

success story



challenge

HP Services needed to find the most efficient way to share intellectual capital among its various global practices, geographies and professional communities.

solution

Implementation of a customized version of Microsoft SharePoint Portal Server, Team Services and Windows Media Broadcast Edition on an HP ProLiant server across the worldwide services organization.

impact

- **improved knowledge sharing** — users within a defined community can subscribe to information easily
- **empowered global communities** — fast, cost-effective information sharing creates an agile corporation

"We're breaking down the barriers to knowledge generation, sharing and reuse, with the help of the Microsoft Solution for Intranets."

Craig Samuel, Chief Knowledge Officer,
HP Services

three-tier architecture

unlocking hidden business value in today's global organization

With 38,000 service consultants and professionals at work in more than 200 countries around the world, HP Services' most valuable asset is its wealth of collective knowledge and experience.

"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 opportunities," says Craig Samuel.

Microsoft Solution for Intranets — a natural fit

Within HP 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 as a source for general information. The second tier supports dynamic information sharing among many defined communities within the global organization. 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 HP 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. Microsoft offers a seamless solution that is cost-effective and fast to deploy."

successfully piloting a customized SharePoint Portal Server solution

HP Services is implementing a customized deployment of SharePoint Portal Server running on ProLiant servers.

"We first piloted SharePoint Portal Server with our Microsoft Technology Community of more than 3,000 users," says Veli-Matti Vanamo, technical consultant with HP 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."

Building on the basic portal solution, HP 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 HP 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 a Microsoft Outlook e-mail box.

hp services

an impressive return on investment

The SharePoint Portal Server solution is being rapidly phased in to more communities using the best practices the HP 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 number of resources spent on creating and controlling documents. We estimate that the direct savings will exceed US\$1.5 million.

"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 from SharePoint Team Services

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

"Like many other companies, information is the lifeblood of our business."

Craig Samuel, Chief Knowledge Officer,
HP Services

adding media broadcasting into the mix

HP 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. "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 that come with experience

Samuel concludes, "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.'"

contact

For more information contact: **Craig Samuel at Craig.Samuel@hp.com or visit: www.hp.com/solutions/activeanswers/sharepoint**

Technical information contained in this document is subject to change without notice.

Microsoft is a registered trademark of Microsoft Corporation in the U.S. and other countries. All other names and products are the property of their respective companies.

© 2002 Hewlett-Packard Company. All Rights Reserved. Reproduction, adaptation or translation without prior written permission is prohibited, except as allowed under the copyright laws.

Project #177Z-1002A-WWEN

October 2002

what makes it work

- hp ProLiant DL380 server
- hp ProLiant ML350 server
- hp ProLiant DL580 server
- hp StorageWorks RA4100 SAN
- Microsoft Windows 2000 Server
- Windows 2000 Advanced Server
- Windows XP

Microsoft Solution for Intranets includes:

- SharePoint Portal Server
- SharePoint Team Services
- Windows Media Broadcast Edition
- SQL Server
- Office XP

