



3Com Integration FAQs for HP Partners

April 27, 2010

GENERAL QUESTIONS

What are the advantages of this acquisition for HP channel partners?

Partners will benefit as HP hones its focus on the networking industry, providing a differentiated alternative to the incumbent vendor. The combined core-to-edge and data center solutions expand partner reach into new markets—from the Fortune 100 to small business—and create profitable new opportunities. This next generation network portfolio, based on a modern, open standards architecture, restores partner flexibility to work with a wider range of vendors and create more robust solutions for their customers.

Partners also will benefit from the extensive HP service portfolio and service enablement programs. HP is committed to a full training and certification program to ensure that partners have the technical expertise and capability to consult on and implement HP-based systems and solutions quickly and effectively.

Visit <http://www.hp.com/hpinfo/newsroom/press/2010/100412xa.html> to read the April 12 press release.

When will details regarding FY2011 HP partner program be announced?

Timing will vary by region. For more information, contact your channel representative or visit the HP Partner Portal at <http://h20375.www2.hp.com/portal/site/publicpartner-portal/>

PRODUCTS

What products and solutions are included in the combined product portfolio?

To address the needs of customers from the Fortune 100 to small business, the combined portfolio is structured in four new product families:

- **A Family:** Primarily based on the 3Com H3C portfolio, serving customers with large and complex deployments who generally seek advanced, full featured and highly customizable networking technology.
- **E Family:** Based on HP ProCurve and 3Com products for customers seeking essential and proven technology that is affordable and easy to deploy and operate. The E Family emphasizes ease-of-deployment and low total cost of ownership.

Date of integration may vary by country.

For those countries that require consultation with works councils or other employee representatives in relation to a local implementation of the acquisition of 3Com, this is not intended to provide country-specific information and in no way reflects that final decisions have been made at a local level. With respect to such countries, final decisions are subject to prior consultation.

- **V Family:** Based on HP ProCurve- and 3Com-branded products, the V Family is designed to meet the plug-and-play needs of small businesses with little to no IT staff, or larger companies with specific applications. This family is for value-conscious customers seeking reliable, easy to use, and packaged approaches to network connectivity.
- **S Family:** Underpinned by TippingPoint platforms, the S Family is for customers that require world-class network security and intrusion prevention solutions.

How do the existing 3Com, TippingPoint and HP ProCurve products map into these new product families?

Existing 3Com, H3C, TippingPoint and HP ProCurve products will be mapped to the new product families as follows, with the vast majority maintaining their existing model numbers:

- A Family:** H3C products include modular switches, fixed-port switches, top-of-rack switches, WAN routers, wireless LAN products and IMC (Intelligent Management Console) software. HP products include top-of-rack and blade data center switches and WAN routers.
- E Family:** HP products include modular switches, fixed-port/stackable switches, wireless LAN products, and management software and security. 3Com products include fixed-port/stackable switches and voice solutions.
- V Family:** HP products include Web-managed switches and unmanaged switches. 3Com products include Web/smart-managed switches, unmanaged switches and wireless LAN/WAN products.
- S Family:** TippingPoint security products include IPS products, firewall/VPN & SSL appliances and management.

HP will provide a SKU converter available to partners May 1, 2010 (and to customers on June 1, 2010). This converter will allow you to identify new product names and SKUs for current or legacy products. It can be accessed here:

<http://h10144.www1.hp.com/products/converter/index.htm>

What happens to all of the existing HP and 3Com brands (e.g., ProCurve, 3Com, H3C, TippingPoint?)

After careful consideration, product line brand names including ProCurve, 3Com OfficeConnect and 3Com Baseline will be phased out. TippingPoint will remain an HP-endorsed brand and the H3C brand will continue to be used in China, Hong Kong and Macau. The HP Networking portfolio, which combines HP ProCurve and 3Com products, will be marketed under the HP master brand. This action will leverage the enormous equity in the HP brand.

Where can I find product details for 3Com products?

All product details for 3Com products can be found in the external Web catalogs for each product line, at www.3com.com.

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When will the combined portfolio and sales tools be available on the HP Partner Portal?

The combined portfolio and sales tools will begin flowing into the partner portal product catalog in the July to October timeframe, depending on language translations.

When will training for the HP networking portfolio be available to partners and customers?

Training resources will be made available via webinars and other events. You will be notified when training materials are available. In the meantime, please visit your partner portal for additional updates and announcements:

<http://h20375.www2.hp.com/portal/site/publicpartner-portal/>

Are you merging the 3ComION and ProCurve ONE alliance partner programs?

There are tremendous synergies between the 3ComION and ProCurve ONE programs, which are both committed to delivering a choice of applications from leading vendors. HP intends to combine these programs, along with the TippingPoint alliances, to form the networking branch of the new alliance program, AllianceONE.

How can I take advantage of the ProCurve ONE and 3ComION alliance partner programs?

3ComION and ProCurve ONE alliance partners offer complementary applications and services that, when combined with the HP Networking product portfolio, create end-to-end networking solutions. By offering your customers advanced networking solutions that work across both ProCurve and 3Com platforms, you will be able to increase your share of wallet and enjoy higher margins.

Can I sell H3C solutions?

H3C solutions require partner authorization. Authorization program requirements and more information will be available after June 1, 2010.

Can I sell TippingPoint solutions?

TippingPoint solutions require partner authorization. Authorization program requirements and more information about general availability of the combined portfolio will be available after June 1, 2010.

Can I sell 3Com voice solutions?

3Com voice solutions currently require partner authorization. Authorization program requirements and more information about general availability of the combined portfolio will be available after June 1, 2010.

ORDERING INFORMATION

What happens to my pending orders?

All orders will be fulfilled through the same channel you are using today.

Has the order process changed?

No, continue to place orders as you do today until further notice.

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Will there be a change in distributors selling the 3Com, H3C and TippingPoint portfolios?

There are no immediate changes to distribution. Continue to source product as you do today.

SERVICES AND SUPPORT

How will products and solutions not included in the combined product portfolio be supported?

HP is committed to supporting partners and customers with existing products and solutions. Any product consolidation will follow HP end-of-life policies, including ongoing delivery of warranty and support services.

What is the warranty strategy for HP networking products? Will there still be a lifetime warranty available?

- In general, E-Series and V-Series product lines will carry the lifetime warranty that was associated with the ProCurve family of products.
- A-Series and S-Series products will carry an aggressive warranty appropriate to enterprise products and solutions.
- HP offers a large variety of service and support options so that customers can make best use of networking technology and their internal staff capabilities.

For 3Com-based products, now part of the V-Series, we will offer a three-year warranty with next-business-day advance replacement in most countries. For all E-Series and V-Series products with an HP lifetime warranty, HP will continue to define “lifetime” as “for as long as a customer owns the product,” removing 3Com’s previous limit of five years after end of product sale. In general, products with the HP lifetime warranty will continue to have telephone support during business hours for as long as the customer owns the product. We will drive to a completely consistent warranty policy over time in these areas as new products are introduced. Customers will continue to gain tremendous value in our highly reliable products, included software releases and standard customer support.

For enterprise customers who generally desire much higher levels of support and interaction, our core and data center networking solutions as well as our security solutions will carry standard competitive warranties in line with industry standards. However, our highly competitive service offerings and continued commitment to customer intimacy continue to provide enterprise customers with the confidence and reliability they require as they develop and retool their network infrastructure to meet today’s and tomorrow’s business challenges.

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Whom should I contact with questions not covered in this FAQ document?
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