN-1 Phase II is a brand name for the set of products, including servers and clients, which integrate the Network Application Support (NAS) services that are appropriate for office. So ALL-IN-1 is a marketing umbrella while NAS is a set of development tools, APIs, and end-user services which follow the client/server model.

DEC has a large installed base of three million ALL-IN-1 users, and its MAILbus is regarded as a robust, high-volume backbone to which connections to almost any other vendor's mail can be made.

DEC customers have a choice of mail implementations which can exchange messages via MAILbus:

- VMS Mail, comes free with VMS
- ALL-IN-1 time-sharing, terminal-based mail
- ALL-IN-1 Mail client/server, X.400-based mail
- Uniplex time share mail for ULTRIX

ALL-IN-1 regular mail is menu-driven; it supports only terminals and DOS clients and runs on a VAX/VMS server. Macintosh client support has been announced.

All-IN-1 Mail is DEC's strategic office product that currently supports terminals, DOS, and DECwindows clients and runs on a VAX/VMS server.

DEC's ALL-IN-1 Phase II strategy is to replace the components of ALL-IN-1 Phase 1 with a corresponding NAS service and to encourage ISVs to build additional applications using NAS services.

**DEC in More Detail**

ALL-IN-1 components include mail, filing cabinet, word processing, conferencing, and calendar services. Business Intelligence, Document Management, and Workflow Automation capabilities are available on VMS as NAS services and/or ISV products but are not integrated with ALL-IN-1.

DEC offers DECdecision as its own Business Intelligence product. It runs on VMS DECwindows and provides access to RDB, IBM IDMS and DB2 databases. Users can join tables from the different types of databases in different locations for distributed, heterogeneous joins.

DEC has also recruited 12 ISVs to adapt their BI products to NAS. Several of those ISVs are: Ashton-Tate, Lotus, Pilot, Cognos, Information Builders, and Informix.

DEC's Document Management program is a software strategy which gets most of its components from ISVs and is centered around DEC's Compound Document Architecture (CDA). Users can create compound documents of text, graphics and images across a network.

BASISplus, from Information Dimensions, provides content-based retrieval capability on a "corporate reference library."

ODMS, from Odesta, is a workflow data management product that schedules and tracks document creation processes. Currently, this product is supported on VAX servers with Macintosh and VT clients only.

### Industry Analysts

Cliff Conneighton, Gartner Group, makes the following strategic planning assumptions about DEC:

DEC is not committed to providing leadership desktop hardware or operating systems for business end users.

DEC will not make sufficient engineering or marketing investments to put VAXstations or RISC stations on OIS desks.

DEC is not committed to producing an object-oriented, user environment competitive with NewWave in the near term. This is a serious mistake, and will preclude a visible DEC presence on most third-generation desk-tops.

DEC will not be a broad-based OIS applications developer.

DEC is increasing its investment in server-based emerging middleware—the essence of NAS. DEC is increasing its investment . . . in content-based retrieval, license management and scheduling. DEC's focus is deficient in object management and software distribution to the desktop.

DEC intends to be a major player in multi-vendor systems integration and maintenance.

(Strategic Planning, SPA-DEC-792, November 26, 1990)

### TFS:

"While Digital has a group within the company developing object-oriented capabilities and claims to be a leader in object management, TFS believes that the company is behind Hewlett-Packard in this capability."

## Marketing

DEC very effectively promotes DEC solutions with customer testimonials in its advertising.

DEC has an "Expertise Center" in Landover, Maryland, from which it delivers customized design consulting and connectivity to other mail systems.

DEC is unbundling its support services and will begin charging customers for consulting and support that until now it has either given away or asked business partners to provide. This strategy is the opposite of IBM's.

DEC is trying to transform itself from a hardware company to a software and services company. It is definitely in the systems integration business and is actively soliciting ISV's with a "war chest" offer of free hardware and support to encourage ports to VMS and ULTRIX.

DEC has announced that it will reduce its workforce by 9,000 employees by June 1991 in order to streamline its organization and improve profitability.

