

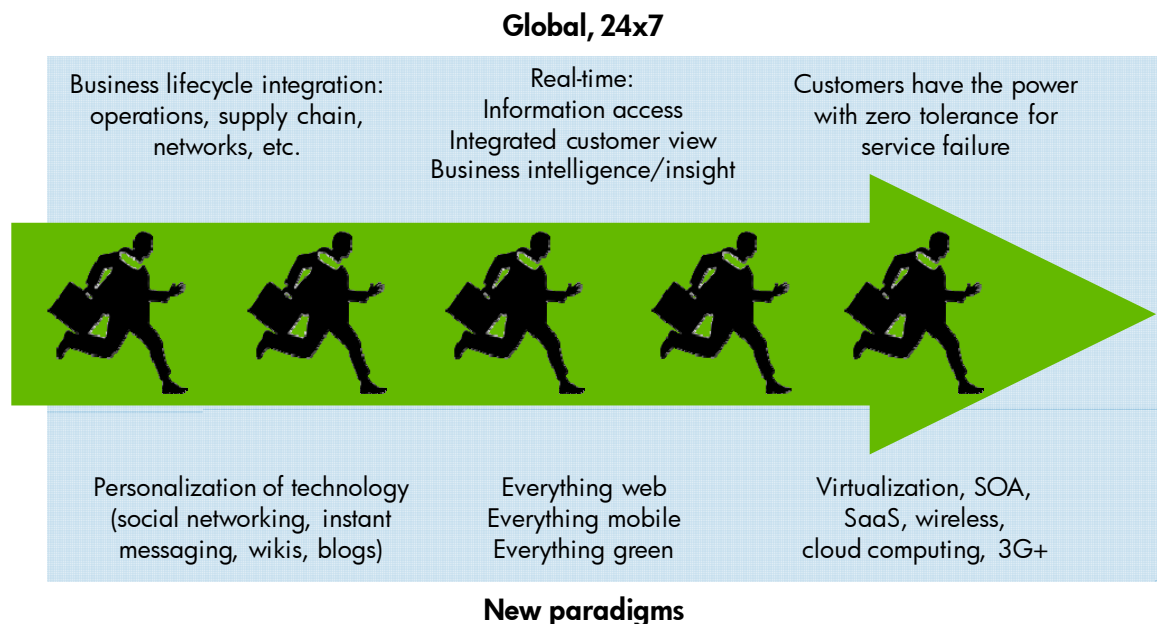
## HP Software Professional Services

HP Software Professional Services drive transformation across information technology (IT) competencies and domains. Determined to lower costs, improve quality, and increase agility, HP Software Professional Services can focus WSCA/NASPO's technology on strategic goals. HP has over 20 years of experience, thousands of services professionals worldwide, more than 1,200 ITIL certified specialists, and a large partner network. Most importantly, HP provides a single point of accountability. The advantage for WSCA/NASPO is the ability to leverage the most extensive portfolio of products and services from the most advanced technology platform: HP.

