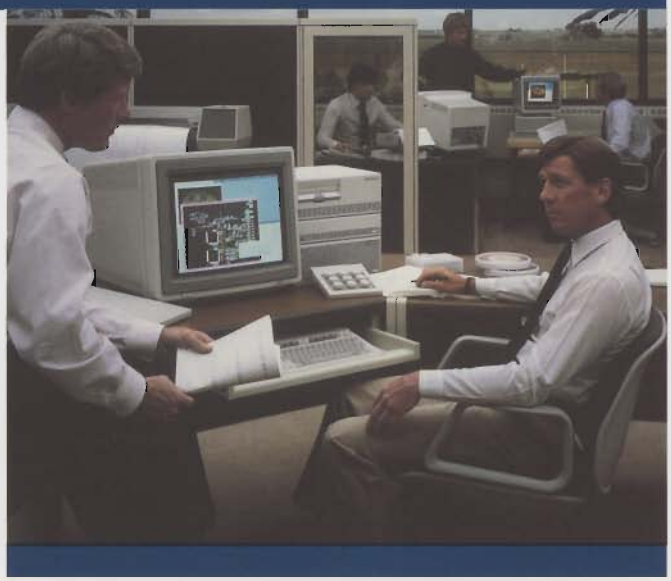
HEWLETT-PACKARD

HP-ASSIST Implementation Services

Productivity you can plan on

To set a clear direction for your implementation, HP-ASSIST begins with an analysis of all aspects of the project ahead.



Working as a team, we identify crucial steps in the Implementation Plan.

HP-ASSIST helps your people get results

In today's dynamic business environment, computer technology is changing the way we work. Some of the most important changes are taking place *not* in the hardware and software, but in the way *people* work with computers to solve business and technical problems.

Helping your people use computer applications successfully is the job of Hewlett-Packard's family of implementation services, HP-ASSIST.

Successful implementation of application software requires good planning, thorough training, a systematic approach to project management and your commitment to excellence.

Through HP-ASSIST, we help you succeed by building a working partnership between the experts in your business and our skilled professionals who specialize in implementing HP application software. Together, we commit our resources to achieving the productivity your need.

