



IN THIS ISSUE

We're focusing on Compaq's line of communications software which will keep all your workers in touch with each other and allow them to share vital documents, whether they're in the next cubical or around the world.

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It Helps to Have Help.....

HOUSTON, March 4, 1999 - According to a study released recently by Creative Networks, Inc., customers partnering with external IT services companies to plan, design, and implement their Microsoft Exchange messaging environments reduced their total cost of ownership (TCO) by 22 percent and more than tripled their return-on-investment (ROI). Focusing on large enterprises deploying Exchange solutions, the survey compared ROI for organizations using Compaq Computer Corporation's messaging and collaboration services to augment their IT resources to those using internal IT staffs exclusively.

The study found that Compaq Services' customers were able to achieve "steady state" of their Exchange implementations twice as fast as customers using only their own IT staffs. Additionally, because Compaq customers' systems are more stable and the service levels are higher, these companies also benefit from a lasting value based on substantial cost savings over time. In fact, Compaq Services' customers were able to lower their first-year costs to deploy Exchange by 27 percent.

"The faster an enterprise messaging system is deployed, the faster the payback and the productivity benefits," said Jacqueline Kahle, vice president of Messaging and Collaboration Marketing for Compaq Services. "This study clearly shows that customers can implement Microsoft Exchange faster and with lower total costs by using the proven methodology and expertise of Compaq Services."

Welborne Associates is part of that Compaq Services System. Trained and ready to help you find the best systems to support your needs, quickly, efficiently, and with the least downtime possible.

Study Compares ROI

The TCO study focused on ROI for large enterprises deploying Microsoft Exchange. CNI conducted surveys with nearly 100 organizations deploying Exchange using either internal IT resources exclusively or Compaq's messaging and collaboration services to augment their own staff. The research showed a lower TCO and higher value over time for organizations using Compaq Services because of the following significant findings:

- Compaq customers achieve "steady state" twice as quickly as customers relying solely on their own resources. In addition, total first-year costs to deploy Exchange were 27 percent lower.
- During deployment, nearly twice as many non-Compaq Services customers reported an increase in overall messaging system downtime as compared to Compaq customers.
- The service levels are higher for Compaq customers, averaging 99.3 percent versus 97.8 percent for customers using only internal resources.

For example, Welborne Associates recently helped one of our clients, a national trucking company, link all their staffs. They have sales staffs working all across the United States, and each was set up with access to the company's website, with Tunnel providing security. Now each salesman can access company records, send in reports and stay in constant communication with all the support he needs, wherever he is. The company's business has increased and costs lowered significantly since the system has been put in.

Welborne Associates works side by side with the client as partners, and this good working relationship, coupled with 30 years of experience, is critical to the success of any new system.

Welborne Associates is dedicated to providing the equipment and knowledge to enable organizations and businesses to make the most of their solutions. If you'd rather access this document live on the web, click on: <http://www.welborne.com> and follow the links to the current newsletter.

If you find this newsletter useful, feel free to forward it to an associate, or send an email to info@welborne.com, to add someone else to our mailing lists. Make sure you give us all the information we need to add that person to our mailing lists, and we'll send them a newsletter by email in the future.

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Compaq Work Expeditor

Bringing world-wide work management, collaboration, and knowledge management solutions to your organization.

Compaq Work Expeditor is a Work Management system for organizations that use Microsoft Exchange for their mail and messaging infrastructure.

Work Expeditor enables enterprises of any size to efficiently and effectively execute document based business processes by managing activities, documents and business data as it moves through an organization, from inception to completion.

The purpose of COMPAQ Work Expeditor is to speed-up the execution, reduce the cost and enhance the quality of work. Good examples of the type of work that can be managed through Compaq Work Expeditor are:

- **Case Files** in a legal department, a police organization, a local government, a ministry and similar organizations.
- **Case Files and/or Account Files** in Call Centers
- **Management Information Files** in any organization.
- **Account Management Files** in a Sales or Account department.
- **Publication & Documentation Files** in a Marketing Communication department.
- **Project Files** in an R&D organization, a production department or a service organization.
- **Product & Price Files** in a product management department.
- **Warranty Claim Files** in a purchasing department.
- **Capital Expenditures** in a finance department.
- **Patient Files** (Medical Records) in a hospital.

These are just some examples of how Work Expeditor can help an enterprise to organize its work more efficiently. Jim Welborne attended training to become familiar with the features of Work Expeditor to be able to identify many other opportunities appropriate to your particular organization.

