5 total.

Geoff:

NMory 💸

would be HP's equivalent?



"I'm losing the battle to increase the number of HP servers at the site I'm on.

Need to replace some old Sun E250's (running DNS and NTP) with new servers....

Anyone have comparison's on these type of servers?"

> » Warranty check » Support Case Manage

» Software Update Manager

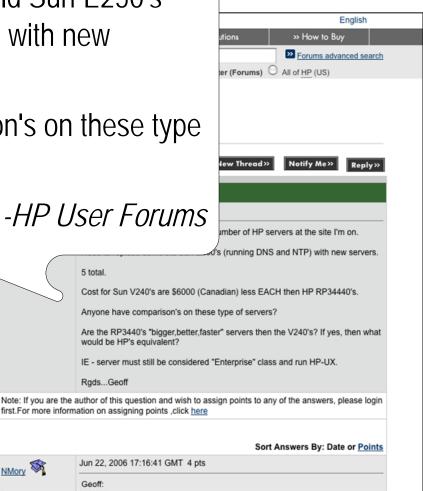
support options

» Online help » Site map

Member icons

Member status 250 points

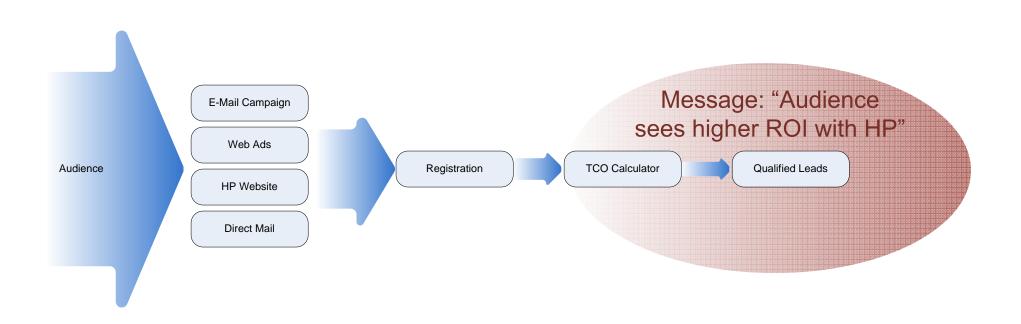
» Training and Education » More maintenance and





# Create a new customer experience for the "TCO Calculator" that:

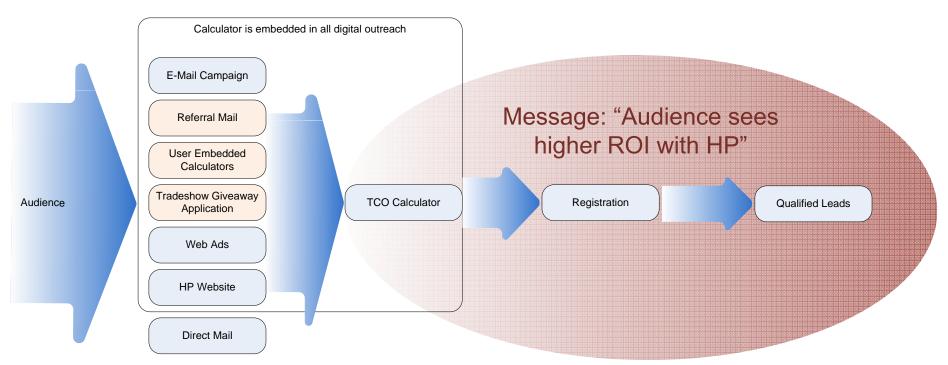
- Exposes people to the calculator at various points in the communication strategy, not just on the landing page
- Allows users to engage with the calculator without having to fill out a lengthy registration
- Provide the user with tools and resources beyond the calculator that can help assist them in researching their transition proposal





- The TCO calculator is currently housed on the HP landing page; the value of the calculator can't be demonstrated until someone has been driven to the landing page, registered and then engaged; The multiple steps involved increases the likelihood of drop off
- Current user experience requires the user get a User ID and Password in order to take the TCO challenge; which results in a significant number of drop offs and missed opportunity
- No added value is provided beyond the initial interaction with the calculator; Once someone inputs and reads there information, there is no value in the calculator