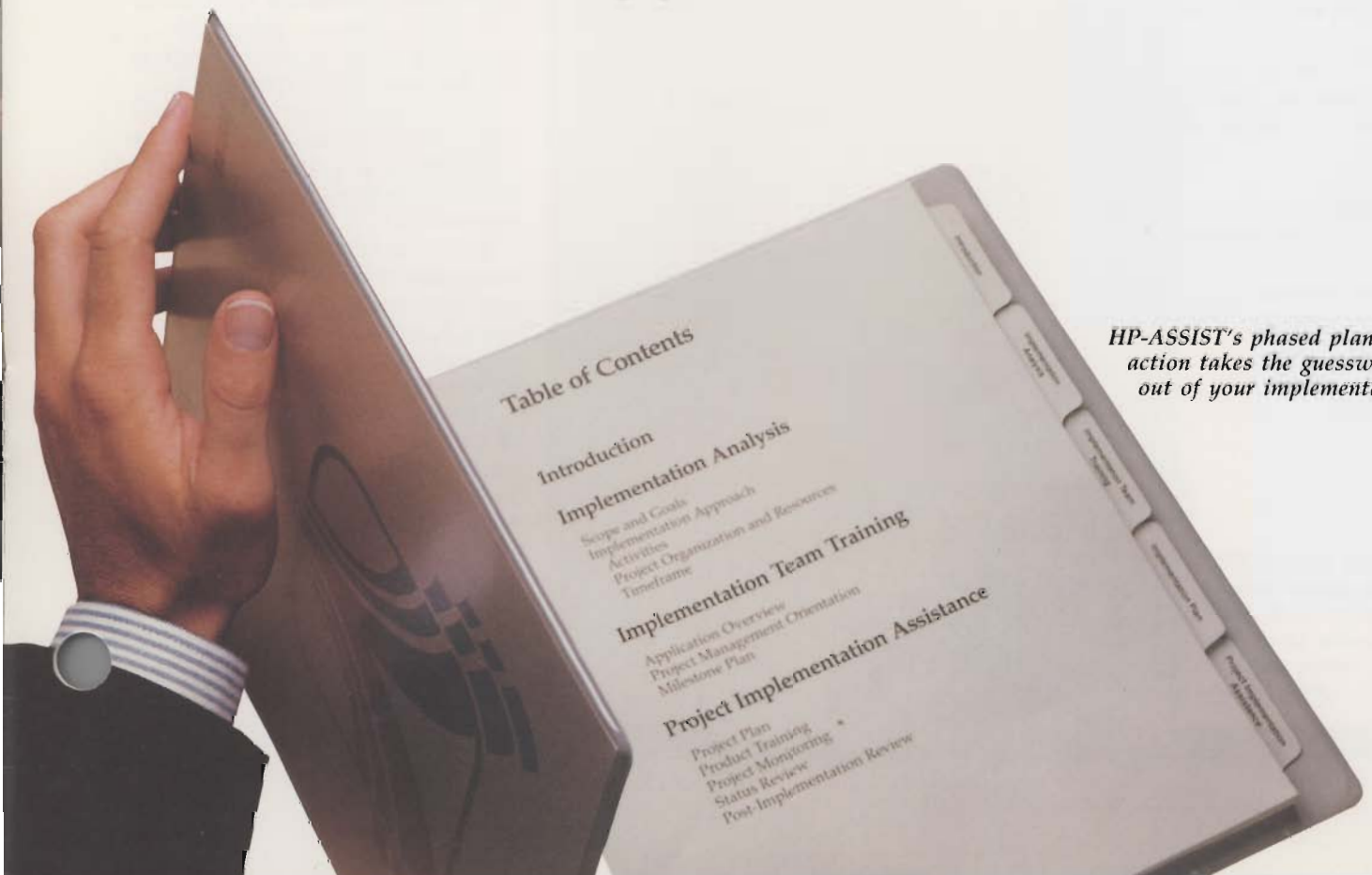
More than just installation

When a company installs a computer system, the equipment and programs are checked to make sure that they operate as designed. But an installation alone does not ensure maximum results from an application.

Installation deals with hardware and software. HP-ASSIST deals with people.

To integrate application software into the daily operations of business, your people must understand how to use the program to its fullest capabilities. They must learn how to interact with the computer system, follow procedures and respond to system information.

Helping people adjust to changes in their computerized environment is what HP-ASSIST is all about. Using project management techniques, we work with you to plan the approach and define the step-by-step activities that will lead to a successful implementation.



HP-ASSIST's phased plan of action takes the guesswork out of your implementation

HP-ASSIST...
A proven way to integrate solutions into your business

HP-ASSIST saves you time and money

HP-ASSIST uses a systematic approach to implementation. This process pays off because you reach a return on your investment in a computerized solution sooner than by trial and error. By following an action map, step-by-step, you take the guesswork out of implementation. And that results in financial rewards.

When you add up your project cost, the total includes the value of the time spent integrating the application software. HP-ASSIST reduces that time to a minimum.

Because you accurately plan your project manpower and time commitments, you conserve resources. In addition, your people learn the most efficient operating procedures from the very beginning, which helps avoid problems once the system is in operation.

HP-ASSIST prepares people to handle changes in their working environment. And that thorough preparation does more than save money. It enriches employee satisfaction. That's why even companies with installation experience achieve a higher rate of success with professional *implementation* assistance.

Our systematic approach is based—*not* on hourly consultation fees—but on achieving operational results. By defining our commitment and our fee, HP-ASSIST delivers productivity you can plan on.