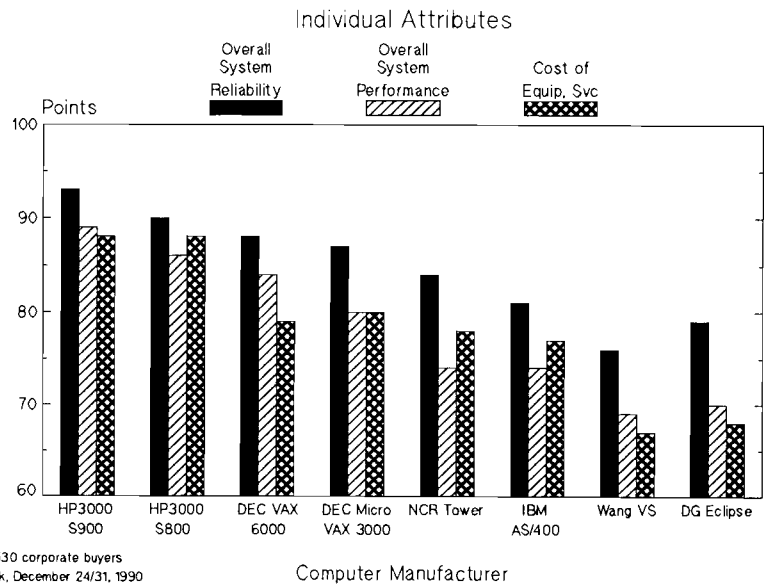
## DEC Weaknesses

- NAS is a "one-architecture concept"—VMS, not ULTRIX—and is not well integrated with ALL-IN-1
- ALL-IN-1 offers no Windows 3.0 or object-oriented user environment
- ALL-IN-1 does not support common LANs: 3Com, NetWare, LAN Manager or Token Ring
- ALL-IN-1 Phase II product offerings have been delayed

## HP Strengths

- HP supports more standard clients, servers, and LANs than DEC. (See Competitive Overview, page 23.)
- HP NewWave; DEC has no plans for an object-oriented user environment, nor are its NAS services integrated under the ALL-IN-1 Desktop as in the HP NewWave Office environment.
- HP provides more applications which run on both its proprietary and UNIX systems than either DEC or IBM.
- HP offers superior support/service and customer satisfaction than any other vendor, including DEC, and has been rated number one in the Datapro survey for seven years in a row. DEC was rated second in 1989. (See Datapro graph, page 29.)
- Corporate satisfaction for HP servers, HP 3000s, and HP 9000s, was rated higher than for the DEC VAX and MicroVAX in system reliability, performance, and lower cost of ownership per *PC Week*, December 24/31, 1990. (See *PC Week* graph, below.)

## PC Week Poll of Corporate Satisfaction



**AT&T****Rhapsody**

AT&T's client/server strategy is called Business Orchestration, and Rhapsody is the software implementation of that strategy. The message that AT&T wants to communicate with Business Orchestration is "business re-engineering." They want to create a perception that business orchestration/re-engineering does not mean throwing technology at an organizational problem, nor does it mean simply automating office functions. AT&T and their business partners plan to perform a customer needs analysis early in the sales cycle and identify new process flows to increase a customer's productivity. They will then implement Rhapsody services to facilitate the workgroups and new workflows within the customer organization.

Rhapsody is based on HP NewWave 3.0 clients and runs on AT&T 386 UNIX servers. Workflow automation is from Workhorse Systems Limited; document image management is from Plexus. AT&T developed its own mail API and tied the licensed components together. It began shipping in October 1990.

AT&T is selling Rhapsody via its direct channel as well as using systems integrators/consultant groups for distribution. They have signed agreements with DMR Group Inc., KPMG Peat Marwick, The Costell Group Inc., and MicroAge.

**Rhapsody in More Detail**

A major component of Rhapsody, besides HP NewWave for OMF and the user interface, is workflow automation. Workflow automation to AT&T means that each step of a process or activity is automated, and status is tracked so that people can focus on their work rather than on managing the details of a process.

AT&T integrated Workhorse software into Rhapsody to provide server based workflow capability. Workhorse provides the following features:

<i>Meeting Management</i>	schedules meetings and reminds people of commitments
<i>Task Manager</i>	a "To Do" list which can be shared by a group of people
<i>Appointment Manager</i>	electronic calendar

*Workflow Management*      an administrator can develop a set of workflows a programmer can develop workflow conditions and requirements

In HP NewWave Office, all of these workflow features can be accomplished in a terminal-based environment with HP Desk routing and authorization as well as scripting and application integration.

In an HP NewWave Office client/server environment, smart folders can be utilized to automate repetitive processes.

AT&T has added the following "applications" to the HP New Wave desktop:

*"rolodex cards"*      An encapsulated Windows card file.

*Document Management*      Provides a storage library which can be searched by author, creation date and keyword; but no version control

*To Do List icon*      Where a user's tasks (from the workflow) are stored

*Pad of Paper icon*      Duplicates an object

and they have added the following icons to the HP NewWave desktop:

*Box icon*      for storing objects

*Briefcase icon*      for copying files onto a floppy disk to take home

*Paper clips*      for storing objects in a specific order. Paper-clipped objects are really objects in a folder which has no View Menu, and the objects cannot be sorted or resequenced. Once clipped, objects are stuck together, more like a staple.

*Fax icon*      drag and drop an object to be faxed, outside of mail

AT&T may claim to have added value to HP NewWave by improving ease of use. HP sales reps should see this as being significant for marketing only. In reality, these additional icons are focused on the very novice user only and do not offer more functionality than is already available in HP NewWave.

Mail and directory services are AT&T's Private Mail Exchange (PMX)/StarMail and Distributed Directory Services.

Rhapsody is not scalable; it is supported on only AT&T 386 UNIX servers. It supports only DOS Windows clients. AT&T affirms that UNIX will be its second client to be supported and OS/2 its third. They will, of course, be licensing these NewWave clients from HP.