We recommend adding additional tactics to the existing communication strategy that will easily allow users to interact with the TCO calculator at an early stage in the experience. These tactics include:

Referral Email:

Rich Media

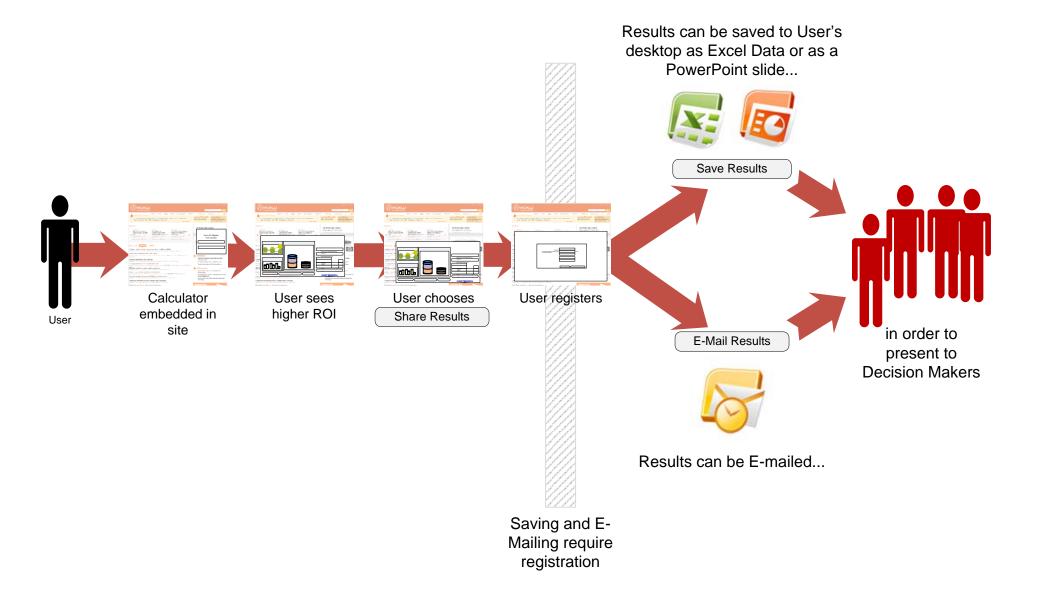
Tradeshow Apps

All users who interact with the embedded calculator will get the message that HP offers higher ROI than Sun.

In addition, since the registration is delayed – to the point when the user wants to save the data for further use – those registering are signaling that they are in deliberations and therefore qualified leads.

