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**Lewis E. Platt**  
Chairman, President and  
Chief Executive Officer

Dear Customer:

Thank you for considering the HP OpenView family of integrated network and systems management software solutions for your company. The effective management of enterprise networks and systems is fundamental to success in today's fast-paced world of global business communication and instantaneous access to vast libraries of information. At this stage in your search, you may find assurance in the knowledge that information technology professionals at HP face many of the same daily challenges that you do. That's part of the reason that HP began developing enterprise management solutions in 1988. HP has now been a market leader for several years and HP OpenView plays a major role in HP's overall computing strategy.

Having broad experience with both hardware and software has given us some unique capabilities. HP's OpenView business is one of the fastest growing in the company with over 2,500 people across HP developing OpenView products and services. Leadership in management technology is one of the focus areas for the HP computer business.

One example of HP's strategic commitment to the OpenView program as an integral component of our overall company direction is the recent HP OpenView IT Service Management initiative which bridges the gap between IT and business. Designed to improve business user service levels while lowering the cost of maintaining an IT infrastructure, this initiative crosses the entire computer organization - encompassing consulting, support and outsourcing services which are also based on OpenView tools.

Other examples are the recent acquisition of Symantec's Networking Business Unit, the introduction of a full suite of OpenView offerings for Windows NT to complement our flagship UNIX products and our efforts to advance Web-based management.

I hope that you are among those who recognize and appreciate the features and functions we've worked hard to incorporate into our network and systems management solutions. I also encourage you to share your workplace ideas and needs with HP sales representatives because your success, and ours, relies on more than technology - it depends on a working partnership and the sharing of best practices. Thank you for taking a look at HP OpenView and know that HP considers it to be as strategic to our organization as it can be to your business.

Sincerely,



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