

Compaq Global Services

Knowledge is power



Unlocking hidden business value

With 38,000 service consultants and professionals at work in more than 200 countries around the world, Compaq Global Services' most valuable asset is its wealth of collective knowledge and experience. The challenge comes in finding the most efficient way to share this intellectual capital among its various global practices, geographies and professional communities.

"Like many other companies, information is the lifeblood of our business," says Craig Samuel, chief knowledge officer for Compaq Global Services. "But we needed to do a better job leveraging the knowledge that already resides in our organization. If we don't have ready access to existing information and acquired knowledge, we end up repeatedly reinventing the wheel. And that affects our ability to respond quickly to new

What makes it work:

> Systems:

Compaq *ProLiant* DL380 dual 1.266 MHz server with 2.5 GB RAM, *ProLiant* ML350 dual 800 MHz server with 1 GB RAM, and *ProLiant* DL580 quad 700 MHz Xeon server with 4.5 GB RAM, Compaq *StorageWorks™* RA 4100 SAN

> Operating systems:

Microsoft Windows 2000 Server, Windows 2000 Advanced Server and Windows XP

> Solutions:

Microsoft Solution for Intranets, including Microsoft SharePoint Portal Server, SharePoint Team Services, Microsoft Windows Media Broadcast Edition, Microsoft SQL Server and Microsoft Office XP

> Services:

Compaq Global Services planned, designed, piloted and implemented the Microsoft Solution for Intranets, with customized Web parts for SharePoint Portal Server that include a Compaq *iPAQ* Pocket PC interface, download manager, quick search, quick category viewer and unique document viewer capabilities

“We’re breaking down the barriers to knowledge generation, sharing and reuse, with the help of the Microsoft Solution for Intranets. Not only will our organization reap the benefits of fast, efficient knowledge transfer — but so will our customers, as we leverage our own experience to their advantage.”

Craig Samuel, Chief Knowledge Officer, Compaq Global Services



opportunities, win business and achieve the level of customer satisfaction we seek. As one of our customers so aptly puts it, ‘If we knew half of what we know, we’d be twice as profitable.’ ”

Microsoft Solution for Intranets: a “natural fit”

Within Compaq Global Services, information is created, presented and managed within the context of a three-tier architecture. The top tier is a corporate intranet, which is a traditional, static Web site that serves primarily as a source for general information. The second tier supports dynamic information sharing among many defined communities within the global organization that develop and deliver solutions to customers. The third tier addresses the collaboration needs of individual teams working on collective tasks.

The Microsoft Solution for Intranets, with some customized components, proves to be the ideal solution for streamlining information creation, publishing and management for the second and third tier of the Compaq Global Services communities.

“It was natural that we gravitated toward the Microsoft Solution for Intranets,” explains Samuel. “We already have a depth and breadth of experience with the core Microsoft technologies, and we have the necessary framework in place to leverage the capabilities of the intranet solution components. We could have pieced together a solution

with products from two or three different niche vendors, but we were looking for a seamless solution — and Microsoft offers one that is more cost-effective and much faster to deploy.”

Successfully piloting a customized solution

Compaq Global Services is implementing a customized deployment of SharePoint Portal Server running on Compaq ProLiant™ servers to host the information sharing and document management needs of its technical communities and global practice communities, such as its Worldwide Wireless Practice and Enterprise Microsoft Practice.

“We first piloted SharePoint Portal Server with our Microsoft Technology Community of more than 3,000 users.” says Veli-Matti Vanamo, technical consultant with Compaq Global Services. “We scaled from zero to 80,000 visitors in less than eight months, and we’re now averaging a total of 300 to 400 unique visitors per day. The system is performing well. It’s extremely reliable and self-managing — with no huge server farms to maintain.”

With SharePoint Portal Server, users within a defined community can subscribe to information categories, subscribe to documents and access information using dashboards that quickly present documents. Versioning control ensures that the most current documents are readily available.