## Technology Promises Change

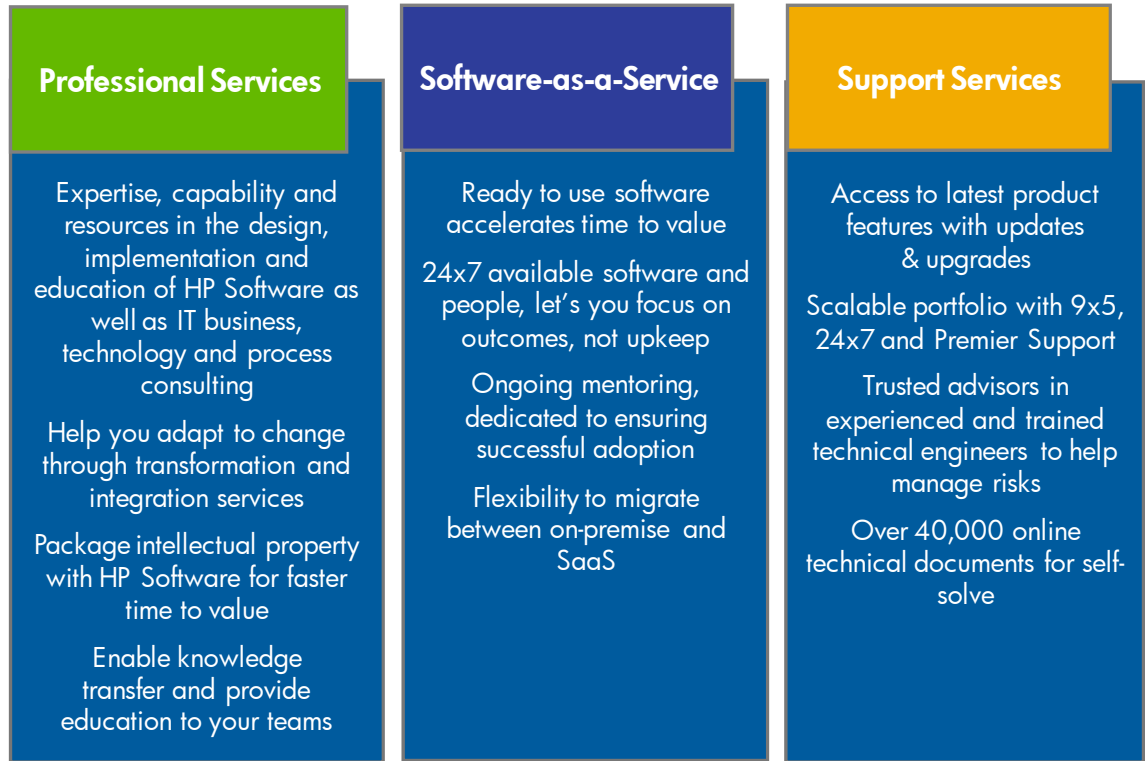
The relationship between technology and business is transforming on a broad scale. Today's enterprise IT departments must support global, 24x7 operations with integrated supply chains. Plus, IT is expected to deliver real-time information and insight to the business, allowing the right information to the right people at the right time to make critical decisions, with zero tolerance for downtime.

### Information Technology Needs are Rapidly Transforming



Additionally, IT is planning for the new paradigms that are driving the evolution of technology. Emerging technologies such as virtualization, software-as-a-service (SaaS), and cloud computing offer incredible efficiency gains but present huge risks inherent in adopting them. HP offers comprehensive and integrated solutions across your IT portfolio, application lifecycle management, and IT service operations. Flexible and complete services provide multiple entry points based on WSCA/NASPO's needs, including assessments, quick starts, preconfigured blueprints, and large-scale transformational projects. To help ensure user adoption and success, HP also offers a broad range of education options from virtual learning sessions to on-site, customized training.

**HP Software Services offers a broad range of options that span beyond the implementation.**



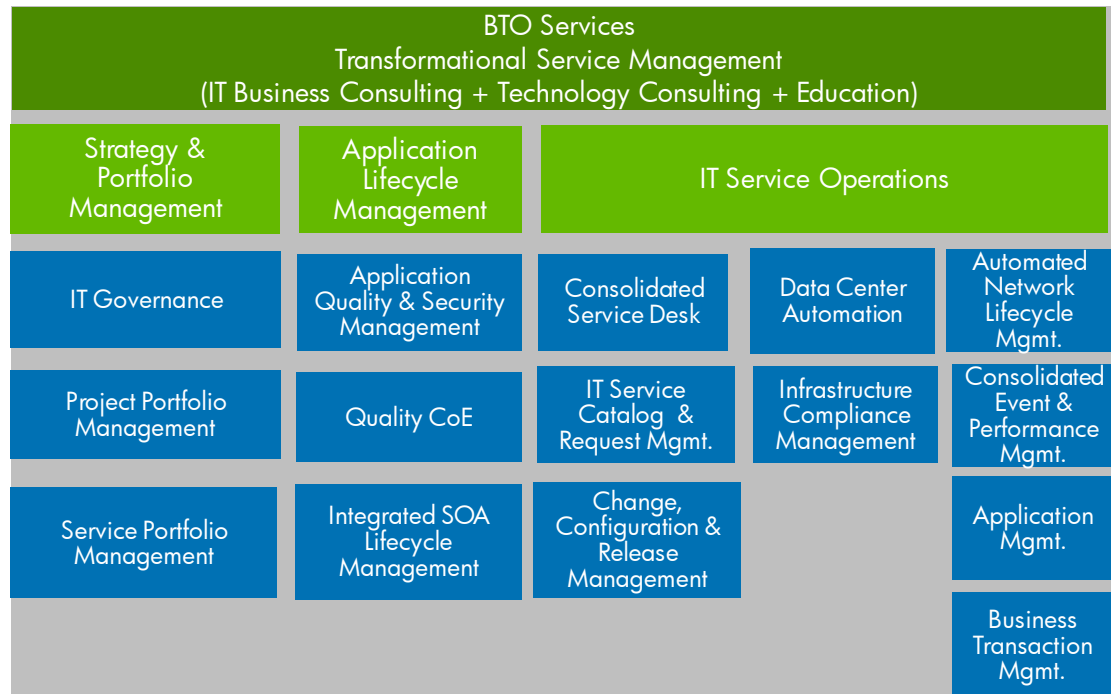
HP Software Professional Services has a strong relationship with HP Product Management, which enables deep access to new and future releases and related service offerings. In short, HP Software Professional Services is part of the product lifecycle process with influence into the product direction. When it comes time to implement, HP also offers a flexible delivery model leveraging onshore, near shore, and offshore capabilities and partners.