### **Marketing**

AT&T is targeting small and medium-sized businesses as its market, probably because of the lack of scalability. Rhapsody servers are shipped to the customer preloaded and preconfigured from the factory. This makes Rhapsody expensive—customers must buy a server—and it locks them into AT&T hardware because buying Rhapsody means buying an AT&T server.

AT&T is making a determined and well financed \$6.2 billion attempt to take over NCR. AT&T's Computer Systems Group has lost \$3 billion since 1984 and hopes to acquire NCR's marketing, sales, and distribution operation as well as its installed base in order to win in the computer networking market. Some analysts argue that AT&T would still have an uphill battle in penetrating traditional IS shops. What would the merged company look like, what products would be dropped because of redundancy, how long would it take to get it all sorted out, and would it be successful in the end?

### **Known Customers**

Rhapsody was beta tested at Peat Marwick, one of AT&T's systems integrator partners, and at Ogilvy & Mather, AT&T's advertising agency. AT&T has said that TRW will re-engineer its purchasing division and has chosen Rhapsody.



## Industry Analysts

Industry analysts recognize AT&T's name and financial strength, and they praise Rhapsody for its high level of integration and workflow capabilities. But they are consistent in questioning whether Rhapsody will be successful in the OIS marketplace.

Judith Hurwitz, Patricia Seybold:

The path that AT&T has mapped out for itself will not be easy... While the concept (of business orchestration) makes perfect sense, the implications for organizational restructuring are enormous... AT&T seems ready to undertake this long sales cycle and educational role. That is perhaps the advantage of its telephone company heritage. It has the funding to stick out some lean time in order to reap potentially huge rewards.

AT&T will have its work cut out for it as it enters the office software market.

We are concerned that the workflow software will require too much programming expertise at the customer level.



Steve Wendler, Gartner Group:

Rhapsody is an important contribution to the third generation (OIS).

We have our doubts about its ability to sell the product and profit from it.

AT&T's short life in the computer systems business is both its greatest strength and its greatest weakness...AT&T was able to formulate its (Rhapsody) product strategy with a clean slate... but it has virtually no installed base to readily absorb this product.

Rhapsody does not provide a compelling reason to switch to AT&T.

Traditional OIS competitors have little to fear from AT&T.

(Companies, C-ATT-717, April 30, 1990)

## Technical Data

### Clients

- X86 AT&T, Compaq or IBM PC with 4 Mbyte memory
- software—about \$5,000

### Server

- AT&T 386 UNIX server with 12 Mbyte memory and 600 Mbyte hard disk
- server hardware and software to support 20–50 users—about \$121,490

### **AT&T Weaknesses**

- Rhapsody pricing is not aggressive—highest cost per user.
- Buying Rhapsody means a customer must buy a new AT&T server because the server software comes preinstalled and configured. It also means that buying Rhapsody locks a customer into AT&T hardware.
- AT&T supports only 386 UNIX servers and DOS clients.
- AT&T servers are not scalable—you can buy one or lots of them but not a bigger one!
- AT&T mail APIs are not published, and there are no third-party packages. So AT&T customers are forced to make Rhapsody modules fit their needs.
- Setting up workflow conditions requires programming expertise. AT&T's target customers—small businesses—may not have in-house programming expertise.
- Document management capabilities are weak. Users can only share multiple copies; there is no version control.
- AT&T has no experience in selling or supporting office software and has no office installed-base customers to migrate to Rhapsody. It's a totally new business for them.
- Business Orchestration strategy and Rhapsody product directions are confused after AT&T's hostile NCR takeover attempt. What would a takeover mean for Rhapsody and NCR cooperation?

### **HP Strengths**

- HP has office experience. HP is an experienced OIS vendor, its sales force is experienced in the OIS market, and HP has an installed base of referenceable customers. (See Chapter 8, Customer References.)
- HP NewWave Office supports more clients and more servers than AT&T. HP offers scalability and choice; supports MPE, HP-UX, 386 UNIX, and OS/2 servers and DOS, DOS Windows, and terminal clients. (See Competitive Overview, page 23.)
- HP offers an enterprise-wide solution because of server scalability.
- HP NewWave Office software protects the customer's existing hardware investments. A server hardware purchase is not a requirement to run NewWave Office software as with Rhapsody.

- HP provides superior support/service and customer satisfaction as compared with every other vendor (see Datapro graph, page 29) and has been rated number one in the Datapro survey for seven years in a row. AT&T was rated tenth in 1989. And unlike AT&T's service organization, HP's Response Center is experienced in supporting office products and multivendor products.
- HP has the lowest cost of ownership for both UNIX and proprietary office solutions per Sierra Group, 1990 (see Sierra Group graph, page 46).
- HP publishes its APIs and has more than 100 ISV relationships.
- HP NewWave Office is integrated but modular enough that a customer purchases only products which meet its needs. Also, a range of third-party products can be "plugged-in," so NewWave Office is not a "force fit."
- HP NewWave Office offers superior document management and business intelligence capabilities.

**NCR**

NCR announced OCCA (Open, Cooperative Computing Architecture) as its strategy for client/server computing in February 1990. This strategy involves the same types of components, services and functions described in the distributed architectures of HP, DEC and IBM for open, standards-based, enterprise-wide computing.

