

# QUICKSPECS

## Compaq ActiveAnswers for Web-based Solutions

### Compaq ActiveAnswers™ for Web-based Solutions

Compaq ActiveAnswers for Web-Based Solutions provide enablers for optimum planning, deployment and operations.

#### Overview

Compaq's ActiveAnswers for Web-based Solutions is a Web-delivered set of enablers for Compaq Solutions Partners and self-integrating end users. ActiveAnswers enablers provide a broad range of tools and methodologies that simplify planning, deploying and operating enterprise Web solutions.

Compaq ActiveAnswers for Web-based Solutions significantly reduces the time, resources and risk involved in implementing a Web-based solution.

#### Benefits

Compaq ActiveAnswers for Web-based Solutions provides enablers with the latest technology and advancements that enable Solutions Partners and self-integrating end users to effectively communicate expertise on new industry trends and emerging technologies.

Through partnerships with industry-leading Independent Software Vendors (ISV's), Compaq tests and recommends successful implementation strategies for complementary applications that enhance Microsoft's core products, to ensure an easy integration for the user. Web-based solution architecture incorporates Web servers based on Microsoft NT Server 4.0, IIS 4.0 and Site Server 3.0.

By providing this combined expertise in one comprehensive website, Compaq ActiveAnswers for Web-based solutions significantly reduces implementation time and eliminates costly guesswork, allowing the user to gain and sustain a competitive advantage.

## ACTIVEANSWERS ENABLERS

### Planning Enablers

Planning a successful Web-based solution encompasses topics such as capacity planning, application environment, performance, security, availability, scalability, load balancing and Web content development. Planning-enablers address all aspects of a Web-serving environment to enable a fast and simple deployment.

The following ActiveAnswers planning-enablers provide a sample of what Compaq has to offer:

- Performance and Capacity Planning of Microsoft Internet Information Server 4.0 on Compaq ProLiant Servers provides capacity planning guidelines for determining the size and scope of a Web-serving environment.
- Web Server Sizing Tool will help size a Web-serving environment for optimum performance.
- Pre-Failure Warranty<sup>1</sup> coverage of hard drives, memory and Pentium Pro and Pentium II processors
- Enterprise Information Security Policy and Compaq Enterprise Security Framework assist in developing and planning a security policy to protect a Web-serving environment.
- Compaq performance testing of leading firewalls provides performance benchmarks and optimum configurations for integrating a firewall solution.
- Best Practices Planning Guides enable the user to experience first hand the ease of integration throughout the planning, deployment and operation phases of the solutions lifecycle.
- Website Development Planning address website design and development issues that empower the user to provide effective, flexible Web sites.
- The Compaq Web Serving Proposal Template expedites the process of responding to customer's Request for Information (RFI) and/or Request for Proposal (RFP) on Web-based solutions.

### Deployment Enablers

Deploying a Web-based solution can be a highly complex and time-consuming process, encompassing important tasks such as installing Web servers and firewalls, Web connectivity, database connectivity, backup policy and more.

The following ActiveAnswers deployment enablers provide a sample of what Compaq has to offer:

- Server and firewall guides simplify the complexity associated with effectively deploying a Web-based solution. These deployment guides recommend architecture and topology based on the size of your Web-serving environment and provides detail installation procedures for the recommended architecture.
- Compaq provides an in-depth look at selecting an Internet Service Provider (ISP) to support a business website by evaluating Web connectivity issues, such as types of connections available, security measures and fault tolerance aspects of the user's Web-serving environment.

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## ACTIVEANSWERS ENABLERS *(continued)*

### Operations Enablers

Effective operations are critical to the long-term success of a Web-based implementation. Operating a website successfully involves managing, monitoring, and creating a disaster recovery plan and more. Operations enablers help reduce total cost of ownership and risk associated with managing a Web-serving environment. The following ActiveAnswers operations enablers provide a sample of what Compaq has to offer:

- Compaq provides information about leading partner management tools that enable users to analyze data about their Web sites, to ensure that they are effective marketing tools, to tailor marketing messages and reach new customers and to meet service level agreements.
- Compaq addresses the systems management challenges facing organizations deploying Web servers for intranets and the Internet and provides methods for simplifying the deployment.
- Disaster Recovery Planning Guide discusses the key objectives that should be achieved in the course of planning and implementing an adequate disaster recovery plan.

## SERVICE AND SUPPORT

### Content Support

Compaq will provide content service and support to website users worldwide. The key components of Compaq's support structure include:

- Internet messaging will be provided to all users establishing a single point of contact within Compaq.
- ActiveAnswers Operations Support addresses general website issues or questions pertaining to:
  - Page links
  - Web response times
  - Password administration
  - Content errors and omissions
  - Site availability
- ActiveAnswers Content Support addresses specific questions pertaining to the usage of content in the delivery of the solution. Typical questions may involve:
  - Tool usage
  - Size and configuration output
  - Content application

### Remedial Support

Compaq Services provides a wide range of service offerings including:

- Three-year limited warranty<sup>1</sup> fully supported by a worldwide network of resellers and service providers
- Lifetime toll-free 7 x 24 hardware technical phone support
- Compaq service and support programs are available on a worldwide basis. Software installation and support is not provided by Compaq. Compaq Authorized Resellers should contact the software manufacturer for additional support.

### How to Purchase

Compaq's ActiveAnswers is available to qualified Compaq Solutions Partners and self-integrators end users. For information of qualifying for access to Compaq ActiveAnswers, visit [www.compaq.com/ActiveAnswers](http://www.compaq.com/ActiveAnswers).

<sup>1</sup> Certain restrictions apply. Contact the Compaq Customer Service Support Center for details.