

QUICKSPECS

Compaq ActiveAnswers for Novell GroupWise

MODELS

Compaq ActiveAnswers™ for
Novell GroupWise

Overview

Compaq ActiveAnswers for Novell GroupWise is a set of information, methodologies and tools for planning, deploying, and operating a GroupWise messaging and collaboration solution. Available upon free registration, ActiveAnswers for Novell GroupWise simplifies the implementation of GroupWise in a messaging environment by providing a comprehensive set of enablers from a single, centralized, and dynamic source.

BENEFITS

Reduced Time to Solution

ActiveAnswers for Novell GroupWise includes proven methods for planning, and implementing solutions for messaging and collaboration applications. Tested and validated in Compaq labs, ActiveAnswers enablers can significantly reduce the time and resources required to deploy messaging & collaboration products in an enterprise-computing environment.

Increased Confidence

The recommendations and best-practices offered in ActiveAnswers for Novell GroupWise are based on extensive integration and performance characterization testing. The solution enablers include proven methods for implementing GroupWise products within all sizes of business. This reduces the risk associated with trial and error testing, and accelerates the migration to or deployment of GroupWise. Compaq Solution Providers and Compaq customers can move ahead with increased confidence knowing the tools and information in ActiveAnswers for Novell GroupWise are enabling a highly available, highly reliable solution for their business.

More Choices

Through partnerships with industry leading Independent Software Vendors (ISVs), Compaq tests and recommends successful implementation strategies for complementary applications that enhance Novell's core products. Standards-based solutions provide investment protection and the flexibility to choose from several premier partner add-on applications to best address the business need.

ACTIVE ANSWERS ENABLERS

The solutions enablers provided in ActiveAnswers for Novell GroupWise are based on Compaq Prosignia and ProLiant Servers running Novell NetWare 5.0 and Novell GroupWise 5.5.

Planning Enablers

Planning a successful GroupWise solution encompasses topics such as capacity planning, performance, security planning, availability issues, and scalability concerns. The planning enablers within ActiveAnswers for Novell GroupWise address key aspects of a messaging environment in order to enable a fast and simple deployment.

The following is a sample of the planning enablers included:

- Performance and sizing tools for Novell GroupWise 5.2 and 5.5 running on Compaq ProLiant Servers, that help to provide capacity planning guidelines and to determine the size and scope of a GroupWise solution.
- Downloadable sizing utilities to automate the planning and facilitate the migration of cc:Mail users.
- Technical guides to simplify the process of planning highly available solutions.
- Easy-to-use Capacity Planning Guides to simplify and accelerate the capacity planning process.

Deployment Enablers

Deploying a messaging solution can be a highly complex and time-consuming process if proven methodologies and solutions are not leveraged properly. Important tasks must be accomplished such as installing the messaging software, deploying suitable clustering architecture and installing server backup and security.

The following is a sample of the deployment enablers included in ActiveAnswers for Novell GroupWise on Compaq:

- A deployment and configuration guide to describe key GroupWise server architectural and deployment issues and highlight their impact on server sizing and performance.
- Links to key Compaq and Novell deployment service offerings.
- Technical Guide to allows users to configure ProLiant servers for Internet user support.

QUICK SPECS

Compaq ActiveAnswers for
Novell GroupWise

ACTIVEANSWERS ENABLERS *(continued)*

Operations Enablers

Effective operations are critical to the long-term success of a GroupWise environment. Operating this messaging environment successfully involves managing and monitoring GroupWise sites. Operations enablers help reduce total-cost-of-ownership and risk associated with managing a Novell GroupWise solution.

The following is a sample of the operations enablers included:

- Links to key Compaq and Novell service offerings.
- Backup and disaster recovery considerations discuss the key objectives that should be achieved in the course of planning and implementing an adequate disaster recovery plan.

SERVICE AND SUPPORT

Content and Accessibility Support

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

- Self-help FAQs
 - Provides common question quick-help
- Internet messaging for all users establishes a single point of contact within Compaq.
 - Single point of contact within Compaq
 - Registered Users
 - Content or accessibility questions answered
 - Feedback provided
 - Prioritized responses in 24 hours (M-F)
 - Level of inquiry urgency settings
 - Visitors
 - Unidirectional feedback to Compaq provided
- ActiveAnswers Content Support addresses specific questions pertaining to the usage of content in the delivery of the solution. Typical questions may include:
 - Tool usage
 - Size and configuration output
 - Content usage questions
- ActiveAnswers Operations Support addresses general site issues or questions pertaining to:
 - Page links
 - Web response times
 - Password administration
 - Content errors and omissions
 - Site availability

HOW TO ACCESS

Compaq ActiveAnswers is available to qualified Compaq solutions providers and Compaq customers. For information on qualifying for access to Compaq ActiveAnswers, visit <http://www.compaq.com/activeanswers/>.