Three product announcements have been made since February in support of OCCA:

- System 3000, announced September 18, 1990

A family of scalable systems running UNIX, based on Intel 80X86 processors for desktop, workgroup and enterprise computing. The largest servers are planned to be large multiprocessors offering 100,000 MIPS. Three single-processor, desktop systems are currently shipping. Refer to the Competitive HOTLINE/HP6650 (NCR3000) for more information.

NCR has established 21 porting centers and is working with software vendors to modify products to run on the System 3000.

- Open Networking Environment (ONE), announced October 16, 1990

A set of networking products based on the OSI model for network application services and inter-networking capabilities. Sales literature claims to simultaneously bridge or route OSI, TCP/IP, SNA, DECnet, NetWare, XNS, NetBIOS, X.25, Appletalk, Ethernet, Token Ring and StarLAN. NCRNet Manager was also announced for centralized network and system management. Ships April 1991.

- Cooperation, announced October 9, 1990

Software to integrate applications into a cooperative system with a consistent graphic interface. Based on HP NewWave, ships Q3 1991.

To sell these new OCCA products, the NCR U.S. sales force has undergone 20,000 person-hours of retraining (sales force number not known), and they plan to sell to the highest levels of management.

NCR believes that integration services will be key to the success of OCCA products. They are in discussions with eight major integrators and are developing their own consulting programs and integration services—Cooperative Support Services is a menu of 20 consulting services such as project management, systems integration, implementation assistance, etc.

## Cooperation in More Detail

Cooperation is a distributed, object-oriented software environment based on HP NewWave. It is composed of 54 software modules, some of which NCR developed, such as electronic mail and calendar; and some of which NCR licensed from third parties, modified and "glued" together. The Cooperation development effort involved three million lines of code and a half billion dollars in less than a year.

Eleven third-party products have been integrated into the Cooperation infrastructure. HP has relationships with most of the same third parties as "plug in" capabilities for NewWave Office.

Third Party	Product	HP has
Hewlett-Packard	HP NewWave	X
Microsoft	Windows 3.0	X
Saros Corporation	Mezzanine	X
Eicon Technology	SNA, X.25, SDLC	X
Channel Computing	Forest & Trees	X
Gupta Technologies	SQL Data Access	X
FutureSoft	DynaComm	X
Fulcrum	Ful/Text	
Mastersoft	Word-for-Word	Keyword
MCC	Coordination Technologies	Smart Folders/Routing and Authorization
SoftSwitch	SoftSwitch Central	HP OpenMail
Retix	X.400, X.500	HP X.400, X.500

As with HP NewWave Office, users can create automated solutions for accessing and managing information over a LAN. But NCR also allows users to share information across multiple servers without knowledge of where information is stored.

Cooperation entered beta testing at several customer sites in October '90. Cooperation Version 1 will run on OS/2 LAN Manager servers and on Windows clients. The promised availability date was March 1991, but is expected to slip several months. Version 1.2 will run on UNIX servers as well as OS/2 and is scheduled for August 1991.

## Industry Analysts

Industry analysts praise Cooperation for its technical merits but are quite consistent in questioning whether NCR will be able to achieve market presence as a software vendor.

Stuart Woodring, Forrester questions:

"whether NCR, historically a hardware company, will be able to present itself as a credible vendor of software."

Patricia Seybold:

"Their big challenge will be to convince people that NCR can be a software company."

HP Sales Reps have reported that NCR is fending off Patricia Seybold's criticism by turning it around and putting it back on HP. "Isn't HP historically an instrument company—calculators and such?" We need to be able to respond with a statement of our long history in commercial computing and OIS, our leading client/server technologies, and our superior computing products and support services.

Cliff Conneighton, Gartner Group, predicts that the products will slip and that:

"NCR will do well selling Cooperation into its traditional niches inside banking and retail." (Products, P-NCR--779, October 17, 1990)

Jim Hammons, Sierra Group:

"NCR should be able to hold onto its position in installed base accounts but will have a more difficult time penetrating into new accounts."

### **Aggressive Marketing**

NCR knows that it's one thing to conceive of and develop OCCA and that another thing to sell it:

- They are advertising the OCCA strategy and products in eight full-page, glossy, color ads in the major trade and business publications.
- They have trained their sales force.
- An HP SR reports that NCR has sent fencing swords to CEOs as an analogy to leading-edge tools that will give the customer a competitive advantage.
- It is likely that NCR will discount Cooperation to win some successes.
- Cooperation is being demonstrated at trade shows—most recently UNIX Expo, COMDEX and UniForum.

AT&T is making a determined and well financed \$6.2 billion attempt to take over NCR. NCR considers the takeover attempt hostile and threatens a management walkout should the merger occur. What would the merged company look like, what products would be dropped or how would they change because of redundancy, how long would it take to get it all sorted out, and would it be successful in the end?

NCR has "bet the company" on OCCA and Cooperation, its senior management is highly focused, and it has generated significant market attention. If the AT&T takeover is successful, then NCR's senior management will focus on survival and lose their momentum with OCCA and Cooperation.