Compaq Work Expeditor introduces a number of new areas of functionality to a Microsoft Exchange implementation:

1. A business oriented security framework

Access is controlled to individual items and folders in such a way that the security definitions that reflect business procedures are easy to define and deploy.

2. Document Management Services

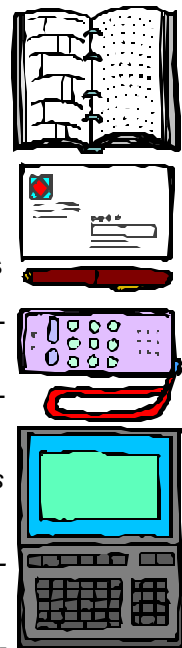
Documents and forms can be used in mission-critical transaction-oriented business environments.

3. Workflow Services

Work items (individual documents or complete folders) can move through the organization according to business procedures

4. Solution Configuration, Integration, and Management.

Enterprise-specific implementations can be created and deployed in a centrally managed way.



Microsoft Outlook

Microsoft Outlook is the preferred client system for Microsoft Exchange Server. Outlook is a full-featured e-mail client that also includes many groupware features, including calendaring, task lists, contacts, and the ability to access public folders stored on an Exchange server. These features can be exploited to support collaborative working within an enterprise.

Outlook clients access data on servers through MAPI Information Service Providers. An information service provider specifies the set of features available on a server and makes those features available to clients in a consistent manner. Services provided by Microsoft Exchange include messaging, calendaring, and the global address list.

Work Expeditor is implemented as a MAPI information service. This means that all of the functionality in Work Expeditor is made available to Outlook clients in exactly the same way as the other services users are accustomed to. Put another way, Expeditor work items are manipulated in folders in exactly the same way as messages and documents are used with Exchange private and public folders.

The Work Expeditor Repository

Compaq Work Expeditor uses a client-server architecture. The client side component provides the Work Management information service to Outlook clients. The server side component controls a Repository that holds all the data elements of a Work Expeditor application. The Work Expeditor server contains:

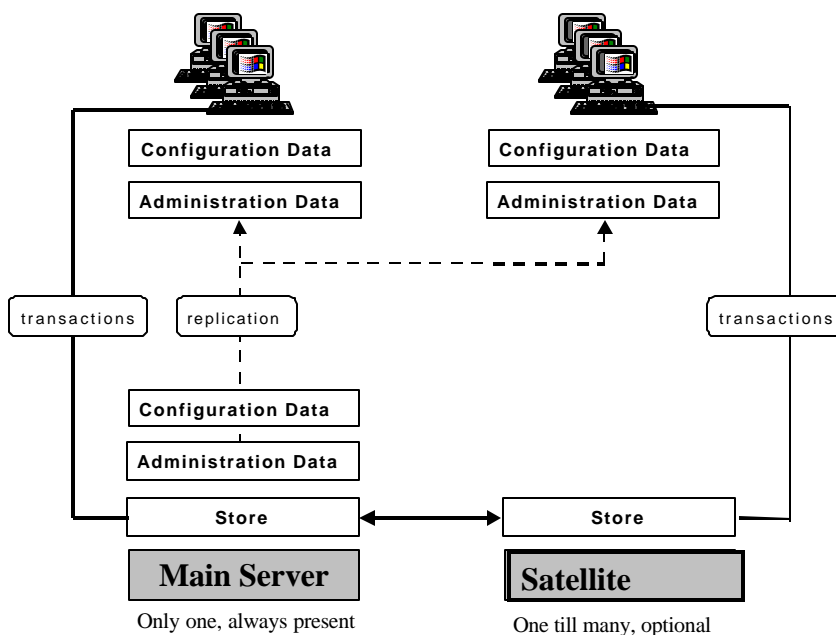
- The Configuration Data
The definitions of the structure and behavior of all work folders that are used in a specific application. This information is normally maintained by an application developer or third-party Solution Provider.
- The System Administration Data
Runtime information such as user definitions, roles and security rules. This information is normally maintained by a System Administrator.
- The Store
The Store contains the contents and status of the Expeditor folders and their items for all users, just as the Exchange Information Store holds the data for user mailboxes and folders. This information is controlled by the Work Expeditor application functions.

The Repository can be installed centrally on a single server. But if required it is also possible to distribute the Store across multiple servers. Stores are often distributed when Work Expeditor users are dispersed geographically.