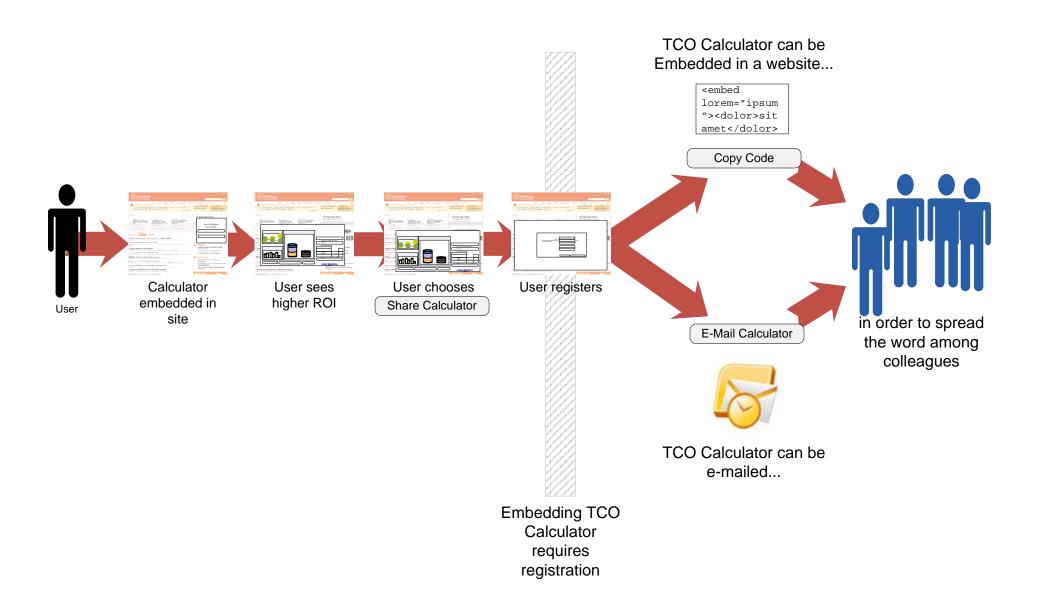


# User Scenario: Sharing TCO Results



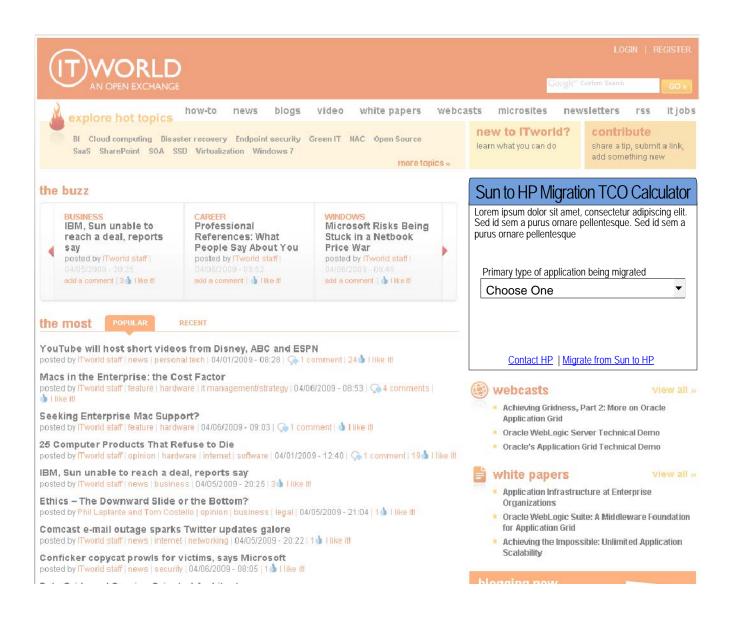


# User Scenario: Embedding TCO Calculator



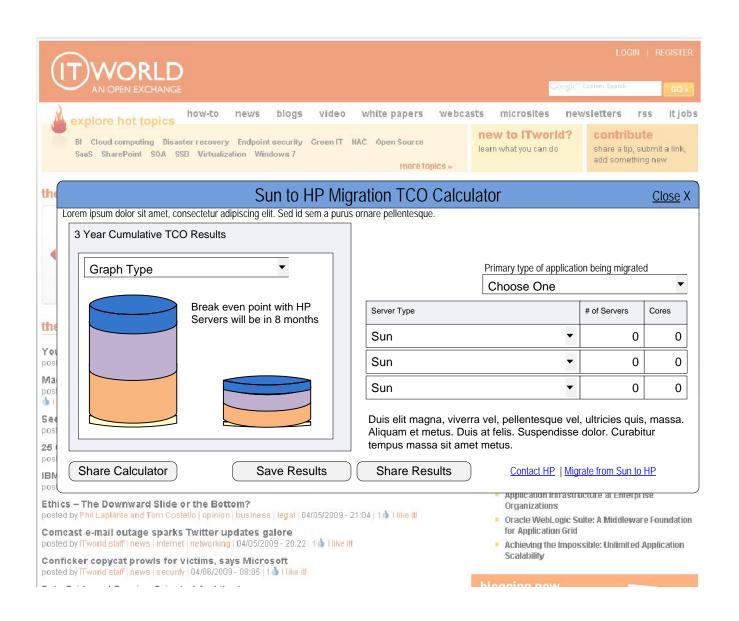


### TCO Calc in place



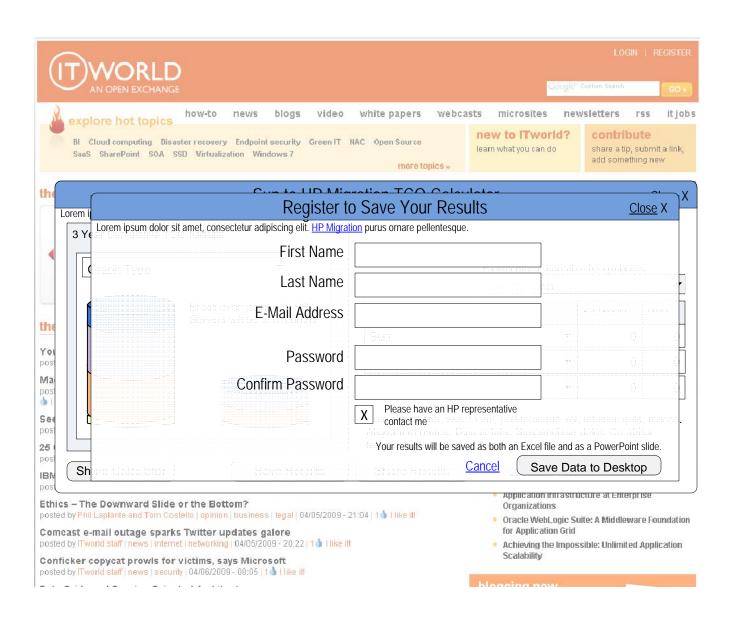