### **Technical Data**

- DOS 3.3 client requires 6 Mbytes of memory
- server must be Intel 80X86-based with an IBM Micro Channel Bus and running OS/2 1.2 with 12 Mbytes of memory, 580-Mbyte disk
- 12-user license costs \$1,900 to \$3,100 per user depending on options
- 24-user license costs \$1,700 to \$2,500 per user depending on options

### NCR Weaknesses

- Cooperation is scheduled to ship in mid-1991 but is expected to slip.
- NCR has no experience in selling or supporting office software and has no office installed-base customers to migrate to Cooperation. Office is a new business for them.
- NCR will support only OS/2 servers and DOS-Windows clients when it starts shipping. UNIX servers will not be supported until at least August 1991.
- NCR's lack of support for Novell NetWare limits its opportunities at the departmental level.
- Although NCR is shipping three of their scalable System 3000 servers, Cooperation will only runs on OS/2. So despite their OCCA scalability rhetoric, they, like AT&T, are capable of only departmental office automation solutions.
- Few OS/2 applications are available.
- NCR has integrated third-party tools/products into their infrastructure. The supportability, stability, and delivery of eleven third-party products will be complex and is a high-risk strategy for a company that has historically been a hardware vendor rather than a credible software vendor.
- According to Gartner Group, NCR is going after more industries than its resources or architectures can handle. NCR's architectures do not support the engineering segment of Enterprise Computing and, therefore, fall short of enterprise computing capability for manufacturing.
- NCR company, OCCA strategy, and Cooperation product irections are all confused as a result of AT&T's hostile takeover attempt. What would a takeover mean for NCR, OCCA and Cooperation?



### **How NCR is Positioning Cooperation versus HP NewWave Office**

**NCR tells customers** that they have enhanced document management versus HP.

- version control
- attribute and keyword searches
- document archival and restoration
- content-based retrieval

*HP should respond:*

- Before now, they were right. But now, with WaveFront Developers, HP has superior document management capability. DOS PC users as well as HP NewWave PC users can use the document management features.

**NCR tells customers** that Cooperation offers multiple desktops.

*HP should respond:*

- HP does not see this as significant. Similar functionality can be achieved through the use of folders.

**NCR tells customers** that Cooperation supports a calendar/scheduler system with links to the mail system while HP does not.

*HP should respond:*

- The NCR calendar is *optional*.
- HP has a calendar/scheduling capability in HP Desk.
- HP has an integrated calendar/scheduling capability from an HP NewWave desktop with a WaveFront Developer product.

**NCR tells customers** that HP has no workflow automation capability.

*HP should respond:*

- HP is focusing on mail enabled process automation with routing and authorization and "smart" tools including agents. NCR and AT&T focus their workflow automation on reengineering organizational processes. This approach requires programming and is inflexible.
- HP's process automation allows MIS end users to automate processes and does not require organizational reengineering. HP's process automation is flexible and requires minimal programming.
- HP offers dynamic workflow through HP AIMs VARs and is planning other developments in this area in the future.

**NCR tells customers** that HP has done no work in developing object-oriented methodologies for use by ISVs or by MIS development groups and that the NCR Object Framework Libraries offer major development advantages over the HP tools.

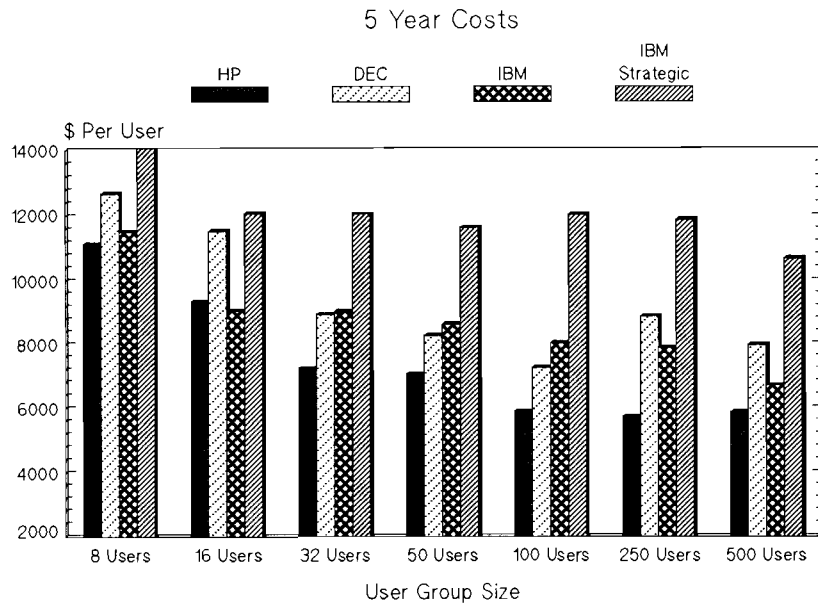
*HP should respond:*

HP has a full object oriented development environment through a WaveFront product.