The Configuration Data and the System Administration Data are always present on the same server. This server is called the Expeditor Main Server. If an additional Store server is installed, it is referred to as an Expeditor Satellite Server.

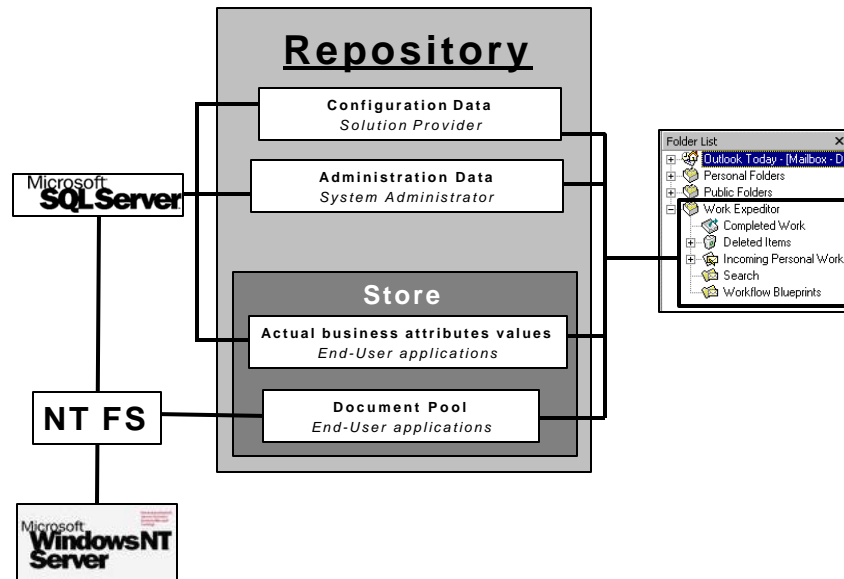
The Configuration Data and the System Administration Data that is present on the Main Server is replicated to local cache files on all client systems, including any that are connected to the Satellite Servers. Every time a client system logs-in, the cache status is checked to decide whether it should be refreshed because some configuration data has been changed. When the Main Server is not available for one or other reason, the client systems can continue with the existing data. This implementation avoids any risk that the Main server becomes a single point of failure.

An Expeditor Store that is distributed across multiple servers presents itself to users as a single data source. When a user requires access to data that is physically present on a Store component that resides on another server, the Work Expeditor server transparently fetches the data from the other server. The transparent nature of this activity makes it advisable that Work Expeditor servers are interconnected to the main server with a bandwidth that can support the expected volume of "inter-store traffic".



The Expeditor Repository is physically implemented as a SQL Server database that is extended to use a set of NTFS directories. The NTFS directory structure is referred to as the document pool, and is used to hold the files that physically represent work items, such as documents and forms. The SQL Server database holds all structured information related to work items, including details of the access control that is enforced for folders and individual items.

Access to the Repository is restricted through the Work Expeditor functions in Outlook or through the Work Expeditor programming interfaces. Direct access to the SQL database tables and the document pool is protected. Pre-defined procedures guarantee the systematic and consistent production of back-ups in which all information, whether on the main server or on satellite servers, in SQL databases or Document Pools, is treated as one logical database.



Complete Exchange Management with Predictable Costs

Exchange Utility Service is the latest utility-based offering from Welborne Associates in conjunction with Compaq Services. This service provides customers complete lifecycle management of their Microsoft Exchange environment for a fixed monthly price per seat. Exchange Utility Service covers a broad spectrum of management needs based on proven methodologies and experience to offer customers predictable costs, accurate budgeting, and rapid deployment of services. Lifecycle services range from acquisition and implementation to training, support, and integration of new capabilities, helping customers reduce their cost of ownership and administrative workloads, and minimize retraining of employees as they move into new positions. The services include:

- Installation and configuration of hardware and software
- Microsoft Exchange server management
- System management and monitoring
- Guaranteed information delivery and response
- Statistics and asset tracking
- Web-based tools to support the administrative tasks of Move, Add, and/or Change
- Help Desk escalation support
- Windows NT system and user administration, and Public Folders management
- Custom versions can include end-user Help Desk, Compaq's PC Utility Service, and additional lifecycle services

In addition, Compaq's innovative Exchange Utility Service is being extended to include support for the Work Expeditor collaboration product. The Exchange Utility Service offers customers the guarantee of a fixed price per seat per month to operate a Microsoft Exchange environment. By extending this same benefit to Work Expeditor, customers can now have a completely predictable collaboration environment as well.