## TCO Calc Expanded



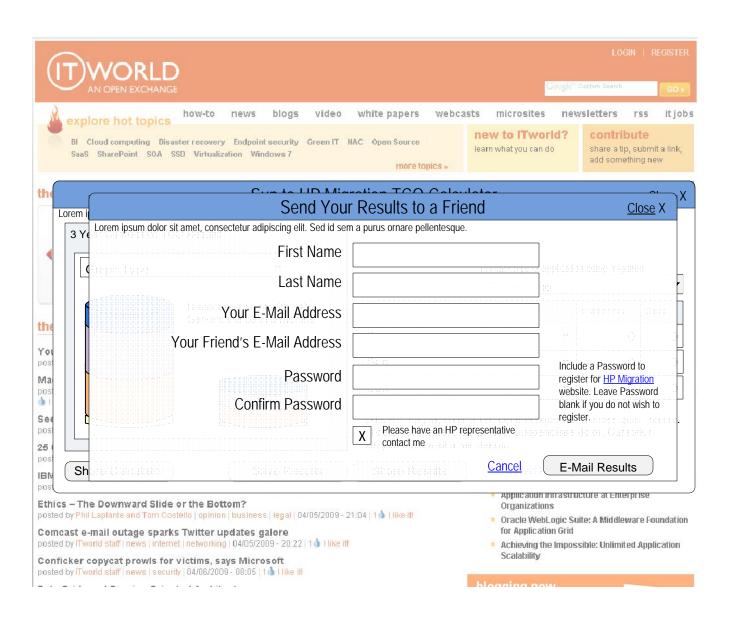


## Registration/Save Results





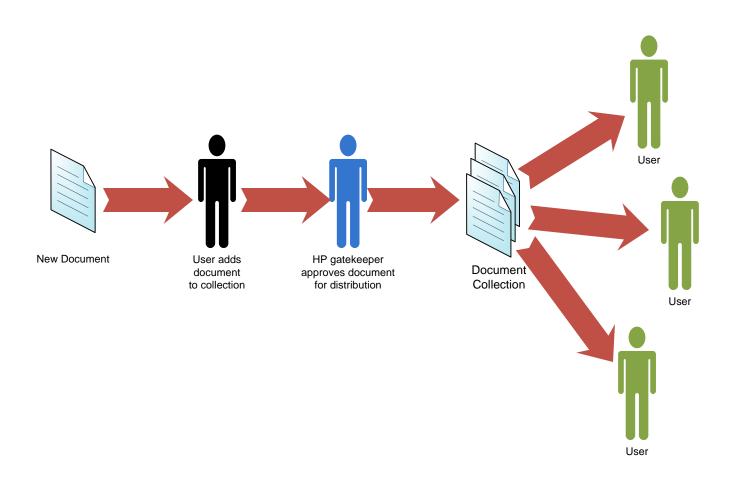
#### E-Mail Results





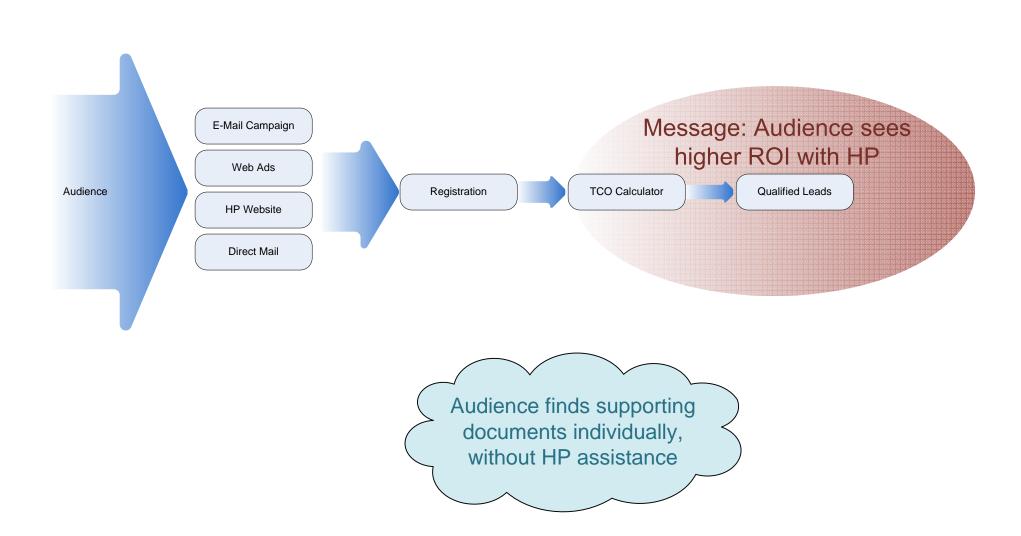
Crowdsourced research via browser extension

# Crowdsourcing

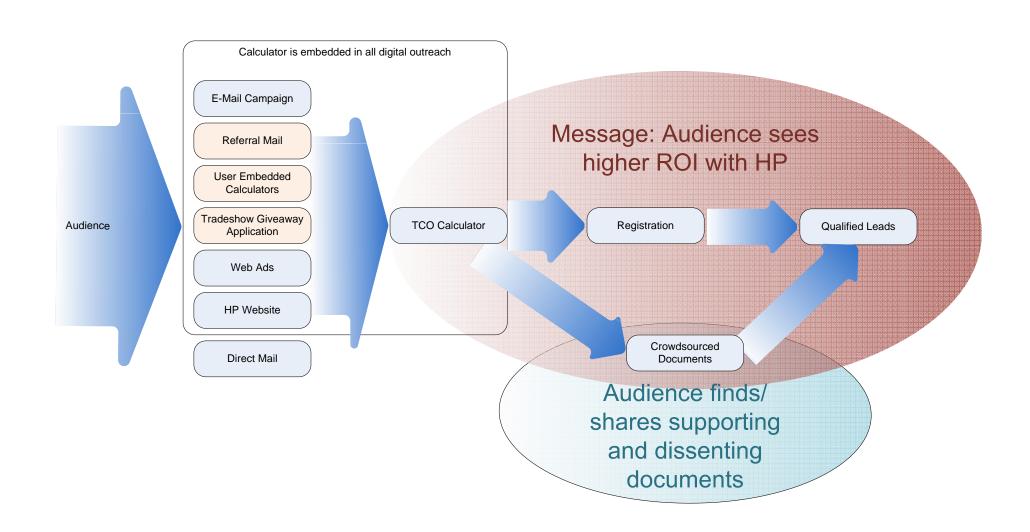


Crowdsourcing pools the research of all users into a single, searchable database.

Users always have access to the documents they've added, but only those approved by an HP gatekeeper are put into the general pool, which is then available to all extension users.