### **HP Strengths**

- HP NewWave Office is shipping now and has an installed base of referenceable customers. (See Chapter 8, Customer References.) HP is an experienced OIS vendor, and its field teams are experienced in the OIS market.
- HP NewWave Office supports more clients and more servers than NCR does. HP offers scalability and choice; it supports MPE, HP-UX, 386 UNIX, and OS/2 servers and DOS, DOS Windows and terminal clients. (See Competitive Overview, page 23.)
- HP NewWave Office offers an enterprise-wide solution because of server scalability and stronger mail capabilities.
- Because of HP's client/server flexibility, users have a choice of the wider range of existing vertical market and generic applications which can be run in an HP NewWave Office environment. Many more applications are available on UNIX and MPE than on OS/2.
- Because of HP's client/server choices, user investments in existing hardware and software are protected.
- HP NewWave Office is integrated but modular enough to allow customers to add only the third-party products they need.
- HP has more than 100 ISV relationships.
- HP offers superior support/service and customer satisfaction as compared with every other vendor, including NCR, and has been rated number one in the Datapro survey for seven years in a row. NCR was rated sixth in 1989 (see Datapro graph, page 29) And unlike NCR's service organization, HP's Response Center is experienced in supporting products from other vendors.
- Cost of ownership for HP servers, HP-UX and HP 3000, is significantly lower than that of competitors, including NCR, per Sierra Group 1990.
- HP NewWave Office requires one-third as much client memory (2 Mbytes) as NCR Cooperation (6 Mbytes).

## 1990 Sierra Group Cost of Ownership



### Summary

HP NewWave Office 3.0 continues to surpass its competition. It offers the best featured and best supported, standards-based, third-generation office solution. IBM and DEC remain mostly proprietary, mostly second-generation, and have experienced product delivery delays. AT&T and NCR base their office solutions on HP NewWave environment but offer limited scalability and platform choices. Stress HP's differentiators and sell HP NewWave Office:

- HP delivers on its promises.
- HP is an experienced OIS vendor with an experienced OIS sales force and is a user of its own products. HP has a referenceable installed base.
- HP NewWave Office supports more clients and more servers than any other OIS competitor.
- HP offers an enterprise-wide solution with server scalability and the tools to manage and support the solution across the enterprise.
- HP is the developer and owner of core office components and technology. HP owns the infrastructure and is integrated yet modular enough to allow "plug and play."
- HP offers superior support, service, and customer satisfaction over every other "office" competitor.
- HP offers the lowest cost of ownership.

## Chapter 10.

## Questions and Answers

### Common HP NewWave Office Questions

#### 1. Now that HP has committed to support Token Ring, when can I run HP NewWave Office over a Token Ring?

*Details* It is possible to run HP LAN Manager over Token Ring, but the real issue is native Token Ring support on the HP 3000 and HP 9000. Today, this connectivity can be accomplished using a bridge or router. HP will be offering native Token Ring support with HP LAN Manager on the HP 3000 and the HP 9000 in early 1992. Portable NetWare support over Token Ring is currently under investigation.

*Customer Answer* HP's position is to support industry-standard networking topologies and protocols. Right now you can connect to a Token Ring network via a bridge or HP router. In the future, you will be able to connect a Token Ring network directly to an HP 3000 and HP 9000.

#### 2. Can I connect NetWare clients to an HP 3000 or HP 9000 and run HP NewWave Office?

*Details* HP NewWave Office 3.0, which will be on the April 1 CPL and ship in May 1991, will support portable NetWare on the HP 3000/XL. NetWare support on the HP 9000 is via a third party called Innovus. We are testing all applications and will supply support details at the time of introduction.

The PC technology is being developed by CND and will add NetIPC and Sockets (TCP/IP) capability to Novell clients in the form of NS and ARPA for NetWare products. This is intended to allow all NetIPC/Sockets-based HP NewWave Office or other applications to run transparently in this environment with direct access to HP 3000s and HP 9000s. It will not require rebooting the PC.

Also, Novell has committed to supporting the HP NewWave environment through a strong marketing and development relationship. Novell is excited about the ease-of-use benefits HP NewWave environment brings to Novell customers. Novell promoted HP NewWave as a window to its LAN capabilities during the last quarter of 1990. Novell is HP's partner in the 1991 LAN Solutions Tour with the theme of HP and Novell working together. Novell also plans to show HP NewWave in its booth at Fall Comdex and as the front end to its networks in its corporate demo center and in its sales offices.

*Customer Answer* One of the biggest differentiator HP brings to the table versus its competitors is a willingness to offer its customers choices and flexibility. HP's strategic direction is to support industry-standard networks. HP NewWave Office 3.0 will be supported on both LAN Manager and Novell networks.

### 3. Can I access data directly from my IBM systems and bring it down to my PC?

*Details* Information Access currently supports direct access to a variety of data types on both MPE and UNIX. The supported data types on MPE are HP TurboIMAGE, HP ALLBASE/SQL, KSAM, Oracle, and flat files. The supported data types on UNIX are HP ALLBASE/SQL, Oracle, and flat files.

