

HP Software Licensing & Management Solutions (SLMS)



HP SLMS Online Services (OLS) features and fact sheet

HP Software Licensing & Management Solutions (SLMS) provides registered customers with real-time access to its worldwide transactional system through the Web portal HP SLMS Online Services (OLS). OLS offers an infrastructure to assist customers with the purchase and management of their desktop and server software licenses.

OLS can be accessed anytime and from any location that is linked to the Web. The tool, which was designed based on customer requirements, aims to support customers who a) have one or more Volume License Agreements in place with software publishers, and b) have named HP SLMS as their designated Large Account Reseller (LAR).

Key features of HP SLMS Online Services (OLS)

1 Product Information Availability

In today's market, licensing rules change at a fast pace and customers require easily accessible product information at the time they purchase software. To meet this requirement, OLS has an expand/collapse feature that allows users to view detailed product information. OLS also offers direct links to software publisher product pages, ensuring that buyers always have the most current product details.

2 Powerful Basket-Management Functionality

Purchasing departments often process the same types of orders over and over again. OLS users can save time by creating shopping baskets for common orders. Easily retrieved, these baskets are validated each time the customer accesses them to update pricing, where applicable, and to verify that the products are still available. Shopping baskets can be saved for the review of a manager as part of the order approval process.

3 Easy-to-Use Ordering Interface

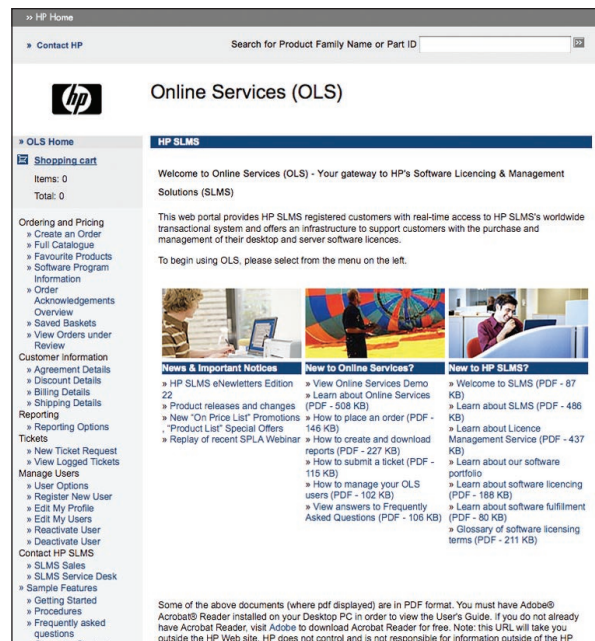
Software customers want an innovative and flexible online tool that is straightforward and easy to use. HP's Online Services tool is intuitive and has been developed based on customer feedback. For example, we have included shortcuts in the ordering process for frequent users, reducing the number of steps to order products. This saves customers time in purchasing software for their business units.

4 Intelligent Product Searches and Filtering

Ordering software is not an easy task. HP has implemented new search and filtering functionality that allows customers to quickly view the list of available products. Customers may also restrict products from the OLS online catalog, if necessary.

5 Time-Saving Favorites

Many users frequently order the same products, so OLS offers the ability for users to create a favorites list. Customers can retrieve products quickly (no need to browse through the whole catalog) and proceed to the checkout. Each time a user accesses OLS, the list of favorites is checked against the catalog. If the product is no longer available, it is removed from the list, ensuring that the list of favorites is always current.



OLS Welcome Page

6 Security Measures

Information security is a top priority for most companies, especially when dealing with information shared via the World Wide Web. Customer security is maintained through the use of a secure ID and password to access the site. All passwords adhere to strict industry guidelines, and users are required to change their passwords every 180 days. HP SLMS has built security features into OLS such as:

- **Server authentication** that uses certificates and HP signatures to verify the identity of parties in information exchanges and transactions—defeating impostors.
- **Privacy using encryption** that creates a secure channel to prevent others from tapping into the network—defeating eavesdroppers.
- **Data integrity** that ensures that the messages cannot be altered en route—defeating vandals.

