

HP Professional Services: A team you can trust

**Together we'll get
the job done better**



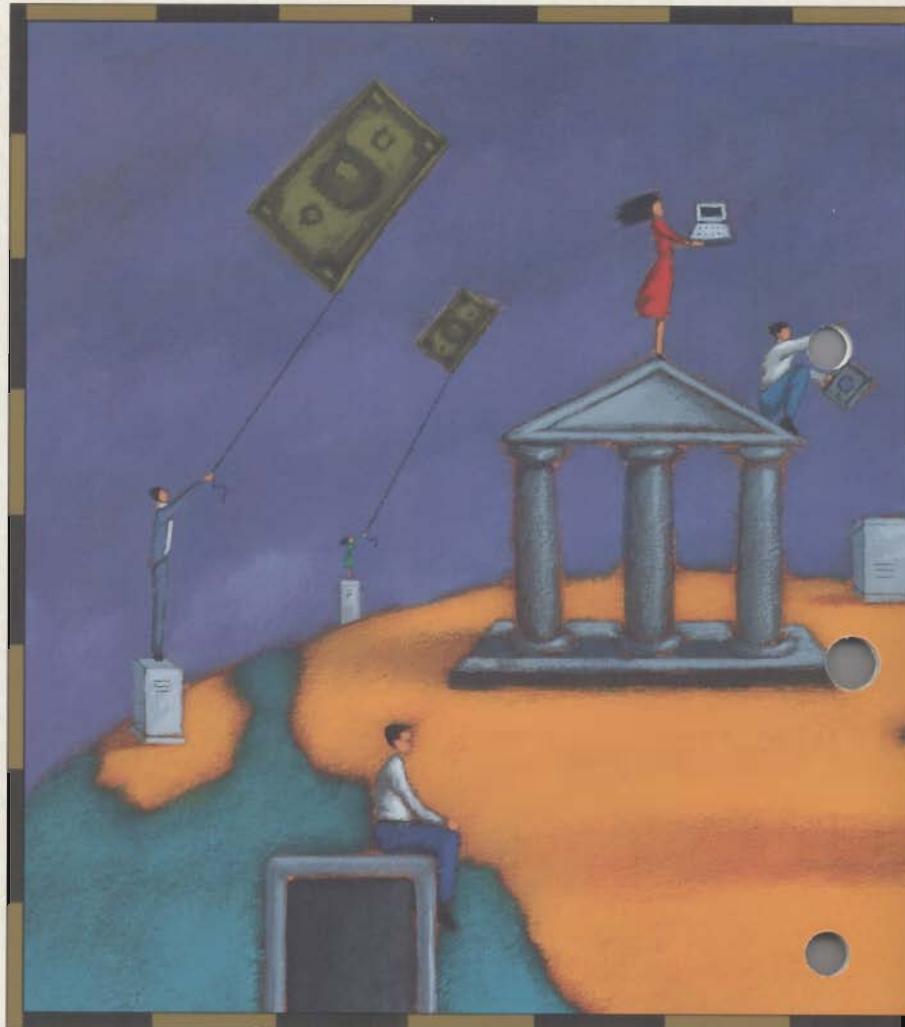
Our people make the difference

"One of the first things I noticed in my initial meetings with HP consultants was that they seemed to be more concerned about helping me find the best solutions and less concerned with trying to make me buy something."

*Norm Moore
MIS Director
Cotter Canada*

"HP has a great focus on customer service. HP consultants are knowledgeable and deliver what they say they will."

*Jay Johnson
Manager of
Restaurant Systems
Taco Bell*



*HP professionals have the skills
and industry-specific knowledge to
understand and respond to your
information technology needs.*

HP Computer Museum
www.hpmuseum.net

For research and education purposes only.

When you buy professional services from most companies, you're buying the knowledge and expertise of the individuals who walk through your door.

With Hewlett-Packard, you get much more.

As a leading open systems vendor, HP has the qualified personnel, proven methodologies, and extensive commitment to support the evolving needs of your information technology environment. We'll work with all levels of your organization to help you manage costs, improve information access, and improve your information technology infrastructure.

