

We're here to serve you.

No other vendor can provide the range of out-of-the-box, business-critical features with low total cost of ownership and supporting services that Compaq can. Let Compaq help you find better answers.

For more information on how Compaq can build a custom IT solution for your government agency, please call 1-888-202-GOV2 or visit our Web site at www.compaq.com/state.

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COMPAQ

Now all the elements of your IT solution are in place.



**STATE & LOCAL
GOVERNMENT**

COMPAQ

BUILDING

Building On Our Strengths

We've built a whole new Compaq. You already know us as the number-one computer technology supplier to state and local governments; and now, with our recent acquisitions of Digital Equipment Corporation and Tandem Computers, we're the second-largest computer company in the world. With the new Compaq, you've got more choice, more power and more



freedom than ever before – reducing the time and costs associated with managing your IT enterprise, so you can concentrate on the real business of public service.

Our goal is to empower your agency with innovative, end-to-end solutions that address your goals for productivity, interoperability and cost-

effectiveness across your agency's various platforms and operating systems, all backed by global service and support. With our broader product and service portfolio, we are laying the groundwork for what we call "the new world of computing" – standards-based solutions that fit any environment, that minimize cost and risk and maximize your return on investment. This new world of computing builds upon the combined strengths of Compaq, Digital and Tandem to leverage the great potential as well as solve the complexities of this evolving internetworked world.

As we move into the new world of computing, we're not leaving any of our state and local government customers behind. Our aim is to protect your IT investments of years past and to make them work with what you buy in the years ahead – by driving existing technologies toward industry standardization and serving as a catalyst for useful, affordable new technologies. With industry standardization, you

get the best tools the marketplace has to offer, greater flexibility in designing your environment and the investment protection that helps you make the most of this year's IT budget, as well as last year's.

A complete IT solution begins with understanding. Compaq understands the unique requirements of our government partners. We recognize that you must assume more responsibilities in the face of a downsized federal government and that these new duties are straining both your monetary and employee resources. That's why Compaq will supply you with the widest product and service choices available to help you do more with less. With the partnerships, products, services, solutions and financing we've developed specifically for state and local governments, you now have the power to build an IT solution to meet your unique needs.

Partnerships: One of the great benefits Compaq offers state and local government customers is our broad and deep partnerships with other industry leaders. And our partners – including Microsoft®, Intel®, Oracle, SAP, Novell®, SCO, Baan, Siebel, PeopleSoft, BMC Software and others – are your partners, too. In addition to providing you with thinking from the best minds in the computing industry, we can also leverage our partners' vast problem-solving experience with their own customers for faster, more cost-efficient solutions for you. By proactively seeking the best strategic partners, we can offer you the best IT solutions in everything from E-commerce to enterprise-wide applications.

Products: Only Compaq can offer your agency a full range of compatible, industry-standard products ranging from a handheld PC to powerful 64-bit non-stop computing. We're the leader in Windows NT® system integration worldwide and have extensive expertise in the widest array of other leading operating systems and environments, including UNIX, Open VMS and NonStop Himalaya.

Compaq offers government customers interoperability between UNIX and Windows NT® and between Open VMS and Windows NT®.

Solutions: Compaq helps governments turn technology into practical solutions that result in smoother operations, cost benefits and better information access. In fact, in the most recent *Computerworld* customer satisfaction survey of 15,000 IS managers, Compaq (formerly Digital) was ranked as the #1 System Integrator. The successful solutions we've developed for state and local governments can be replicated in your agency – and tailored exactly to your requirements.



Services: Compaq now offers the industry's most flexible, comprehensive services portfolio – and will work with you to plan, design, implement, manage and maintain an IT solution to support your unique agency requirements. In addition to the superior hardware you've come to expect from the world's #1 computer brand, we now deliver IT consulting, planning and design, project management, application development, installation and start-up, maintenance and business-critical support and flexible financing options for your entire IT infrastructure – from the desktop to the Internet.

Wherever you are in the lifecycle of your technology, Compaq can help you take your organization's effectiveness to the next level.