7 Intuitive User Management

In every organization there are different types of users who need access to OLS. For example, the purchasing department places orders, the finance department requires information on the total software spend, and the administrator needs to control the users logging in. OLS accommodates all of these needs. Administrators can set up an unlimited number of users with privileges limited to specific areas based on roles and responsibilities. Customers have total control over user access privileges.

8 Web Site Customization

Some customers have requested the ability to customize part of OLS to suit their needs. Functionality is available for customers to post their own customized information to a section of the OLS Web site that only their users can access. This may include internal purchasing notifications, instructions on purchase approvals or advice regarding software applications that can be purchased. HP SLMS works with customers to evaluate their needs and to design a suitable solution.

9 Flexible Reporting

Retrieving information about software purchases is critical, whether on a global scale or per site. The reporting capability of OLS will meet all your requirements, by providing you with your choice of the following reports:

- **Real-Time Order History Report:** This report is ready for download and contains multiple data fields of the affiliate's purchase history.
- **Pricelist Report:** This report contains all available orderable parts with current month's pricing. Only available upon request.
- **Flexible Reports:** The flexible reporting tool gives users the choice to run summary spend and summary license usage reports with the ability to customize the report criteria as required. It is quick and easy to use. The output can be viewed at either a summary or detail level.

10 Real-Time Query Management

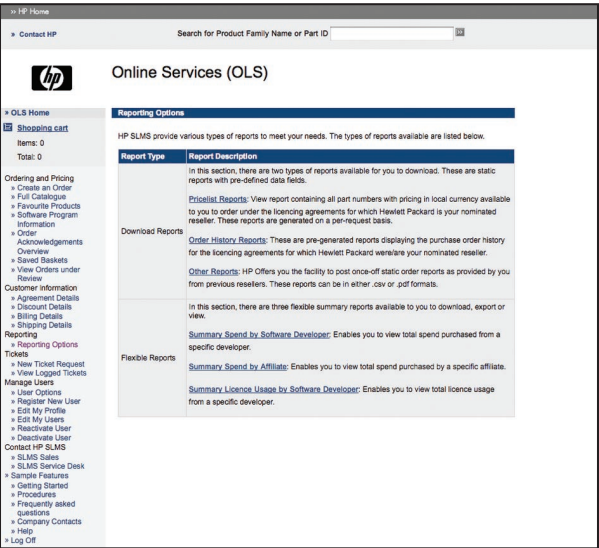
Customers want prompt answers to their questions. OLS offers real-time query management functionality, which allows users to contact their HP SLMS representatives with any queries they have. Tickets logged generate a unique tracking number, which users can follow to query closure.

11 Helpful Information Resources

Access to customer-specific and software publisher-related information is important for most companies. OLS allows users to view details of their agreements with various software publishers, as well as bill-to and ship-to details of their accounts. Customers can also choose from a wide variety of software publisher program and product information—including links to product information pages, program overviews and monthly e-newsletters.

12 Additional Features

OLS also provides features like customer-specific reporting fields, which can be set up to capture every order by line item or at purchase order level. As orders are accepted, immediate online order acknowledgements are issued that contain the customer reporting field details. Reporting fields become part of the order details in the order history report.



OLS Reporting Page

Key facts of HP SLMS Online Services (OLS)

URL: <https://www.hp.com/software/slms-ols>

Login: Secure login to OLS is only available to registered customers with HP SLMS. Login details can be requested from HP SLMS Customer Service Desk Representatives. Contact details are available on the OLS Welcome Page (see URL above).

Supported platforms and browsers: OLS is supported on Microsoft® Windows® 2000, XP and Vista® with Microsoft IE 6 or 7 Web browser.

Business continuity: OLS is available to customers on a 24x7x365 basis. If OLS is unavailable due to maintenance, orders and queries can be submitted by mail (or fax) to local HP sales offices or regional HP service centers.

Support: Customers registered with HP SLMS can request OLS support from a Customer Service Desk Representative. Non-registered customers should contact an HP SLMS Sales Representative. Contact details are available on the OLS Welcome Page.

Business-to-business: HP SLMS supports automated order submission by B2B customers. OLS can be used by customers who wish to punch-out to a software catalog from an e-procurement system (such as Ariba, SAP, Oracle®).



To learn more, please visit www.hp.com/software/slms-olsdemo for a brief demo.

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