You'll receive the personal attention of HP's technology, business, and industry experts, who help you apply information technology to meet your business goals. And you'll experience HP's powerful commitment to building a successful long-term relationship.

Expertise and personal attention

HP's long-standing reputation for integrity and excellence in all phases of operations attracts the highest-caliber professionals in the industry. These proven innovators with diverse backgrounds bring a wealth of experience to the analysis and implementation of each project.

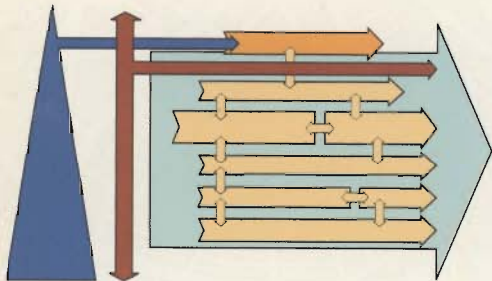
An in-depth understanding of information systems technology

alone is not enough. A rigorous training program ensures that our organization of over 3,500 professionals worldwide has both the technological expertise and business and industry-specific knowledge to apply to all project phases. Training within HP's comprehensive certification program includes classroom instruction, competence circles, mentoring, and symposia in key technically focused areas. This training, combined with HP's experience in a wide range of industries—including manufacturing, finance, telecommunications, and government—puts HP professionals among the most qualified in the industry.

HP has also built strategic alliances with some of the foremost independent value-added businesses, application developers, and consultants in the information technology industry. These relationships enable us to focus additional expertise on whatever information technology issue your company faces.

Delegate as much responsibility to HP as you want. You retain complete control. If your needs require, we will act as prime contractor to create the solution, integrate it with your existing systems, and provide the plans necessary for ongoing support.

Collectively, HP's focused professionals have the range of skills and expertise necessary to deliver the highest-quality consulting, education, and integration services—all with the personal attention needed to establish a productive working relationship.



HP delivers its professional services with customer-proven methodologies, tools, and state-of-the-art technologies. Our unique approach enables us to consistently deliver high-quality customized solutions on time and within budget.

Consider HP's open systems road map, for example. A systematic approach for implementing information technology solutions, the road map addresses planning, development, implementation, and support. Using the road map, we will help you understand what decisions are required, when they must be made, and what factors influence each step of the process on the path to your solution. The road map also helps to identify the need for additional information that may be required to ensure that the solution supports your business objectives. We then can provide the appropriate strategic information technology consulting, management seminars, and workshops, or create a fully custom training program to suit your unique situation. The road map is the best way we know to develop and implement timely technical solutions that leverage your existing information technology investments today, while providing a solid foundation for your future.

Resources for your success

HP has a complete arsenal of analytical and design tools. These include tools for project management, process modeling, rapid prototyping, performance management, and network planning and design.

Project management tools increase our ability to plan large custom projects and keep

them on track, which provides for smooth implementation and deployment. HP's innovative process modeling and rapid prototyping tools provide flexible models that aid in the diagnosis of business process improvements and timely development of pilot solutions. HP's suite of performance management tools leverages HP's leadership in performance and capacity management technology, enabling you to achieve optimum performance in multivendor environments. And our network planning and design tools assist in implementing an open, flexible, and customized solution.

What's more, HP professionals have access to a vast body of on-line technical and business information, covering everything from system integration issues and simple hardware maintenance releases to details of similar projects successfully completed worldwide. HP's professional library leverages our experience with companies around the world to your advantage.

All of these resources add up to repeatable successes in strategic technology areas, including open systems migration, information management, multivendor integration, networking, and system performance. In addition, through an extensive training portfolio of over 200 courses and modules, we can develop a curriculum that is customized to help you take full advantage of your HP or multivendor solution.