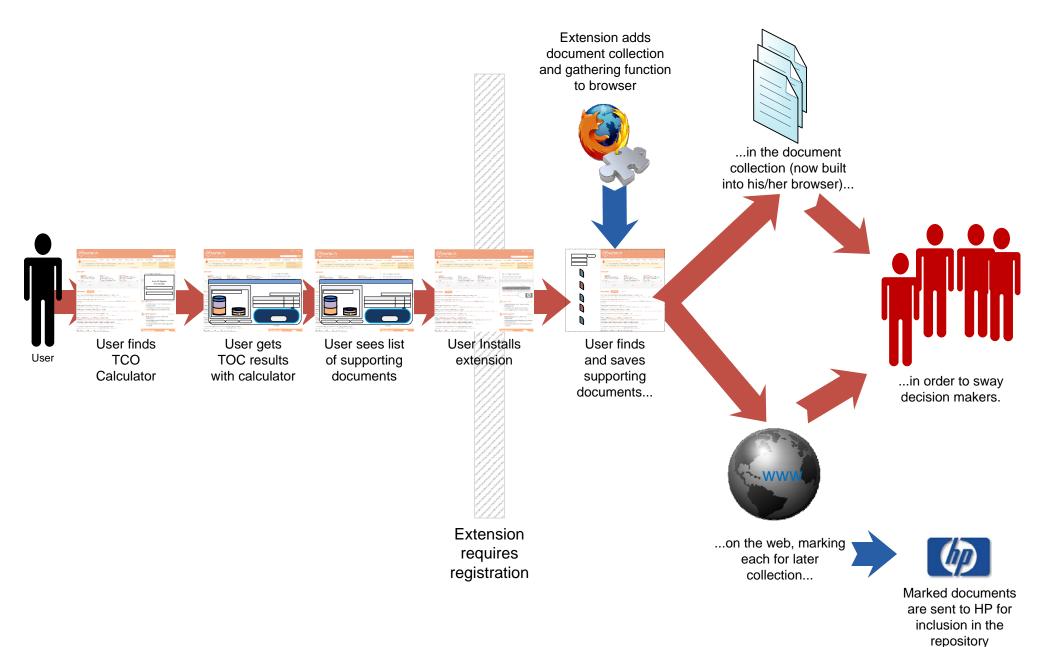






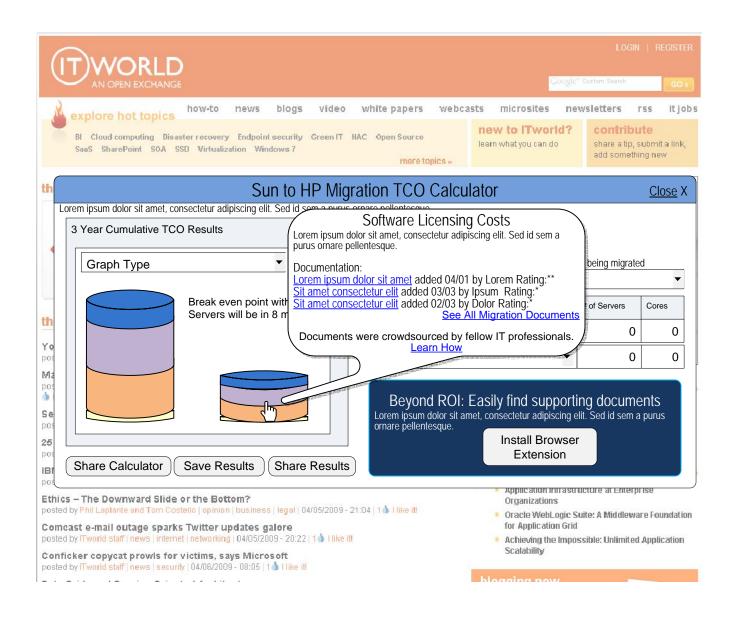


# User Scenario: Crowdsourcing Research





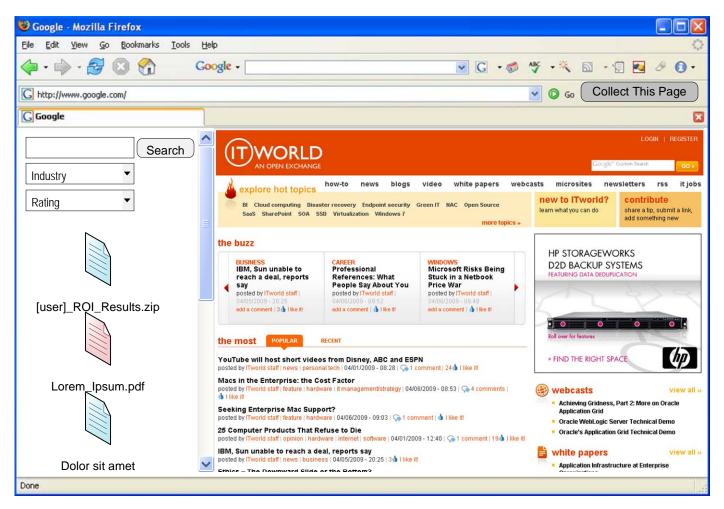
## **Exposure of Sourced Documents**



The existence of the browser extension is exposed explicitly in the calculator, but also more organically as the supporting documents of the TCO numbers. As the user explores the specific TCO aspects, the most relevant documents for his/her chosen migration path are listed.



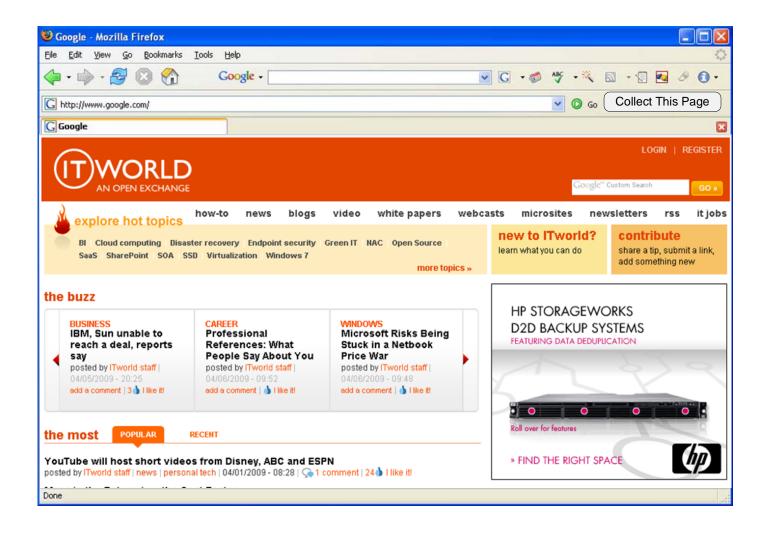
#### **Browse Documents**



Once the extension is installed, the user has a side pane available that lists all