Building on the basic portal solution, Compaq Global Services has customized a variety of Web parts, including a download manager tool, a quick category viewer, a quick search and a “last document published” capability that keeps the home page refreshed and allows viewers to quickly browse through selected categories to find recently published or updated documents.

A custom Compaq *iPAQ*™ Pocket PC interface for this technology-oriented portal makes it easier for mobile workers to search and download large documents that are automatically zipped and sent to the handheld device or an Outlook e-mail box.

“We also created a unique viewer that enables technology consultants to quickly scan pertinent details on the library of current Knowledge Brief white papers,” says Vanamo. “And we are integrating Microsoft .NET technologies to create a system that enables viewers to rate these documents once they’ve read them.”

An impressive return on investment

The SharePoint Portal Server solution is being rapidly phased in to more communities, using the best practices the Compaq Global Services team has developed based on the learning experiences of the pilot deployment. In fact, within the next year and a half, between 50 and 100 communities will be working with their own customized portal solution.

“We want to empower the communities within our global organization,” explains Samuel. “We are proving it does not have to be difficult to publish and share information. At the same time, we are greatly reducing the amount of time and resources spent on creating and controlling documents. We estimate that the direct savings will exceed US\$1.5 million.

“The indirect savings could be ten to one-hundred times that figure — especially when you consider the hidden costs that come when the interchange of knowledge is not as fluid as it could be, or when too much time and effort is spent on reworking existing information. What we’re doing here with this portal solution is breaking down barriers to speed and simplifying knowledge generation, sharing and reuse so that we can better leverage our existing knowledge capital and respond more quickly to new opportunities.”

Collaboration gets a boost

Following an initial pilot phase, Compaq Global Services plans to roll out Microsoft SharePoint Team Services to its worldwide communities as the standard project-based collaboration tool.

“We have several business groups eager to get started with Team Services,” says Samuel. “We’re finding Team Services snaps easily into our knowledge management strategy. It is bundled with Microsoft Office XP, which is ‘SharePoint aware’ — which means we’re getting a totally integrated solution.”

Business results:

- › Improved knowledge sharing — the components of the Microsoft Solution for Intranets speed and simplify the creation, distribution and management of content in varying formats, from project plans and white papers to presentation videos
- › Empowered global communities — with fast, cost-effective information sharing and knowledge management that creates a nimble organization, ready to take full advantage of new business opportunities
- › Increased productivity and cost efficiencies — by reducing the time and resources spent managing content, tracking down existing information and duplicating efforts

Adding media broadcasting into the mix

Compaq is using Microsoft Windows Media Broadcast Edition to broadcast presentations and video. "It's a flexible, simple-to-manage solution that makes it easy for users to schedule broadcasts and to automatically specify who should receive a broadcast," says Vanamo. "And media is easily directed to the server with the right bandwidth requirements.

"In today's changing economic climate, we, like many companies, are scaling back on business travel for cost and safety reasons," observes Samuel. "The broadcast component of the Microsoft Solution for Intranets certainly can help us reach that goal."

Knowledge transfer: Customers reap the benefits

"Sell what we use and use what we sell." Samuel is a firm believer in that simple statement.

"In talking to customers, I see that many CIOs, CTOs and senior managers all have the same information sharing and

knowledge management problems," he says. "When it comes to Microsoft technology — and now specifically the Microsoft Solution for Intranets — we at Compaq Global Services can speak from experience.

"We are implementing Microsoft SharePoint Portal Server, Team Services and Windows Media Broadcast Edition across our organization worldwide. We've assessed our needs, developed a strategy and created an architecture. We've aggressively adopted this solution — and our business relies on it. So we can tell our customers: 'You can benefit directly from our lessons learned. We understand the business challenges that you are experiencing and we can help you design and deploy the solution that's right for your business more quickly, more easily and more affordably.'"

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