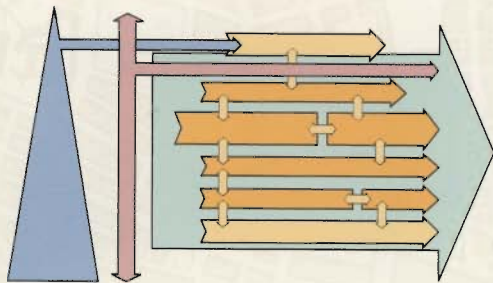
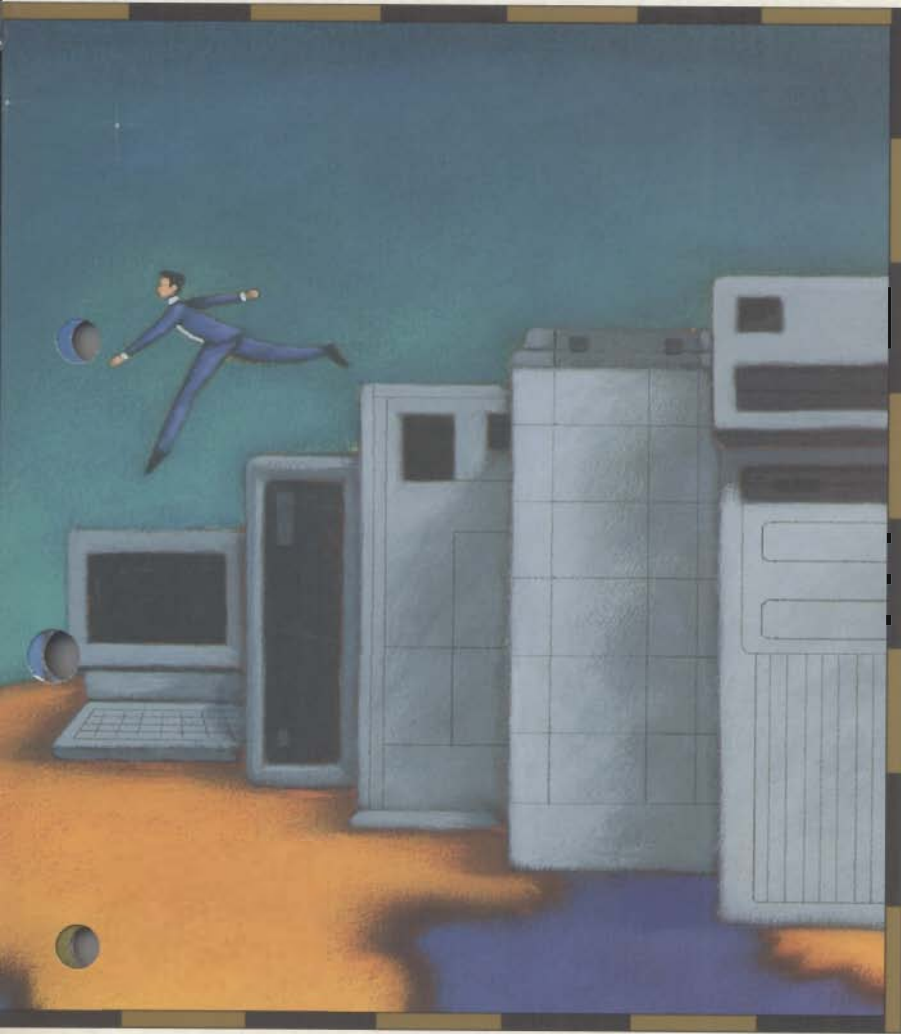
Working together, we can help you improve productivity, reduce information technology costs, improve access to information, and address key business and technology infrastructure issues that affect your competitiveness.



Proven tools and technologies

"HP doesn't try
to be everything
to everybody.
Their professional
services are highly
focused on HP's
substantial expertise
in moving towards
open systems."

*Michael Melenovsky
Director, Service
Business Strategies
International Data
Corporation*



*Using proven methodologies, tools,
and technologies, HP Professional
Services delivers high-quality
solutions on time and within budget.*

Powerful commitment

"HP's professional services are key components of our commitment to deliver total solutions to HP customers."

*Lew Platt
President and CEO
Hewlett-Packard*



HP's commitment to quality and technical innovation, leadership in open systems, and global support infrastructure ensure customer satisfaction around the world.

HP's premier organization of professionals reflects the vast experience and resources of a company with an unsurpassed reputation for quality and commitment to open systems, industry-leading support, and long-term relationships.