In addition, a product called DB2 Connect is now available and will allow direct access from Information Access to a DB2 database running on a mainframe. This product will require an MPE server. A UNIX version is being investigated. Another option for direct access to DB2 is through an OS/2 server using software from Gupta. This option can be obtained as a special.

*Customer Answer* Yes you can. How easy it is depends on the format used for storing your data. Modern databases such as DB2 can be directly accessed with existing HP NewWave tools. Older data formats such as IMS, VSAM, and others can be accessed using such tools as data extract programs that download the data to an HP server. From there, users can access the data directly using Information Access.

### 4. Why aren't there more products for HP NewWave?

*Details* As of January 16, 1991 there are:

- 145 registered HP NewWave developers
- 15 HP NewWave products available today
- 10 HP NewWave products under development
- 142 HP NewWave products under investigation

For a detailed list of developers, please see an HP NewWave trained SE.

*Customer Answer* HP NewWave is still a relatively young environment and is just starting to ship in volume. With 145 registered developers for HP NewWave, we feel the adoption rate by software developers is a good one. HP NewWave is taking hold. We have strong commitments from many of the leading software developers in the industry including Word Perfect®, Lotus® and Novell. As the installed base grows and other major ISVs begin to adopt HP NewWave, developers will see significant advantages in developing under HP NewWave.

## **5. What is the difference between HP NewWave environment, HP NewWave Office and HP's NewWave Computing?**

NewWave Computing is HP's industry-standards-based strategy and the underlying architecture that puts HP at the forefront of the worldwide movement to open, cooperative computing systems. HP's NewWave Computing enables customers to select the best available computer products from HP and other vendors and link them into cooperative networks that make information easier to acquire, share, use, and manage. HP's NewWave Computing consists of products and technologies available today and a carefully thought-out vision of the cooperative computing environments customers want.

The products that deliver the functionality to accomplish the integration goals of HP's NewWave Computing are grouped into two areas: 1) HP NewWave Office for information access, decision support, and organization communication; and 2) HP OpenView for simplified systems/network management and services.

HP NewWave Office is an integrated office system, consisting of more than 15 product capabilities across multiple client/server platforms, that makes it easier and faster for people to get the information they need and to act upon it. Its major components are: 1) the HP NewWave environment, 2) information services that provide easy access to data and electronic mail across public and private networks, and 3) shared resource services for sharing computing resources and centrally controlling and distributing PC applications within the HP NewWave Office LAN environment.

HP NewWave, the environment, is a graphical user interface that allows computer users to move and update information easily among different applications and to schedule routine tasks to be performed automatically. The HP NewWave environment can operate locally on the PC or act as the window into an integrated set of office and networked applications.

## **6. When will a calendar/scheduling product be available?**

*Details* HP recognizes that calendar/scheduling is a needed functionality in the HP NewWave Office environment. To address this requirement, HP is doing the following:

At least two ISVs are in the process of developing HP NewWave LAN-based calendar/scheduling products. Dexotek is due to have a product in mid '91, and McCallum-Varey is due to have a product in spring '91. Please contact these companies directly for more information, or refer to the HP NewWave Office Hotline.

*Customer Answer* HP's office system strategy is to provide an open standards-based environment that allows customers to choose "best-in-class" components and have these components work in a tightly

integrated fashion. In keeping with this philosophy, HP offers a number of choices for calendaring and scheduling. First, two of HP's ISVs, McCallum-Varey and Dexotek, have calendaring products due out in the first half of '91.

**7. What functionality can be realized from a Macintosh under HP NewWave? What are the plans for future Macintosh integration?**

The Apple Macintosh can now be supported for disk sharing, printer sharing, terminal emulation and full E-mail connectivity in an HP 9000 LAN environment. With AdvanceLink for the Macintosh, PacerShare, PacerPrint, PacerLink, and PacerPost your customers can now use their Macintosh PCs as functional workstations in an HP NewWave Office environment.

**8. Is there an upgrade from the user-based to the system-based licensing?**

At this time, HP NewWave Office components that have both user- and system-based licensing are not offering upgrades from one to the other. The user-based license can be used to let customers gradually add users—giving them a lower entry level for their HP NewWave Office services and allowing them to grow their installation at their own pace. The system-level license provides convenience and economy in the long run. If your customer plans to add many users in the near term, that customer should consider the system-level license advantage.

**9. How do we connect to IBM PROFS (or OfficeVision/VM)?**

X.400 is our primary solution for connecting to other vendors, including IBM PROFS and OfficeVision/VM.

HP SNADS/XL can be used for interoperability with PROFS when there is an intermediate IBM MVS host running DISOSS or OfficeVision/MVS. IBM offers a DISOSS to PROFS bridge.

Alternatively, SoftSwitch offers a mail bridge product for HP DeskManager to PROFS connectivity.

**10. What happened to HP NewWave Office 2.0?**

Originally, HP NewWave 3.0 and MS-Windows 3.0 were going to be supported on HP NewWave Office 2.0. Realizing that it might be confusing to the field and our customers to have 3.0 support on HP NewWave Office 2.0, we decided to roll the HP NewWave Office release from 2.0 to 3.0. It was done strictly to make things easier and more consistent. So, there was never an official HP NewWave Office 2.0 released. Therefore, HP NewWave 3.0 and MS-Windows 3.0 are supported on HP NewWave Office 3.0.

