

## BRINGING INDUSTRIAL-STRENGTH WORK MANAGEMENT AND WORLD-CLASS COLLABORATION SERVICES TO YOUR ORGANIZATION

What slows down the process of work through your organization? Paperwork. If you could streamline your document-intensive work, you could bring products to market faster, reduce operating expenses, and increase customer satisfaction. Now you can—by extending the collaboration capabilities of your Microsoft® Exchange™ messaging environment with Compaq® Work Expeditor for Microsoft Exchange. A powerful software product for building document-centric collaboration solutions, Work Expeditor will help you achieve your goals—smooth paper flow, dynamic team collaboration, quality document creation and management, and enhanced security.

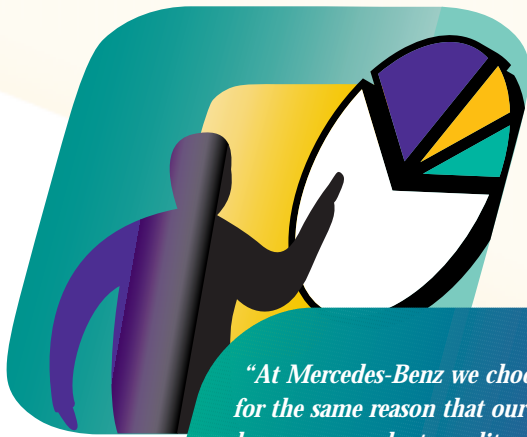


## Compaq Work Expeditor for Microsoft Exchange

### BENEFITS

- Combines four integrated components—document management, workflow, security framework, and a solution building capability—into one tightly-integrated product that uses the Microsoft Outlook™ user interface and standard Microsoft development tools for customization.
- Ensures strict data integrity and provides security at the folder level, document level, and data-item level.
- Provides easy-to-use visual displays for graphically creating and monitoring workflows without programming.
- Helps you improve time-to-solution by managing document-intensive work and maximizing information flow.
- Leverages your investment in Microsoft Exchange by adding the capability to store and maintain electronic work files—providing personalized access to the related business functions, applications, and services.





*“At Mercedes-Benz we choose our partners for the same reason that our customers choose our product: quality, reliability and performance. With the product and services we receive from Compaq, we are confident that we can handle the correspondence in an efficient and effective way. Work Expeditor enables us to meet and exceed the expectations of our customers.”*

- THOR TIELEMANS, BUSINESS ENGINEER MANAGER  
MERCEDES-BENZ CUSTOMER ASSISTANCE CENTER,  
MAASTRICHT, THE NETHERLANDS

COMPAQ HAS A FULL RANGE OF PRODUCTS AND AN AWARD-WINNING SERVICES ORGANIZATION. WE’LL HELP YOU EVALUATE YOUR REQUIREMENTS AND IMPLEMENT A WORK MANAGEMENT AND COLLABORATION SOLUTION THAT WILL HELP YOU ACHIEVE YOUR MESSAGING AND COLLABORATION GOALS. YOU’LL SEE COMPELLING

RESULTS—INCLUDING INCREASED WORKER SATISFACTION, REDUCED OPERATING EXPENSES, A SHORTER TIME TO MARKET, BETTER QUALITY CONTROL, AND AN IMPROVED BOTTOM-LINE.

#### TYPICAL APPLICATIONS OF EXPEDITOR

- CASE FILE MANAGEMENT
- PROJECT/PROGRAM MANAGEMENT
- DOCUMENT COLLABORATION WITHIN A TEAM
- BID AND PROPOSAL GENERATION
- REPORT TRACKING
- LOAN AND PURCHASE ORDER PROCESSING
- CORRESPONDENCE AND RECORDS MANAGEMENT
- LEGISLATION TRACKING IN STATE AND LOCAL GOVERNMENT AGENCIES
- ISO 9000 COMPLIANCE
- MANAGING HR EMPLOYEE FILES

#### BETTER ANSWERS FOR WORK MANAGEMENT

In the face of increasing global competition, you need tools to help your workgroups collaborate more efficiently, take better control of business processes, and improve customer service.

Collaboration lets your organization share work across time zones and geographies. Compaq Work Expeditor for Microsoft Exchange is a collaborative solution for the management of work documents and related data as they move through an organization from inception to completion. Work Expeditor enables you to:

- Identify and prevent work bottlenecks
- Maintain the integrity and security of the information underlying your business processes
- Improve the management of document-based centric work activities

#### LEVERAGES YOUR INVESTMENT IN MICROSOFT EXCHANGE

Work Expeditor takes advantage of Microsoft Exchange/Outlook as a collaboration platform, using Microsoft Exchange as the communication infrastructure and delivering industrial strength work management services built on SQL Server™. Work Expeditor extends Microsoft Exchange into a collaboration platform, delivering a custom solution to selected users’ desktops for organizing, displaying, and automating work items.