Also, Compaq announced that its Work Expeditor for Microsoft Exchange is now Microsoft BackOffice certified. As a result, BackOffice users can confidently develop collaboration and work management solutions using Compaq Work Expeditor's comprehensive, advanced capabilities.

Welborne Associates specializes in keeping business communicating, go to: <http://www.compaq.com/solutions/messaging/services/pr-sep08-a.html#utility> or give us a call to find out how to sign up for this valuable service.

Expeditor Work Items

Expeditor Work Items are folders and items that are controlled by the Work Expeditor business logic. Their data are stored in the Expeditor Repository to which end-users can have access by having the corresponding Views on their Outlook desktops. The specific added value of the Expeditor Work Item concept is in the support for advanced Work Management functionality that can be grouped as follows:

- A “Business Aware” Security Framework
- Document Management Services
- Workflow Services
- Solution Building & Implementation Services

All these functions can be activated through an Outlook menu section that becomes available as soon as an Expeditor Work Item gets the focus. It is also possible to activate these functions using the Property Pages of the View. Because of limited space here, we will explore only an abbreviated part of the functions.

The Business Aware Security Framework

Expeditor work items are protected by a security framework that is capable of protecting the business information in the Store at the most detailed level. This means that not only the access to folders can be controlled but also the access to individual documents and forms. It is even possible to set a separate security definition on a single item on the single instance of a form.

Apart from that, the security definitions are not restricted to basic actions such as “read” or “write”, but they also contain typical work management functions such as “share” and “forward”. To make this security framework manageable in dynamic enterprises, the Access Control Lists that hold the security definitions, are connected to a detailed organizational description of the enterprise or the department. This means for example that roles can be used instead of individual names. It also means that the access can be made dependent on someone’s position in the organizational hierarchy. The simple assignment of a new role to a specific user is sufficient to give this user access to all the relevant business information that is needed to do his new job.

The security framework does not only protect the information to the end-user community, it is also active at the level of the programming interfaces making Work Expeditor an ideal tool for highly secure environments.

The Document Management Services

An important starting point behind the Work Expeditor concept is that it should be possible to let the documents and forms themselves be the elementary components in transaction-oriented business-processes. This means that the same type of functions need to be supported that normally can be found in database-centric systems, such as transaction logging and the registration of enterprise-specific data-attributes

To make this possible, Expeditor Work Items support the following specific Document Management functions:

- Version Control.
For every document or form historical versions can be stored. New versions can be created on-demand, for example to save a specific status, or they are created automatically by the system, for example when the system detects that a user makes an update on information that originally was created by a co-worker.
- Transaction Logging.
Every action on every Work Item is logged by the system to make every single piece of information traceable and auditable. A dedicated history report function is available that can produce historical transaction-overviews on demand.
- Electronic Approvals
Users can put an electronic approval on folders or documents to give them a specific status. This status can, for example, be used as a routing condition in a workflow process or to bring a document in a final state that can no longer be changed. Several levels of approvals are supported ranging from “initial” and “final” to “disapprove”.
- Custom properties and behavior
The Solution Provider can define specific Work Item structures using a System Configuration tool. Every Work Item, including folders, can hold custom properties. These new data fields can be maintained by end-users. If needed they can be protected for manual input, for example because of their use in application functions. In the structure definition of an Expeditor Work Folder it is possible to define what type of information must initially be present in the folder and what type of information is allowed to be stored inside.
- Server based control
The Work Items in the Expeditor Store will always stay under control of Work Expeditor. Normally this control will be hidden for end-users, like with the access-control checks. But there are some circumstances that this “active control” becomes visible, for instance after an eventual system breakdown of the client-system during the editing of a document. In that case Work Expeditor can, after the re-login of the user, activate a safety copy of the document that automatically has been produced on the server on regular intervals. The length of the intervals can be set by the Expeditor System Administrator. The activation of this service is independent from the capabilities of the editor that was used.

Workflow Services

The collection of someone's Work Expeditor Views gives a detailed overview of the "work-in-progress" of the individual. This work-in-progress can be controlled manually, using the Expeditor commands "share" and "forward". "Sharing" is done when there is a need for parallel co-working, the result is that one or more co-workers will receive a View on the same Work Item. The "forward" command can be used for sequential steps. It will result in the removal of the View from the desktop of the originator and the delivery of the same View on the desk of one or more co-workers. A Work Expeditor workflow can be defined as the collection of share and forward actions, including the execution of the associated activities, that were needed to complete a specific business process.