With R&D expenditures an aggressive 10% of sales, HP's reputation for technical innovation continues to be unequaled in the industry. And despite these turbulent times, HP revenues grew to \$16.4 billion in 1992, while continuing a long history of strong financial performance. HP's technological leadership and financial stability reduce risk to you and establish the company as a single source for meeting all your business-critical needs.

HP's flexible, worldwide support infrastructure includes over 17,000 people—and the technical resources to serve you—in over 100 countries. Experts in the worldwide HP Response Center network, which operates 7 days a week, are dedicated to your complete satisfaction. We cover everything from hardware and software support to networking, software development, and open systems.

As the top worldwide commercial UNIX® system vendor,¹ HP is a leader in building and implementing open systems. So for almost any challenge you're likely to encounter, we've probably been there before.

In fact, in the early 1980s, when most computer companies were focused on proprietary

systems, HP had already embraced a technical strategy based on open systems. That strategy applies to products *and* support. With our proven commitment to open systems technologies, HP can provide comprehensive support, even in multivendor environments that include non-HP products. Our approach enables you to protect your existing information technology investments and provide flexibility for the future.

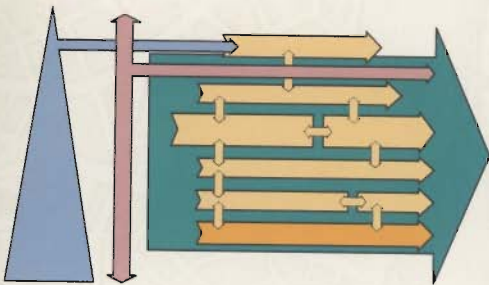
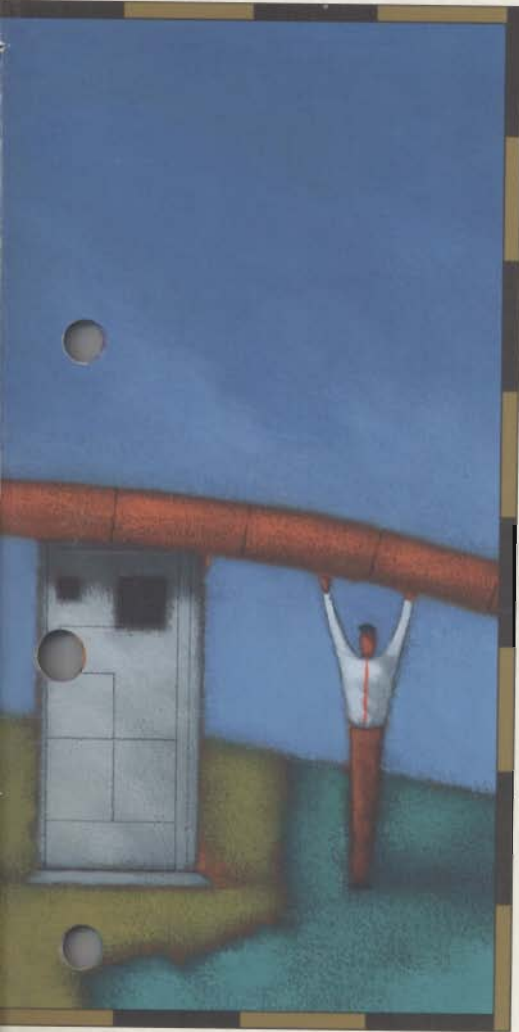
Putting customers first

Customer satisfaction, our top priority, is reflected throughout our entire organization. Independent surveys by *Fortune*, Dataquest/Ledgeway, IDC, and other market research companies confirm HP's quality service reputation. Over the past 9 years of Datapro surveys, for example, HP consistently received the highest ranking in overall support satisfaction.²

If you're interested in reducing information technology costs, improving information access, or addressing information technology infrastructure issues, call Hewlett-Packard. We'll provide your business with personal attention, proven methodologies, and a powerful commitment. Together, we'll get the job done better.

¹UNIXWorld, December 1992

²Overall ranking is based on computing the average rating of the following categories: maintenance effectiveness, support responsiveness, troubleshooting, documentation, education, and software support. Source: Datapro Midrange Users Surveys, 1983–1991.



For more information, call your local HP sales office listed in your telephone directory or an HP regional office listed below for the location of your nearest sales office.

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