#### PROVIDES A UNIVERSAL CLIENT USING MICROSOFT OUTLOOK

Work Expeditor uses Outlook, Microsoft’s principal and strategic client for Exchange, as the familiar and richly featured user interface. Users, who already look for messages in their Inbox, also find notification of new work, updates, and deadlines. Work Expeditor folders and work items appear in Outlook folder views as ordinary Outlook items.

#### RELIABLE STORAGE VIA THE SQL SERVER

Work Expeditor stores documents, forms, and folders in a configurable and programmable business object store based on SQL Server

technology. The repository contains a description of the logic behind the work processes, the roles and responsibilities of the people on the team, and access control to work information. Users have access to this repository through the Outlook Form Designer and the Work Expeditor configuration tools. With these tools, users can create robust form-based applications quickly without complex programming.

#### SIGNIFICANTLY IMPROVES COLLABORATIVE PROJECTS

Expeditor can be used in any application where a work folder—a complex container of documents and data—moves through a business process. With Work Expeditor, this process may be predefined, including its data structures and associated business process steps. Data may be added to the work folder along the way, updated, approved with electronic signatures, and ultimately finalized—while the work management engine routes work requests, tracks the folders, enforces security, and implements business rules. Best of all, you can implement Work Expeditor so that it completely duplicates an existing manual paper system in an electronic format allowing individuals to learn the system quickly.

## FLEXIBLE SECURITY MAPS DIRECTED TO THE WAY YOUR TEAMS WORK

With Work Expeditor, you can tailor security to the requirements of each project. You can decide who can read, modify, add, or delete items, and who provides approvals at various stages in the process. Security is not just at a folder level; you can set varying levels of access to different documents within a Work Folder and varying levels of access to different users in the workgroup. For example, for hospital patient records, you may want the technician to be able to add X-ray images to a Work Folder, but not be able to view the contents. A nurse might be able to view the medication requirements, but only a physician would be allowed to modify the prescription.

## MAKES IT EASY TO TRACK CORRESPONDENCE

Work Expeditor tracks correspondence to make sure it is not lost or delayed, and provides status updates. For example, correspondence received by a government agency can be electronically scanned in as an attachment and entered as a logged item. It is annotated with comments, such as the topic, where it was sent for action, due date, and so forth.

## TOTALLY INTEGRATED, COMPLETELY CUSTOMIZABLE

In one single product, Work Expeditor adds value to work management in five basic functional areas:

- **Document management**—You can require signatures, logging, and version management.
- **Team collaboration**—Users can dynamically share documents, forms, and work items in real time.

- **Workflow**—You can have templates for standard processes and monitor progress against dead lines, and can also easily create and modify new workflows without programming.
- **Solution building**—Using Outlook for design and work flows, you can pull together all the functions. End users can create simple, ad hoc workflows with a drag-and-drop interface, and developers can support more complex and routine business processes with object-based programming tools. And Work Expeditor can be integrated to other applications using standard Microsoft® development tools.
- **Security**—Sixteen levels of access control can be applied at the levels of user, organizational role, or position within the organization.

## COMPAQ SERVICES—A BROAD RANGE OF SERVICE AND SUPPORT

Compaq Services, which now includes the resources of Digital and Tandem, meets the increasingly sophisticated requirements of today's customers with service offerings and partnership programs that are unmatched in the industry. One of a few select providers that can act as a single source for a total enterprise IT services solution, Compaq Services provides end-to-end, full lifecycle services and support for small, medium, or large global organizations. These services include planning, design, implementation, management, and support of networks, applications, and systems.

## WORLDWIDE REACH

As one of the largest, most comprehensive service organizations in the world, Compaq Services comprises:

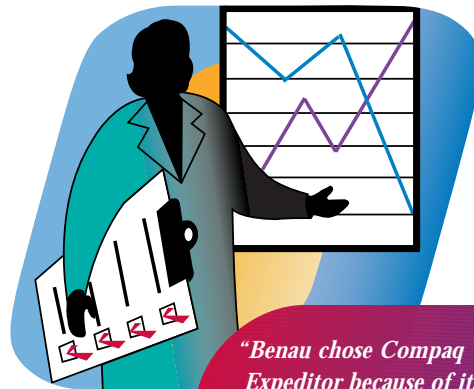
- 29,000 employees plus 30,000 partners worldwide

- Support for more than 14,000 products from more than 1,300 different suppliers
- Operations in 550 locations in 114 countries
- World's largest number of Windows NT®-certified professionals
- Among the top five systems integrators in the world
- 24 hour service and support 365 days a year