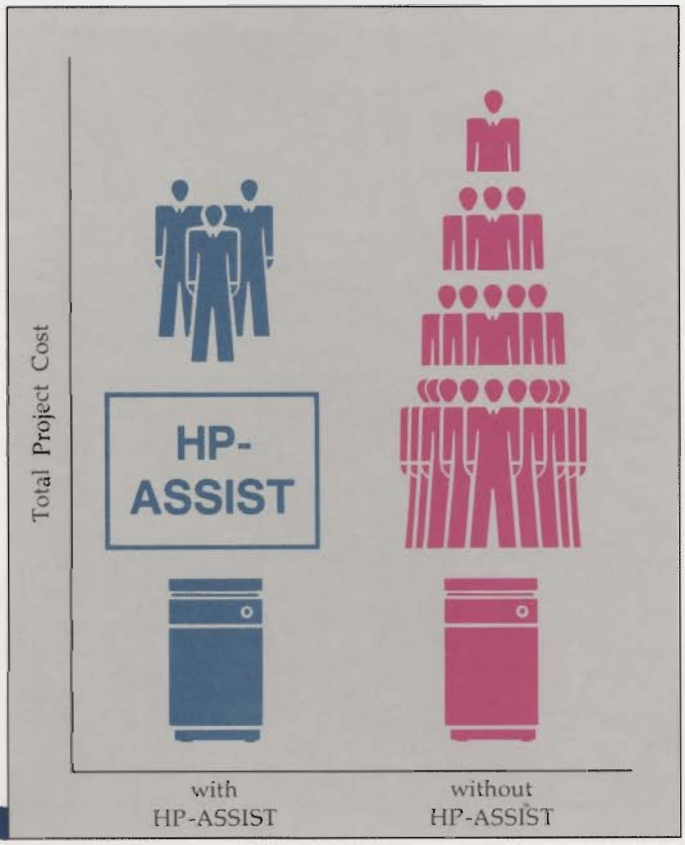
Your know-how and our experience add up to productive solutions

Successful implementation requires teamwork. Your project team provides a clear understanding of how your business functions. We add our specialized skills of implementing applications. This combination of expertise and experience results in a better match between our solution and your business objectives.

We use this same combination of experience and ability to staff our HP-ASSIST support teams. We select our support representatives for their industry expertise in a range of business functions, from office automation to finance, from engineering to manufacturing. Then we train them extensively in HP applications.

Skilled in consulting, training and managing projects, our support representatives work as part of your team from the beginning of the implementation project through its successful completion.

They provide an understanding of the resources and project requirements. And they share the insights gained from our worldwide experience in implementing application software.



With HP-ASSIST, you reduce overall project costs, and realize an earlier return on your investment.

HP Computer Museum
www.hpmuseum.net

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The project management approach blends your business knowledge with our special implementation skills.

We help you plan for success

Our documented implementation services provide you with the business analysis, product training and project assistance you need to integrate our applications into your working environment. The HP-ASSIST process is delivered in three action-oriented phases.

Phase One:
Implementation Analysis

- To reduce the initial uncertainties surrounding the project and to set a clear direction for the actual application implementation, HP-ASSIST begins with an examination of your current business procedures and what you want to do with the new system.
- An Implementation Analysis Report then documents how the application will be used to meet your specific needs, and what activities, resources, and management commitment will ensure a successful implementation.

Phase Two:
Implementation Team Training

- To progress toward the common goal of a successful implementation, your management and project team receive coaching and training from your HP support representative.
- An application overview gives your project team a common basis of knowledge of the software capabilities as they will be used by your company.
- Your HP support representative also addresses project management skills and techniques with the team.
- The major milestones that must be met to accomplish these goals are then developed.

Phase Three:
Project Implementation Assistance

- To keep the project on track, we help you develop an Implementation Plan with goals and strategies as well as detailed component tasks of each milestone.
- During the actual implementation, your HP support representative consults on specific project issues and helps your team progress according to plan.
- We also provide product training so that your people have a clear understanding of how to use the application.
- At the completion of the HP-ASSIST project, we conduct a review of the project accomplishments.

By following this detailed plan and working together with Hewlett-Packard, your project team can integrate the HP application into your daily business operations.

HP-ASSIST... Our commitment to a working partnership

HP-ASSIST fits your specific business needs

Whether you are automating your office, accounting department, engineering section or manufacturing floor, there is an HP-ASSIST service designed to meet the specific demands of your business operation. As we introduce new applications, we will develop more HP-ASSIST services to implement them.

Since Hewlett-Packard's software is international and localized, you will find implementation specialists in major business centers around the world to serve you where and when you need it. They understand HP applications and how business operates in your part of the world. So you can expect the same high-quality service no matter where you do business.

HP backs quality solutions with on-going services

HP-ASSIST is only the beginning of your total assistance plan. After your application is implemented, our on-going hardware and software support services make sure your computer system continues to operate smoothly and effectively.

Through dedication to excellence, we deliver quality services year after year. That's why our support is consistently rated one of the best in the industry.

Hewlett-Packard is committed to providing what you need: high-quality solutions backed by high-quality services. And this commitment is integral to the way HP does business—by building a long-term, working partnership with you.

Periodic progress meetings help ensure a smooth transition to a successful solution.

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