HP ENTERPRISE COLLABORATION

Connect. Engage. Get IT done.

What is HPEC?

HP Enterprise Collaboration (HPEC) helps workers get more done by facilitating organized, context rich conversations around both structured and unstructured IT processes. By seamlessly integrating with existing HP and 3rd party IT applications, as well as common communication tools like email and chat, HPEC helps users unify their IT environment and effectively leverage resources across the organization.

HPEC offers many features, including:

Context-based conversations — HPEC eliminates the need to manually provide relevant background to an issue. Conversations automatically include detailed context, such as incidents, defects, and event logs, for easy understanding

People finder — With an integrated people finder capability, experts and colleagues relevant to the context are suggested and can be easily added to the conversation. Participants can also be marked as "required," indicating that EC should contact those participants via both email and IM.

Multiple access points — Participants can contribute to conversations without having to log in to the application directly. Users also have the option to access conversations via the HPEC interface or using email or chat.

Knowledge management — Conversations are automatically archived and contribute to the organization's knowledgebase. Advanced search capabilities allow easy access to this information for future reference.

How can HPEC help your business?

HPEC enables organizations to utilize the full potential of their resources across silos. HP understands the value of minimizing TTR (Time to Resolve) for incidents in order to maximize customer satisfaction. With HPEC, IT workers can start a conversation from within an IT management application. HPEC suggests additional contacts to add to the conversation. With multiple access points, participants do not even need to be online or logged into HPEC to participate in the discussion.

The value of collaboration is maximized when it extends across the entire ecosystem. Hence, HPEC offers out-of- the-box integration with many popular HP Software products, including: HP Service Manager, HP Application Lifecycle Management, HP Business Service Management, UCMDB Configuration Manager, and the Closed Loop Incident Process (CLIP) solution. Additional integrations for other HP and 3rd party products will be available soon.

For more information

Visit the HP Enterprise Collaboration webpage on HP.com — **www.hp.com/go/HPEC**

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