Build A Total Solution With Compaq

Build your solution with Compaq and you'll get:

Experience

The breadth and depth of our IT service experience has taught us what it takes to make distributed multivendor solutions work – and keep them working day-in and day-out.

Choice

Compaq brings you the widest array of affordable, industry-standard products, services and solutions, combined with the extensive experience of our channel partners, to bring you the best value in the industry. And that's a solid foundation for building any government IT solution.

Attentiveness

We build a one-on-one relationship with you that extends from initial planning to ongoing management and support.

Quality

Compaq has long been recognized for quality products, becoming the leading PC and server supplier around the globe.

Reliability

Compaq products offer tested, proven technology and a range of fault-tolerant features to keep your agency's networked solution up and running.

A Strategic Partnership that helps you

- Apply technology for competitive advantage and improve overall availability and service to citizens.
- Make the move to new technologies while minimizing disruption to your agency.
- Manage all or part of your IT operations, discern whether outsourcing is right for you and work closely with other leading IT providers to give you complete, integrated solutions and support – every step of the way.

"IT managers see potential in the new Compaq as a one-stop shop for their enterprise needs."

—PCWeek
June 15, 1998

SOLUTIONS

www.compaq.com/state

INNOVATIVE

Services

From beginning to end, Compaq offers everything you need to achieve a complete IT solution for your agency – IT consulting, planning and design, systems integration, project management, application development, installation and start-up, maintenance, business-critical support and outsourcing the management of the entire IT infrastructure – from the desktop to the distributed data center.

For our state and local government customers, Compaq provides expertise in Internet/intranet, networking and network security, mail and messaging, Microsoft® NT® integration and migration, business intelligence and Year 2000 readiness.

To provide complete solutions and technical expertise in our broad services portfolio, Compaq partners with a wide range of industry leaders. We're creating answers to questions that didn't even exist a

few years ago – innovative and effective solutions to the challenges facing government today.

Compaq Hardware

We build Compaq IT solutions for state and local governments with the powerful combination of a strong product portfolio, lifecycle services for your technology investments and our best-in-breed industry partnerships. And the building blocks of your solution are the quality, reliability and manageability of Compaq hardware. Compaq is your agency's one-stop source for innovative technology – from notebooks through networking products through enterprise-class servers and 64-bit nonstop computing. It's not just price, performance and compatibility that set Compaq products apart; it's also in total cost of ownership where we hold the advantage – and that's an important consideration for stretched government budgets.

A Sampling of Compaq Lifecycle Services

IT Consulting	Systems Integration	Network Services	Installation & Start-up Services	Migration & Transition Services	Maintenance Services	Support Service	Outsourcing & Management Services
IT architecture design	Application development & integration	Network planning and design	Multivendor hardware and software acquisition	Legacy system management	Proactive "healthcheck" and monitoring	Network and system management	Internet operations
IT planning, assessment and analysis	Enterprise applications	Network installation and certification	Interoperability testing	Client/server systems management	Preventative maintenance	Help desk	Application operations
Operations review	Enterprise platform design: 64-bit UNIX, Windows NT®	Network operations review	Staging and rollout	Phased knowledge and skills transfer	Remote and on-site fault isolation and resolution	Toll-free telephone support for end-users	Desktop operations
System/network performance	Business intelligence	Network integration	User and system orientation	System and network upgrades	On-site and off-site hardware maintenance	Technical support for system managers and software developers	Distributed systems Network operations
Desktop management	Mail and messaging/collaborative computing			System relocation and reinstallation	Software license subscription, update and distribution	Multivendor service contract and event management	Help desk operations Asset management
Security	Internet/intranet/electronic commerce/EDI			Asset recovery		Multivendor Support Services	Business recovery
Business continuity/disaster recovery	Industry-specific solutions			Ecological disposal and recycling			Transition/migration
Year 2000							
Service management/coverage							

1-888-202-GOV2

Every Compaq notebook, desktop, workstation, server and monitor we build is endowed with features that let you take control of the cost of running your agency's network. On PCs and workstations, you'll find Intelligent Manageability, a set of exclusive, standards-based solutions designed to significantly reduce the unforeseen management costs associated with day-to-day maintenance of your equipment and your network. From configuration to asset tracking and security, and software management to fault notification, Intelligent Manageability has all the tools you need to manage your network easily and affordably.