## **HP Software Professional Services for BTO**

The HP BTO portfolio is focused on enabling CIO to optimize business outcomes by supporting key initiatives. From initial planning through ongoing production, HP Software Professional Services starts with a framework that identifies:

- WSCA/NASPO's pain
- Current projects or areas of planned investment
- Current HP Software footprint
- Conversation points for third party integrations
- Evolution paths behind each solution to drill into the completeness and maturity

## HP BTO improves business-IT alignment, the application lifecycle, delivery and support of IT services, and data center management



### HP Strategy and Portfolio Management Services

HP Strategy and Portfolio Management Services bring together people, process, and HP BTO Software to help customers:

- Align IT strategy to support the business by analyzing IT investments and assessing their business contribution to the entire portfolio
- Develop a strong IT Governance program
- Improve business insight through better visibility of project portfolio, proposals, and assets to key stakeholders
- Achieve more efficient utilization of critical resources and financial management of IT
- Reduce the risk and cost of project failure by enforcing enterprise project standards and controls
- Accelerate services with improved processes, programs, and outcomes to meet demand

HP Software also provides key services, which include quick starts, assessments, blueprints, reference model services, solution design, and implementation services. All of these services are delivered with a best practices approach.

### HP BTO Application Lifecycle Management Services

HP incorporates a lifecycle approach to application management including requirements, quality, performance, and security. To accomplish this, HP Software Professional Services drives standardization of quality processes and automation across the enterprise.

WSCA/NASPO can adopt an approach to new application development that streamlines on-going application change management. HP Software Professional Services can also



help WSCA/NASPO implement a SOA-based approach to application modernization that results in increased business agility.

## HP BTO IT Service Operations Services

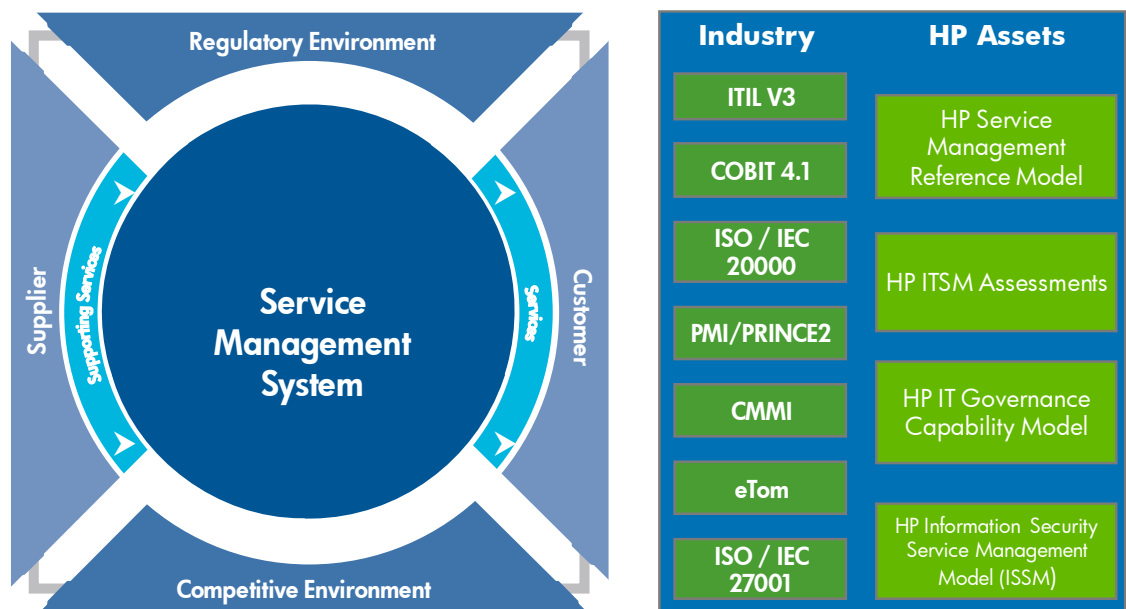
HP BTO IT Service Operations Services can help WSCA/NASPO shift from reactive operations management to preventing issues and predicting business outcomes. With this posture, WSCA/NASPO can:

