



HP Acquires Two ITIL®/ITSM Education and Consulting Companies

Frequently Asked Questions for HP Customers

May 5, 2004

What is HP announcing?

HP is announcing the acquisition of two highly regarded IT Service Management (ITSM) education and consulting companies. These companies are ManageOne, a privately held company based in Dallas, Texas, and CEC Europe Service Management Limited, a privately held company based in Norwich, UK. Both companies will expand HP Services' portfolio of services, further enabling us to deliver excellent adaptive management solutions to our customers. Terms of the agreement, which are subject to customary closing conditions, are not disclosed.

Why is HP acquiring ManageOne and CEC Europe Service Management Limited?

The acquired companies bring with them a wealth of expertise, which will augment HP Services' existing capabilities to offer the greatest breadth, depth and global ITSM expertise to our customers.

Furthermore, these acquisitions:

- Enhance HP Services' ability to help customers transform from a technology provider to a business-driven, lean provider of services with improved operational efficiency, sustained affordability and flexibility to drive business agility for an adaptive enterprise
- Reinforce HP's leadership in IT Service Management by adding some of the industry's most highly regarded ITSM experts and additional high quality content, and by furthering HP's commitment to IT Infrastructure Library (ITIL®) standards
- Expand HP's IT Service Management solution offering to provide customers with the best and broadest range of ITSM services, extending HP's leadership in Business and IT Service Management by utilizing best practices based on the ITIL®

How do these acquisitions further HP's Adaptive Enterprise strategy?

Whether customers choose to manage IT themselves, outsource or utilize a combination of both business models, HP Services can help them on the Adaptive Enterprise journey to deliver best-in-class services at the best-in-class price, maximizing the customers' investment in people, process and technology. These acquisitions add highly skilled ITSM consultants, trainers and content to HP Services. ManageOne and CEC Europe Service Management Limited have proven ITSM expertise in helping their customers in Europe and North America achieve greater IT agility and efficiency by improving service levels while reducing cost. This expertise

will augment HP Services' current abilities to provide customers with the quickest route to achieving their IT goals.

Why did HP Services select ManageOne and CEC Europe Service Management Limited versus other Service Management companies? The two companies that HP is acquiring have deep experience and intellectual property that best complement HP's current strategy and capabilities. ManageOne and CEC Europe Service Management Limited have well developed consulting and training methodologies and high quality content that will strengthen HP's current solutions approach, ensuring that we provide the best and broadest training and consulting services to our customers.

What additional expertise and intellectual property do ManageOne and CEC Europe Service Management Limited bring to HP Services to complement HP's current solutions?

Both companies bring expertise and content, which complement and augment HP's current ITSM capabilities:

- ManageOne and CEC Europe Service Management Limited bring with them highly experienced principals and senior consultants, with an average of ten years in the practice.
- The principals have been instrumental in creating and driving the ITIL® standards and the adoption of ITSM in the market; forming regional ITSM Forum (itSMF) chapters in South Africa, U.S.A. and the United Kingdom. They are either existing or former itSMF board members.
- David Wheeldon, CEC Europe Service Management Limited principal, is the chairman of the British Computer Society's Information Systems Examination Board (ISEB) and an examiner for EXIN (Examination Institute) in Netherlands. ISEB and EXIN are both ITIL® examination and certification bodies. In addition, David sits on the panel for BS15000.
- Ken Hamilton, ManageOne principal, is a past president of the itSMF US chapter.
- David Cannon, ManageOne principal, helped to establish the itSMF chapter in South Africa and is also a member of the itSMF International board.
- ManageOne and CEC Europe Service Management Limited bring highly respected thought leaders that have been involved in writing and reviewing the original ITIL® books, and have continued to be actively engaged in the development of ITIL®. ManageOne's consultants have also contributed to the development of Microsoft® Operations Framework.
- Both companies are renowned for their high quality ITSM training and consulting services, which have helped customers like Boeing and UNICEF to solve their business and IT challenges.



What impact will these acquisitions have on HP customers?

Both ManageOne and CEC Europe Service Management Limited were chosen because of their commitment and dedication to quality. The high-quality services that the Hewlett-Packard Company offers will now be expanded through the addition of these outstanding companies. The initial impact of these acquisitions will be positive and seamless for HP customers. You will experience:

- The benefits of additional high-quality HP resources
- More comprehensive portfolio of services
- No change in currently scheduled engagements
- Fulfillment of current commitments
- No interruption of service

What impact will these acquisitions have on ManageOne and CEC Europe Service Management Limited customers?

The impact of the acquisitions on these customers will be positive, providing them an expanded portfolio of services, access to HP solutions and expertise to help solve their most challenging business and IT challenges, and global reach.

Will HP continue to focus on the same type of management tools, training and consulting services?

Yes. HP will continue to provide the best and broadest range of Business and IT Service Management education, training and consulting. The acquisition of ManageOne and CEC Service Management Limited affects our tools and services by increasing our capabilities with additional, highly regarded industry experts and content, and further enables our commitment to providing expert global solutions to our customers.

If I am currently signed up to take a training class through HP Services, will I be affected by this transition?

No. All current engagements will be fulfilled and there will be no interruption of current HP education and training services.

Will I still be given the same personalized service and flexibility that ManageOne and CEC Europe Service Management Limited currently provides?

The personalized service and flexibility that ManageOne, CEC Europe Service Management Limited and the Hewlett-Packard Company currently offer will continue to be provided to our customers. The difference is that now their proven excellence in ITSM will be combined with HP's world renowned dedication to innovation, experience and high quality of service.