Instead of the manual control that is explained above, there is also the option to let the system control the process. For this purpose workflow-templates can be designed that can be connected to any Work Item. An end-user who is working on a Work Item that is controlled by such a predefined workflow-design only needs to report the Work Item to be "completed". The required sequence of "sharing" and "forwarding" actions will now be executed automatically. In such an automated process it is still possible to include steps that are manually controlled, making Work Expeditor an ideal "tool-of-the-mind" for knowledge workers.

The following specific features are supported:

- Graphical blueprint editor-*Every folder or single document can have a workflow-design attached. Such a workflow design is called a workflow blueprint. Blueprints are designed with an easy-to-use graphical editor. They can both be pre-designed as templates but they can also be made on-the-fly for one-of-a-kind type of processes. The business nodes in the workflow designs can be identified with roles instead of the names of the individual users, making the blueprints easier to maintain.*
- Content based routing-*Workflow blueprints monitor the work-in-progress. Workflows can split into parallel streams that eventually later on join. Workflow steps can be made dependent on an extensive set of pre-and post-conditions using all available business attributes, such as the transaction paradigm, allowing for the robust implementation of mission-critical processes in which all parallel workflow streams still get access to the same (shared business data).*
- Event notification-*Users can register interest in specific folders or documents. After the setting of the interest registration, the user is automatically notified when a specific event, such as the creation of a new version, occurs.*
- Deadlines-*Every stage in the process can have a deadline. When a deadline expires, the individual who is responsible will automatically be notified.*
- Status Tracking-*For every active workflow an extensive status-sheet is maintained. This sheet contains information about where the Work Item has been, where it is now, and where it still needs to go to. This status-sheet is in fact a special presentation of the workflow-blueprint.*

Work Expeditor Prototype Opportunity

Now there is a unique opportunity to try Compaq Work Expeditor for a 60 day trial. If you purchase the Prototype package, a representative of Welborne Associates and a representative of Compaq, who worked as an architect of the program, will work with a representative of your company to set up a trial example on your system.

The Work Management consultants will work together to map a specific business process into the customer's existing hardware, software and business environment. This prototype will involve a server and up to five clients, to try out for up to 60 days. After this time, you can make the decision to remove the prototype, or purchase a permanent installation.

The special part of this offer is that it combines the business and computer expertise of Welborne Associates, with the advanced programming capability of the Compaq representative, and the intimate knowledge of your company's representative to create a well-designed communication package.

Give us a call today to set up your prototype, or fax back the form on another page of this newsletter to receive more information about this revolutionary communication software.

Now, You Can Try Compaq Work Expeditor On your Own System

Compaq Work Expeditor is Compaq's collaborative solution for the management of electronic work folders using the Microsoft® Exchange® mail and messaging infrastructure and Microsoft® Outlook as the common user interface.

Get a True Workgroup Solution that can be Tailored to Solve Your Unique Business Problems

Safe, Secure Document Storage and Document Version control
Enhanced Document Control and Collaboration for Work File Handling
Project Tracking, Audit Trails and Event Logging
Flexible Security down to the Document Level
Electronic Work File Service for Outlook Client Systems
An Object-Oriented Workbench that Enables Customization of the Work
Process Environment to reflect Your Business Process
Graphic Workflow Allows Work File Routing
Powerful Searching Facilities on Any Attribute
System Integration, Configuration and Administration based on Business
Object Technology

To receive Your Free
Work Expeditor Demo CD
FAX THIS BACK-or call-or email us!

REQUEST FORM: _____

- **YES**, please send me the Free work Expeditor Demo CD.
- I would like to speak with someone about Compaq's Work Expeditor.

Please fill in the information requested below and fax it back to 219-879-0614, or just email us.

Name: _____ Title: _____
Company: _____ Phone: _____ Ext: _____
Address: _____ Email: _____
City: _____ State: _____ Zip: _____

Please choose the options that describe your work environment:

Network Operating System: Unix NT NetWare Other _____

Do you use Microsoft Exchange for mail and messaging? No Yes-How many seats? _____

What are your major workflow areas that need improvement?

sales financial planning approvals security other _

What is your annual IT budget? - 250,000 500,000 1,000,000 +