

Customer and Solution Analysis

This overview covers a recent win for En Pointe in the HP Solution Elite program.

Product: HP Blades & Exchange 2007

Market: SMS&P – Medium Business (<500 seats)

Vertical: Health Care

Territory: Northwest

HP / Microsoft / En Pointe Alignment

- In November 2007, En Pointe hosted a seminar at the local HP office.
- Microsoft and HP presented the benefits of running Exchange on HP Servers and Storage.
- Here are a couple of comments from attendees:

"As the week closes, I just want to take this opportunity to extend my appreciation for the successful installation of our new HP Blade system and SAN. Your engineer has proved to be one of En Pointe's most valuable resources. His technical competence is immense and is able to effectively articulate complex technical information. Well done."

- Information Technology Manger

"Thanks for setting up such a great event. This a good way for exposure to Microsoft technologies that we may sometime hear and read about but not actually talk to the people in the know."

- Systems Administrator, Information Technology

Customer Acquisition

- Attendance at the Solution Elite event and pending Exchange 2007 project led to En Pointe's introduction with the customer.
- En Pointe provided technical resources via the En Pointe Global Services team to assist with their hardware planning and Exchange infrastructure.
- En Pointe had local presence with the client and helped to develop the holistic value-add (hardware, software and services).
- The customer attended a local Microsoft Enterprise Agreement Club event.

Customer Service

- En Pointe engaged both internal and external resources to assist with 'best-practice' sharing for the deployment of Exchange 2007.
- En Pointe utilized HP Solution Elite resources to meet the customer's needs.
- En Pointe arranged escalation via HP for hardware delivery issues to ensure high customer satisfaction.
- En Pointe Global Services facilitated a successful hardware and Exchange 2007 deployment exceeding the customers' expectations.

- En Pointe signed a Microsoft Change of Channel Partner, and is now managing all aspects of the customers licensing contracts.

Why En Pointe Won

- En Pointe acted as a local, single point of contact for the customer and engaged all the appropriate field contacts (HP, Microsoft, and EPGS).
- En Pointe provided information and tools to help validate the migration path.
- En Pointe leveraged the unique features of the HP Solution Elite program.
- The Solution Elite and MS events showcased the En Pointe, HP, and Microsoft partnership.
- En Pointe has a strong value proposition to customers for future engagements -- encompassing hardware, software and services.

About En Pointe Technologies

Since 1993, En Pointe Technologies (NASDAQ: ENPT) has been the trusted advisor to thousands of I.T. departments within the commercial and enterprise sector along with government/education institutions nationwide. En Pointe provides I.T. hardware fulfillment, software licensing, information security, managed, and professional services.

Quick Stats:

- Fiscal 2008 revenues ~ \$300 million.
- Over 500 employees in U.S., over 1,000 overseas.
- Head-quartered in Los Angeles with presence throughout the United States.

Unique capabilities around Hewlett Packard

- Solution Elite - Unified Communications
- BladeSystem – Servers and Storage Elite
- HP Services Sales Elite
- Office Printing Elite
- Public Sector Elite – Federal Government
- Public Sector Elite – Higher Education
- Public Sector Elite – State and Local Government
- Thin Clients Elite

Trusted advisor

- Microsoft Gold Certified Partner
- Microsoft Security Software Advisor (SSA)
- Microsoft Services/Solutions Large Account Reseller (S-LAR)
- Microsoft Enterprise Software Advisor (ESA)
- Symantec Platinum Partner, Partner of the Year 2005
- Cisco Gold Certified Partner
- VMware VIP Partner

<http://www.enpointe.com/HP>

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Produced by the Hewlett Packard Business Development team at En Pointe.
Email: hpteam@endpointe.com