- Improve operational efficiency through process standardization and automation
- Improve service quality through consistently meeting service levels
- Proactively manage IT operations to mitigate business risk of service disruptions

## HP Service Management Framework

Derived from multiple industry standards, the HP Service Management Framework provides a service management system for consistent delivery of agreed services that balance performance, quality, and cost. The HP Service Management Framework also includes HP implementation assets that extend best practices. The result is intellectual property that provides targeted domain expertise with industry standards for a holistic view. HP leverages a broad knowledge base that is extendable and constantly further developed.

**HP integrates industry standards and implementation assets.**



## HP Information Management (IM) Services

HP Software Information Management Services focus on the benefits of moving information faster throughout WSCA/NASPO. Fast information lowers costs, improves decision making, and helps ensure WSCA/NASPO meets compliance deadlines. HP focuses on a sequence of information management activities from optimizing business efficiency to mitigating risk to gaining business insight. HP is working with customers at each stage of this progression. HP Software Professional Services also illustrates that governance and eDiscovery activities will be enhanced with solid business continuity. In

short, HP helps deliver a stable platform and a measured approach to document workflow transformation.

## Data Management Services

- Improve, manage, and ensure access to data to enhance business continuity, manage risk, and meet litigation and compliance needs
- Manage the cost of storing records with their business value

## Strategy and Planning Services

- Align business goals with IT strategies for business-driven Information Management solutions
- Deliver complete design and an implementation roadmaps for successful eDiscovery, document, content, and records management

## Content Management Services

- Provide complete solution for document workflow transformation to capture and deliver information faster
- Create, capture, deliver, and retrieve information faster while mitigating risk

### HP IM Services Accelerate and Secure Information Management

IM Services (IT Business Consulting + Technology Consulting + Education)		
Data Management Services	Strategy and Planning Consulting	Content Management Solutions
IM Product Enablement	Master Plan	Document Automation
Enterprise Archiving & Data Protection	eDiscovery & Records Management Advisory Services	Records Management
Information Migration	File Plan Development	Content Management
	Data Management & Content Management Consulting	Enterprise Search & Classification

## IM Data Management Services

HP IM data management services enable business continuity and mitigate risk. These services will help WSCA/NASPO:

- Ensure high availability of critical business data with no data loss
- Consistently meet service levels and lower costs by actively archiving and segregating data by access requirements
- Mitigate risk and lower cost through implementing a comprehensive electronic discovery process



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## IM Strategy and Planning Consulting Services

HP IM strategy and planning services leverage content as a business asset to deliver value. These services will help WSCA/NASPO:

- Increase productivity and reduce costs through improved document, content, and records management across the enterprise
- Create, capture, deliver and retrieve information faster driving customer loyalty and accelerating time to market
- Reduce costs through proactive and central management of enterprise information delivery

## Deploy HP Software Professional Services to Maximize WSCA/NASPO's Investment

As a result of increasing expectations and shrinking budgets, many IT organizations have created structured initiatives to meet their goals. On the BTO side, these initiatives include strategy and portfolio management, application lifecycle management, and IT service operations. On the BIO or information management side, many organizations like WSCA/NASPO focus on strategy, data management, and content. HP Software Professional Services has the depth and the flexibility to meet WSCA/NASPO's needs whether it's an enterprise wide implementation or a single installation.

HP Software Professional Services can perform as a member of your IT team, bringing to the table unmatched expertise, depth of services, and local partners to meet WSCA/NASPO's needs end-to-end. No competitor meets the scale of HP with more than 12,000 ITIL professionals, 3,600 active memberships in PMI, 90 education centers worldwide, and more than 20 years of professional services experience.

### HP Software is an Undisputed Leader



Optimize the business outcomes of your technology investments

HP Software Professional Services will help WSCA/NASPO maximize its software investment. By working closely with WSCA/NASPO from the initial planning stages through production, HP Software Professional Services can align IT to business priorities, improve visibility for more accurate decisions, increase agility to handle changes more effectively, and improve the quality and efficiency of the entire IT organization.