Compaq Insight Manager, the intelligent server management tool, is standard on all Compaq servers. Compaq Insight Manager gives you the flexibility to manage Compaq servers from leading enterprise management platforms like OpenView for HP-UX and Netview for AIX. For even more complete systems management, we've developed Compaq Systems Management Partnerships with industry-leading vendors such as BMC Software, Boole & Babbage, Cabletron Systems, Seagate EMS and Tivoli Systems. These partners have enhanced their products to integrate Compaq Insight Manager information, making Compaq systems the most manageable in your environment.

Compaq servers also feature SmartStart, a set of integration tools and utilities that optimizes platform configuration and simplifies server setup. From your server's operating system to your database, backup, Internet and management software, SmartStart makes the process of configuring and maintaining Compaq systems fast and efficient – saving you time and getting your system off to a good start.

Innovations like Intelligent Manageability, Compaq Insight Manager and SmartStart have made Compaq the #1 server supplier in the world, and the leading global PC brand. With the power to lower your costs built into every Compaq product, why build your government IT solution any other way?



Financing

Because your agency needs choice and flexibility in financing, too, Compaq offers a variety of options tailored to meet your IT budget requirements. Compaq provides the flexibility that allows state and local governments to stay current with the latest Compaq equipment and services, and to also purchase the non-Compaq peripheral products – like audio/video equipment, software and staff training – that result in a complete government IT solution.

The Compaq State and Local Government Financing Program includes:

- Long- and short-term financing options for the full range of Compaq hardware – from notebooks through networking products through enterprise-class servers.
- The industry's most comprehensive technology refreshment and upgrade program tailored to meet your agency's technology goals – year after year.
- An aggressive trade-in program for outdated computers.

With variable lease periods, customized purchase plans and variable upgrade schedules, we can help you create a more flexible, more cost-effective solution that's just right for you.

After all, you'll design it – around your individual needs.

Lower your total cost of ownership.

In fact, the Gartner Group estimates that 80% of the cost of technology comes after the initial purchase.* And an IDC study, "The Business Case for Investing in Manageable Systems,"** concludes that by increasing IT management efficiency and systems reliability, Compaq can help lower your management costs by as much as 32% – with savings that can add up to about \$410,000 per 100 users per year.

S E R V I C E S

S U C C E S S

Proven Solutions



When it comes to complete IT solutions for state and local government agencies, Compaq delivers. And not only do the solutions below empower our government customers with strategic answers to their needs, they can also be replicated in your agency — and tailored to your unique requirements.

Online Tax Filing System

Paperless tax processing increases state revenue.

The Massachusetts Department of Revenue (DOR) was looking to streamline its operations for both employees and constituents by implementing an electronic tax filing program.

Compaq Services (formerly Digital) designed a sophisticated, award-winning telefiling solution using a DIGITAL VAX system that was migrated this year — in partnership with Oracle — to a clustered Windows NT® platform. With this visionary plan, the DOR nearly doubled revenue per employee over the past five years — while trimming staff by 25%. Plus, the department keeps peak-season taxpayer phone call waiting time to nearly zero, and issues half a million taxpayer refunds in four days or less to customers who file by electronic means.

With the Telefile system, Massachusetts became the first state to achieve paperless tax processing — with tax return filing via touch-tone telephone for short-form filers. In 1997, more than 400,000 taxpayers took advantage of the Telefile system — for returns that cost the DOR 80% less to process than traditional paper-based returns.

“We look to Digital (now Compaq) for more than just hardware — we expect business solutions to the problem at hand,” says Vincent Piccinni, Deputy Commissioner for Information Services at the Massachusetts DOR.

“Digital (now Compaq) is very responsive to our needs,” says Piccinni. “And they’re willing to partner with other vendors to get the job done.”

Public Access Information System

Easy public and agency access to state licensing information.

As an agency within the Office of Consumer Affairs and Business Regulation, the Division of Registration is responsible for licensing and regulating the activities of more than 530,000 individuals, corporations and partnerships in the Commonwealth of Massachusetts. The office needed to be able to provide timely access to licensing information from all of the agencies and boards in the OCA to all of the agencies in the Commonwealth and to the public.