of the previously gathered documents. This pane also includes a lightweight search interface that can bring the most relevant documents to the top.



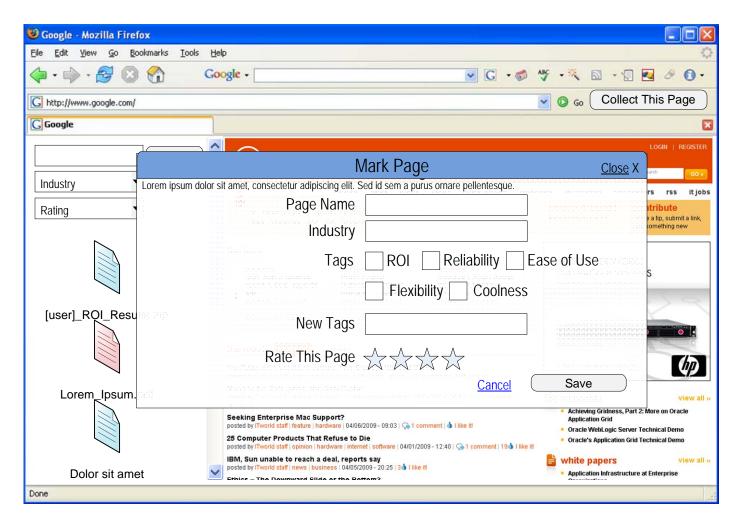




In normal browsing, the side window would be closed, the only element of the browser extension would be the button to collect the page.







To add a page to the collection, a user is prompted to name the page, identify the specific industry this pertains to, apply tags or create new tags, and to rate the page.

Note that on collection, the URL would also be sent to HP for inclusion in the library of documents made available to all extension users.