success story

hp invent

> "HP Express Service for MIS 2002 combined the HP solution set and consulting to give us a good understanding of a mobility solution's usability and economy."
>
> **Frank Ramirez**, Director of Business Products, T-Mobile USA

summary

T-Mobile USA used the HP Express Service for Mobile Information Server (MIS) 2002 to evaluate the latest mobility technologies and develop a strategy on how to best deploy mobile-enabling technologies to the workforce.

challenge

The mobile telecommunications subsidiary of Deutsche Telekom AG, T-Mobile USA is the fastest-growing national and third-largest global wireless carrier. T-Mobile provides voice, messaging and high-speed wireless data services to more than eight million customers and owns the largest public WIFI network worldwide. To improve responsiveness — a crucial service component for T-Mobile's enterprise customers — the company wanted its business sales force and executives to have wireless, real-time access to Microsoft Exchange data, including e-mail, calendar and contacts, as well as intranet data. "Before making a decision about broadly deploying any technology, our diligence process requires that we fully assess the impact on our organization, both in terms of usability and cost," says Frank Ramirez, director of business products.

T··Mobile·

solution

T-Mobile engaged HP Services to provide its HP Express Service for MIS 2002, which includes hardware, software and services for a 60-day evaluation period. For T-Mobile, the trial solution included Active Directory, an Exchange 5.5 bridgehead, Exchange 2000, MIS Enterprise Edition, and Internet Security and Acceleration (ISA) Server — each on its own HP ProLiant DL360 server.

To help T-Mobile assess ROI, HP Services integrated Microsoft MIS with HP OpenView Internet Usage Manager (IUM) software, which monitors the behavior of users and their consumption of bandwidth. T-Mobile used this tool to evaluate the impact of MIS internally on its resources as well as gain insights into the MIS solutions impact on its enterprise business customers. "As a customer-focused organization, T-Mobile evaluates solutions not only from our perspective as a carrier, but also from the perspective of our enterprise customers," says Ramirez. "It's the only way to make sure our business solutions meet our customers' needs," stated Ramirez.

results

As a result of the HP Express Service for MIS 2002, T-Mobile determined it would attain maximum business benefit by adopting MIS after migrating from Exchange 5.5 to Exchange 2000. The company also gained the tools and knowledge to tailor its mobility solutions to customers' unique business requirements, such as balancing costs against the frequency of e-mail downloads. Ramirez concludes, "HP's breadth of knowledge — devices, application servers, Microsoft Exchange, wireless networks and carriers — makes HP uniquely qualified to advise on mobile messaging solutions."

contact

For more information contact: Kathleen Sullivanor
at Kathleen.Sullivan@hp.com
or visit: www.hp.com/solutions/microsoft/mis

at a glance

challenge

• evaluate leading-edge technologies and develop an enterprise mobility strategy to maximize ROI and meet expectations of demanding users

• monitor mobile user behavior and data consumption to determine optimal configuration for usability and costs

solution highlights

hardware

• five ProLiant DL360 servers

• PocketPC 2002 Phone Edition

software

• Microsoft Mobile Information Server 2002

• Internet Security and Acceleration Server 2002

• Microsoft Exchange 2000

• Microsoft Exchange 5.5

• HP OpenView IUM

services

• HP Consulting and Integration Services

results

• understanding the impact of mobility on the organization

• development of enterprise mobility strategy and rollout plans with clear view of ROI goals and how to attain them