

Connecting Mobile Workforces

Today's corporate workforce is becoming more mobile as employees spend less time in their offices and more time with clients. With this shift, the demand for wireless solutions increases as companies look for ways to provide better service to their customers and keep their employees connected to the corporate information they need to remain productive.

If you're like most companies, implementing wireless technologies is now a high priority, as more of your workers begin using companion computing devices such as PDAs and smart phones to do their jobs and support their clients. Yet, an important question remains. How can you seamlessly integrate this new technology into your computing infrastructure quickly, effortlessly, securely, and cost effectively?



- > *Create a strategic and technical plan for using and operating wireless technology*
- > *Deploy a solution that enables mobile workers to access information from key applications*
- > *Ensure seamless integration of wireless solution into your current infrastructure*
- > *Extend wireless functionality to existing enterprise applications such as e-mail, Sales Force Automation, and CRM*
- > *Improve worker productivity and customer satisfaction*

Developing leading-edge solutions

Compaq Global Services can help answer that question. That's because Compaq has built a reputation for designing, implementing, integrating, and supporting leading-edge IT solutions that keep enterprises and service providers ahead of the competition.

And Compaq's mobility solutions are no exception. Using leading-edge technologies, such as the powerful Compaq *iPAQ* Pocket PC, and applications from some of the world's most respected vendors, Compaq Global Services delivers the most comprehensive wireless solutions available in the market.

Compaq Global Services is able to implement these solutions using services that minimize your risks and ensure the solutions are fully integrated into your current IT infrastructure. Using proven methodologies, our experienced services personnel work closely with your staff to develop and implement tailored solutions that meet your business requirements.

Assessing your goals and your current environment

As with any implementation, it is imperative to assess the impact that a new solution may have on your environment prior to deployment. Compaq offers a series of high-level customized workshops that introduce you to the various wireless technologies currently available and help you assess the options that best meet your business goals and determine how wireless technology may affect your existing IT operations. Through these workshops, you will reach a consensus on an appropriate infrastructure architecture that is aligned with your business goals,

determine cost effective operational support environments, and design a high-availability architecture and methodologies for business-critical wireless services.

Based upon the workshop results, our network consultants will outline the solutions that meet your particular requirements, including wireless LAN, mobile Messaging, mobile Customer Relationship Management, and mobile enterprise application solutions.

Managed Mobility Pilots

No organization can afford system downtime due to unexpected problems arising from a solution implementation. That's why Compaq offers its Managed Mobility Pilot Service, a customized service that enables you to test wireless technology within your current infrastructure prior to full-scale implementation.

Through this service offering, our solution architects will work with you to deploy a limited-scale pilot to prove key design concepts and determine how certain capabilities can be used within your business environment. The service will also help you scope the pilot implementation and prepare your network environment and supporting services for a full-scale deployment, thereby reducing risks.

Developing the right mobility solution

Through our customized Wireless Architecture, Planning, and Design Services, our solution architects can ensure a smooth implementation and help you manage any risks uncovered during the pilot.

Using information gathered during the assessment workshops, as well as the results of the pilot, our solution

architects will help you scope the implementation and prepare your network environment. As part of these services, our solution architects will develop a high-level functional plan and solution design that identifies all major deployment activities and covers the critical elements of your wireless solution, including network management and security.

Deploying your mobility solution

Compaq's Wireless Implementation and Integration Service helps ensure the successful deployment of a wireless solution, including both the desktop integration and access point implementation. Our network consultants will take full responsibility for the entire wireless solution implementation, including developing a project plan, working with any third-party vendors, and performing the actual deployment tasks.

Supporting your mobility solution

Compaq offers extensive support and outsourcing services that help ensure end-to-end operational support and business continuity for the entire lifecycle of your wireless solutions. These services include high-availability, disaster recovery, and protection services; equipment upgrades; system management; software and hardware support; and network, systems, and Internet Security Healthcheck.

Learn more

To learn more about these and Compaq's other leading-edge network and system integration services, call your Compaq sales representative or visit us on the Web at www.compaq.com/services

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