**11. If my customer has BSP but doesn't have a software support contract, is there an upgrade to HP NewWave Office 3.0?**

Structured within HP NewWave Office component products are upgrade options for the allowable BSP and HP NewWave Office 1.0 products. Check HP 3000 and HP 9000 price guides for upgrade credits under the appropriate product.



## Chapter 11.

**HP NewWave Office Sales Tools**

Please note that this list will be continuously updated and will be available from the HP NewWave Office Hotline/HP6646, Subject: Tools.

**HP NewWave Office**

5091-1115E	HP NewWave Office	Sales Guide
5091-1116E	HP NewWave Office	Product Guide
5091-1117E	HP NewWave Office	Solutions Guide
5091-1122E	HP NewWave Office	Solutions Brochure
5952-0525	HP NewWave Office	Brochure
5091-1118E	HP NewWave Office/MPE	Data Sheet
5091-1119E	HP NewWave Office/HP-UX	Data Sheet
5091-1120E	HP NewWave Office/SCO UNIX	Data Sheet
5091-0753E	HP NewWave Office/Radio HP	Audio
S-1488	HP NewWave Office	Video*
N/A	NewWave Office HOTLINE/HP6646	NewWave Office Information

\* Contact LaVerne McHenry at HP TV, specify format (VHS or 3/4-inch), give account location code and mailing address. Available after April 15, 1991.

**Information Access**

5091-0867E	Information Access/HP 3000	Data Sheet
5091-0868E	Information Access/HP 9000	Data Sheet
5091-0484E	HP NewWave Access	Data Sheet

**Information Distribution****MPE**

5959-9688	HP DeskManager Family	Sales Guide
5959-1191	HP DeskManager	Data Sheet
5959-9631	HP DeskMon	Data Sheet
5959-1191	HP DeskManager Intrinsic	Data Sheet
5091-0061E	Information Distribution Services for the PC	Data Sheet
5952-3149	HP DeskManager	Demo Disk

**HP-UX**

5952-3578	HP OpenMail for HP-UX	Data Sheet
5091-0404E	HP OpenMail	Brochure
5091-0490E	HP OpenMail	Presentation Disk
5952-3150	HP OpenMail	Demonstration Disk

**SCO UNIX/386**

5952-3147	HP OpenMail for SCO UNIX/386	Product Brief
5952-3144	HP OpenMail for SCO UNIX/386	Data Sheet
5952-3148	HP OpenMail for SCO UNIX/386	Mini Sales Guide

**Other Services**

5091-0214E	HP AdvanceLink	Data Sheet
5959-9687	HP OfficeFax	Data Sheet
5952-2137	Uniplex	Data Sheet
5952-3140	Uniplex	Brochure Pack
5960-2305	Uniplex	Information Pack

**OpenMail—Article Reprints**

5952-1708	Dataquest—HP's OpenMail: Opening Up the UNIX Mail Waves
5952-1709	Gartner Group—HP's OpenMail: A Harbinger of Change
5952-1710	Gartner Group—OpenMail: The Foundation of NewWave Office for HP-UX
5091-0719E	Gartner Group—HP's Vendor-Independent Software Strategy

## Shared Resources

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5091-0785E	Resource Sharing	Data Sheet
5091-1019E	Configuration + Ordering Guide for PC Integration Products	Guide
5091-1025E	HP PC Integration Products	Data Sheet
5091-1023E	HP LAN Manager 1.1 for OS/2 and MS-DOS	Data Sheet
5091-1022E	HP LAN Manager/X (v 1.01)	Data Sheet
5091-1024E	HP LAN Manager/X 386/486	Data Sheet
5956-4144B	NetWare for the HP 3000	Data Sheet
5091-1020E	HP Network Services 2.1/MS-DOS and for NetWare	Data Sheet
5091-1021E	HP ARPA Services 2.1/MS-DOS and for NetWare	Data Sheet
N/A	Network Hotline	Networking Information

## Networked PC Management

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5091-1121E	HP Software Vendor	Data Sheet
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## HP NewWave Environment

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5952-1565	HP NewWave	Data Sheet
5957-1691	HP NewWave 3.0	ISV Catalog
5952-3231	HP NewWave 3.0	Flyer
900161	Above and Beyond Windows 3.0	Video*

\*Order from Media Center, approximately \$20

## HP Advanced Image Management System

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5959-9662	HP AIMS	Data Sheet
5959-9647	HP AIMS	Product Brief
5959-9697	HP AIMS	Field Training Manual
5959-9663	HP AIMS Development Tools	Data Sheet
22892-90003	HP AIMS Fundamentals	Description*

\* Distributed from SMO

## Article Reprints

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5959-8230	Computer Advances—Bob Frankenberg Discusses Importance of HP NewWave
5952-1709	Gartner Group—Analysis of HP OpenMail
5952-1710	Seybold Report—Analysis of HP NewWave Office

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