## WORK EXPEDITOR AT-A-GLANCE

WORK EXPEDITOR PROVIDES COMPREHENSIVE, ADVANCED CAPABILITIES TO HELP YOU RAPIDLY BUILD COLLABORATION AND WORK MANAGEMENT SOLUTIONS—EXTENDING THE COLLABORATION CAPABILITIES OF MICROSOFT EXCHANGE/OUTLOOK. WORK EXPEDITOR PROVIDES:

- REAL-TIME, DYNAMIC COLLABORATION
- A CUSTOMIZABLE AND EXTENSIVE SECURITY FRAMEWORK, WITH ACCESS CONTROL DOWN TO THE INDIVIDUAL DOCUMENT AND DATA FIELD DEFINITION LEVEL, BASED UPON USER ROLES AND ORGANIZATIONAL POSITIONS
- TRANSPARENT INTEGRATION WITH OUTLOOK
- AN OPTIONAL AUDIT TRAIL OF ALL ACTIVITIES
- TRANSACTION AND DOCUMENT INTEGRITY
- A GRAPHICAL USER INTERFACE FOR MANAGING AD-HOC AND ROLE-BASED WORKFLOW
- WORKFLOW TEMPLATE FOR REPETITIVE PROCESSES
- POINT-AND-CLICK MENU SELECTIONS FOR EASILY BUILDING COLLABORATIVE SOLUTIONS, AS WELL AS HIGHLY CUSTOMIZED SOLUTIONS USING STANDARD MICROSOFT INTERFACES SUCH AS COLLABORATIVE DATA OBJECTS (CDO)
- SECURE DOCUMENT MANAGEMENT WITH SECURE DOCUMENT TEMPLATES, VERSION MANAGEMENT, DOCUMENT SHARING, AND SIGNATURE APPROVALS



*"Benau chose Compaq Work Expeditor because of its strong integration with Microsoft Exchange™ and Outlook. Working with Compaq on developing this extension has been inspiring. They have fully understood how to implement our ideas."*

- HENRIK POULSEN, PRODUCT MANAGER  
BENAU A/S, DENMARK



**MICROSOFT EXCELLENCE AWARD FOR THE BEST PROVIDER OF EXCHANGE SERVICES**

The award was given in recognition of Compaq's market-leading achievements in delivering large-scale, Microsoft Exchange-based messaging systems to customers worldwide.

**INDUSTRY LEADER IN MICROSOFT TECHNOLOGY**

As Microsoft's Worldwide Prime Integrator for Windows NT, Compaq is committed to deploying the world's largest Windows NT-certified workforce and leveraging its alliance with Microsoft via joint customer engagements through:

- 2,200 top-level Microsoft-certified support Engineers
- 15,000 Microsoft trained specialists
- 29 Microsoft Authorized Support Centers

**COLLABORATION SERVICES FOR COMPAQ WORK EXPEDITOR**

**Rapid Business Solution Prototype Service**—demonstrates the additional value of a collaborative solution based on Compaq Work Expeditor for Microsoft Exchange. It helps you understand how to ease the process of satisfying the business information needs and validate the technical options best suited for your infrastructure requirements.

The Compaq Consultant will work with you to develop a solution and map an existing business process into the Exchange environment.

**Collaborative Computing Assessment Workshop Service**—ensures an understanding of the key business issues in the context of your own operating environment. This service gives directions, insights, and helps you map your business needs into the Microsoft Exchange and Compaq Work Expeditor environment.

**Collaborative Computing Solution Planning and Design Service**—helps you design an enterprise collaborative computing solution based on Compaq Work Expeditor for Microsoft Exchange. To do this, Compaq delivers a set of well-defined tasks at your site. This service gives guidelines for delivery and can be customized to meet specific requirements.

**Collaborative Computing Solution Implementation Service**—helps you implement an enterprise collaborative computing solution based on Microsoft Exchange and value-added software such as Compaq Work Expeditor.

**Collaborative Computing Application Porting Service**—helps you move to Microsoft Exchange and Compaq Work Expeditor by providing assistance in porting your existing applications from Lotus® Notes® or DIGITAL ALL-IN-1™.

**TAKE THE NEXT STEP**

To find out more about Compaq Work Expeditor call 1-800-344-4825. Or visit the following web sites: [www.compaq.com/messaging](http://www.compaq.com/messaging) or [www.compaq.com/expeditor](http://www.compaq.com/expeditor).

*“Expeditor...retains the key advantage of infrastructure-based solutions— heavily leveraging technology already deployed and supported enterprise-wide in the customer site, in this case Exchange and Outlook—while adding a scalable, secure, and bulletproof platform for work management.”*

- BRUCE SILVER ASSOCIATES  
INDUSTRY TREND REPORTS, NOVEMBER 1998



**Enterprise Messaging & Collaboration**



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