



HP Halo Managed Services

Overview

HP Halo Managed Services provide customers with a global, end-to-end, fully managed service, allowing them to focus completely on using HP Halo and other video conferencing investments for faster business results while HP manages the day-to-day operations. Within HP Halo Managed Services, there are two distinct offerings – the HP Halo Telepresence Service for Halo telepresence customers, and HP Halo Video Collaboration Service for endpoints from other vendors.

Both managed service offerings are comprehensive and offer best-in-class service that starts with the Halo Video Exchange Network (HVEN), a dedicated fiber optic network designed specifically for optimal and reliable video collaboration. With the HVEN, customers enjoy bandwidth that is always available. Additionally, all Halo-managed service customers are able to utilize HP Halo Multipoint, which allows customers to connect to multiple locations around the world at one time, including studios and locations inside *and* outside of their own company. Consequently, customers can easily collaborate face to face with their suppliers, vendors or partners in real time, anytime.

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HP Halo Telepresence Service

Customers utilizing HP Halo Telepresence Solutions – including HP Halo Collaboration Studios, HP Halo Meeting Rooms and HP Halo Collaboration Centers – can achieve world-class visual communications with the HP Halo Telepresence Service. This offering is HP's most comprehensive suite of fully managed services for HP Halo customers. Customers are able to offload high IT demands and take full advantage of reliable and carefree HP Halo Telepresence Solutions, with dedicated HP professionals performing ongoing proactive checks and maintenance at no additional cost. In addition, HP Halo Telepresence Services provide highly responsive worldwide support, including remote diagnostics and calibration, ongoing service and repair, and a 24/7 Concierge service, a feature that comes standard with this service and is optional with the HP Halo Video Collaboration Service.

Customers of the HP Halo Telepresence Service will enjoy Technology Refresh, which ensures that all components critical to maintaining the Halo experience remain current and that all Halo endpoints remain compatible.⁽¹⁾ Additionally, customers will benefit from in-depth account management, complete with periodic account reviews. As always with HP, customers can be sure that security is a top priority and a key benefit of utilizing HP Halo Telepresence Services. HP Halo provides customers with AES256 encryption, the highest level of security commercially available for video communication.

HP Halo Video Collaboration Service

The HP Halo Video Collaboration Service is available to customers using endpoints from

other vendors – including desktop and meeting room applications to larger telepresence offerings. This service enables those customers to host their endpoints directly on the private, dedicated HVEN, versus utilizing corporate networks that are not designed for optimal video collaboration. The Halo Video Exchange Network and TANDBERG's network infrastructure technology allow users to enjoy increased reliability and flexibility, along with improved video and audio quality. These improvements in the overall video collaboration experience can drive significantly higher usage rates, increasing productivity at the workplace while decreasing travel costs and carbon emissions.

The Halo Video Collaboration Service provides management and support from HP, including 24/7 monitoring of network activity, technical support, directory management and auto meeting initiation. The service also includes the capability to connect to other videoconferencing solutions, both on and off the HVEN, enabling customers to collaborate even more effectively with colleagues, partners, vendors and suppliers. Customers can make business decisions faster and with greater control using a fully HP-managed communications solution engineered for simplicity – from desktop to immersive telepresence.

Pricing and availability⁽²⁾

The HP Halo Telepresence Service is \$18,000 monthly per HP Halo Collaboration Meeting Room or Halo Collaboration Studio and \$9,900 monthly per Halo Collaboration Center and is currently available worldwide. The HP Halo Video Collaboration Service is expected to be available for delivery in the first half of calendar year 2009 and pricing will range from approximately \$1,000 per month to approximately \$12,000 per month, depending on types of collaboration solutions being placed on the network. These costs are for major cities in the United States and Western Europe. Fees may vary in other regions.

⁽¹⁾ Does not include any components or elements that change the functionality of the endpoint, and does not guarantee that the Halo experience will be enhanced beyond what the customer originally purchased. Technology Refresh updates are released solely at the discretion and timing of HP.

⁽²⁾ Estimated U.S. street prices. Actual prices may vary.

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