Compaq (formerly Digital) developed a solution that provides a common interface for all of the licensing requirements within OCA, as well as processes for storing information within each agency, division or board. Compaq provided the total solution — with application design, analysis, implementation, integration, consulting and project management.

Incident Tracking System

Centralized approach to crime-fighting boosts productivity.

The Boston Police Department needed a computerized crime-fighting tool for the 21st century — a sophisticated incident tracking system (ITS) that puts information at their fingertips to uncover trends and solve crimes. Working with the department, Compaq (formerly Digital) developed an ITS that provides a single point of data entry and access for reporting, data capture and analysis in the only Windows®-based integrated ITS in the country. “We’ve been waiting for a system like this for 20 years,” said William M. Casey, Deputy Superintendent of the department’s Information Technology Division.

Now officers can enter reports on victims, witnesses and property using notebooks at the scene or in their cruisers. Officers across town can also access this data to uncover information about suspects, track incident



activity and spot crime patterns. This centralized approach to crime fighting boosts productivity by saving hours of data entry and empowering officers to perform proactive police work.

Secure Web-Based Information Exchange

Tracking tool saves millions of tax dollars while increasing public safety.

The Department of Corrections of the State of California needed a way to provide local law enforcement agencies with current information about parolees throughout the state. The secure Web-based solution developed by Compaq (formerly Digital), which is called Parole LEADS, has saved millions of tax dollars and improved service and safety. Since the project's completion, Parole LEADS has received numerous awards both in the government sector and in the industry for its rapid development and use of the Internet.

The Parole LEADS application is a highly secure investigative tool which provides law-enforcement agents with the ability to make ad hoc inquiries against the parole database through the use of a conventional Web browser. The second phase of the Parole LEADS project takes crime-fighting to the next level with sophisticated imaging capabilities. Phase two allows the agent to see not only the textual detailed records, but also the parolee mug shots and an individual parolee

photo gallery and produce a suspect lineup. In addition, the agent has the ability to view through real-time GIS mapping the geographic relationship of parolees — such as a list of all registered sex offenders within a five-mile radius of a school.

The combined power of Compaq and their partner's expertise and experience has resulted in a high-quality product that is making a tremendous impact across the State of California.



Computerized Maintenance Management System

Faster response to customer calls.

The New York Department of Environmental Protection is responsible for the city's aqueducts, distribution mains and two water tunnels that each deliver one billion gallons of water each day. Almost eight million customers have the DEP's telephone number; and 300,000 use it every

year to register complaints about water, sewers, air quality, noise, broken and leaky water meters, hazardous materials, asbestos and industrial waste.

To provide rapid response to all these situations, the DEP's Department of Communications, Correspondence and Constituent Services runs a 24-hour help center devoted solely to fielding complaints and emergency calls. In recent years, the DEP's mostly mainframe-based IT systems have made it increasingly difficult to provide the level of response the agency would like to maintain.

But thanks to a statewide contract, the department is now working to install a new computerized maintenance management system which will rely on an Oracle database management system and run Microsoft® Windows NT® on a stored RAID array on twin Alpha servers. The new system will greatly improve the DEP's ability to respond to customers, perform work management and track and analyze DEP performance.

Electronic Document Management System

Automating paper flow from start finish.

Florida's Division of Licensing is responsible for licensure and regulation of private security, private investigative and recovery services industries, and the issuance of concealed-weapon and firearm licenses.

To keep up with the agency's vast paper flow, Compaq (formerly Digital) developed an NT®-based electronic document management system that could be easily replicated in any state or local government agency. The management system, which is useful for both electronic and paper documents, has been automated across the state — in eight district offices and 125 seats. It capitalizes on partnerships to deliver a solution that manages documents from start to finish. The solution includes production imaging, document management, electronic documents and workflow. Compaq Services (formerly Digital) built a system that seamlessly leveraged an existing production database for easy retrieval. Because the agency deals with undercover agents and other sensitive information, a high level of security has been built into the system.

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STORIES

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