Intuit Inc.

Revolutionizing e-finance

"You can't afford downtime when you're a Web-based business. *ProLiant* servers help us meet that goal with near zero downtime."

Richard Marino, Group Manager of Technology Operations, Intuit Inc.

"When looking for a platform for Microsoft SQL Server 2000, we wanted the best performance, the best reliability and the best service — at the most reasonable cost. Compaq ProLiant servers were the clear winner in all of those arenas."

Peter Philp, Senior Systems Manager for Technical Operations, Intuit Inc.

Business benefits:

> **Reliability** — *Serves up 14,000 Web pages per day and enables 30,000 concurrent users to access financial data*

> **Cost-effectiveness** — *Reduces costs by two-thirds using Compaq products for application servers, Web servers and storage*

> **Easy maintenance** — *Frees up the IT staff to spend their time building better products*

What makes it work:

Systems

> *More than 2,000 Compaq ProLiant servers running in data center environments as application servers, Web servers and database servers with Microsoft SQL Server 2000 and Microsoft Windows 2000*

Storage

> *Compaq StorageWorks systems running as fiber-attached SANs*

Service

> *Compaq Global Services for consulting services and Gold Level Support for hardware maintenance*

In 1983, the founders of Intuit Inc. set out to revolutionize the way individuals and small businesses managed their finances. Today, millions of people have replaced their check registers with electronic ones thanks to Quicken, the company's first product. Quicken's phenomenal success fueled the creation of other Intuit products, including QuickBooks and TurboTax.

Headquartered in Mountain View, California, Intuit (www.intuit.com) has become the global leader in electronic finance. Intuit markets and develops the world's best-selling personal, small business and tax preparation software, as well as the most comprehensive set of Web-based solutions and services to help consumers and businesses control their finances. Intuit is also the leading provider of customer connectivity to more than 1,000 financial institutions.

Intuit relies heavily on industry-standard solutions from Compaq Computer Corporation — including Compaq *ProLiant*™ servers running Microsoft SQL Server 2000 and Windows 2000, and Storage Area Networks (SANs) built with Compaq *StorageWorks*™ systems.

Taking shrink wrap to the Web

While Intuit provides both desktop and Web solutions, its primary growth area is its Web business.

"Technology drives our business," says Richard Marino, group manager of Technology Operations at Intuit. "Our shrink-wrapped products are migrating to the Web. We call it the Connected Desktop. For example, using Quicken on the desktop, you can connect to the Web through interfaces in our data center and pull down your financial information from Fidelity or other companies."

Intuit has several data centers in California, including one in San Diego where the company operates most of its Internet business and houses the majority of its corporate systems. Compaq *ProLiant* servers are the company's primary platform for Web servers, application servers and database servers running Microsoft SQL Server 2000.

Good technology means good business

Philp comments, "When looking for a platform for Microsoft SQL Server 2000, Intuit wanted the best performance, the best reliability and the best service — at the most reasonable cost. Compaq *ProLiant* servers were the clear winner in all of those arenas."

Marino adds, "We just finished an evaluation of SQL Server 2000 and Windows 2000 on Compaq *ProLiant* 8-Way servers. Based on the evaluation, we chose that as our platform of choice going forward for Microsoft SQL Server 2000."

Intuit understands the direct connection between effective technology and satisfying customer demand. Peter Philp, senior systems manager of Technical Operations at Intuit, explains, "To fulfill the needs of our customers, we need reliability, uptime and performance. Compaq provides all three in their *ProLiant* servers and *StorageWorks* line. *ProLiant* servers have been the Rock of Gibraltar in our data center. We have systems that have been running for over four years without a glitch."

Four years ago, Intuit started with a pilot of 10 Compaq *ProLiant* servers. Today they have several thousand, hosting several hundred applications, including Quicken.com — which is one of the largest financial sites on the Web today — and WebTax. According to Lance Bell, group Internet systems manager at Intuit, "Quicken.com has about 14 million pages viewed per day. WebTax has a short window of four months of tax season — but during peak loads, we host about 30,000 concurrent users. With *ProLiant* servers, we're using a very cost-effective technology to service a very high demand."

Marino says, "You can't afford downtime when you're a Web-based business. *ProLiant* servers help us meet that goal with near zero downtime."

Staying ahead of growth — affordably

One of the biggest challenges that Intuit faces is explosive growth, typically adding hundreds of servers each year to its environments. "Compaq understands that space is very expensive in the data center," says Philp. "Compaq systems are consistently getting faster, smaller and more affordable — which has a direct impact on our bottom line. In addition, we are up and running much quicker than we would be with a different vendor's product."

Easy maintenance is also a plus. "We are a self-maintainer of all of our Compaq systems because they are so incredibly reliable," says Philp. "On the rare occasion when a part does fail, they're easily replaceable. Compaq works with us very closely to stock spares onsite, which allows us to get our systems back up even faster."

Bell describes the Intuit IT group as a very proactive shop, which is why they use tools such as Compaq *Insight Manager*™ software, which trouble-shoots potential problems before they happen. "With Compaq *Insight Manager*, we can spend our resources building better products — rather than repairing our hardware."

Scalable, cost-effective storage

Intuit started using Compaq *StorageWorks* systems in 1999. Bell describes the before and after. "We started out buying really expensive storage solutions, which were very reliable — but they were extremely complex, took up a lot of space in our data center and were quite inflexible. So we evaluated all the technologies out there and chose *StorageWorks* because of the performance, cost, flexibility and support services behind it."

Having used *StorageWorks* systems for two years, Marino says, "We find *StorageWorks* solutions elegant and cost-effective, especially with Microsoft SQL Server 2000 and our Web-based products."

SANs based on *StorageWorks* systems are attached to almost every system in the company's data center, which is a heterogeneous environment. Philp says, "Because it's modular, Compaq *StorageWorks* provides us with investment protection — we don't have to make forklift upgrades."

Top service and the bottom line

Philp continues, "Compaq sees itself as our strategic partner, which helps us gain a faster return on the investment. We become efficient through sharing of technologies. For example, Compaq enabled us to move from locally attached storage to fiber-attached, SAN-based storage — resulting in better performance, reliability, uptime and cheaper costs overall. The return on the investment is very easy to identify in that scenario. And with *ProLiant* servers, our return on the investment is probably a third faster than with any other systems we would ever use."

Intuit knows that there is more to high technology than products. Bell explains, "One of the primary reasons why we chose Compaq four years ago and why we continue to stay with them — despite a yearly evaluation of other technologies — is the service Compaq people provide. They own the issues that we have and they feel like they're an extension of our team."

The highest costs are not necessarily synonymous with the best solutions. Philp says, "Compaq has an exceedingly innovative approach. Compaq provides quality products that are on the leading edge of technology, but at a very reasonable cost. Whether it's application servers, Web servers or storage, we've been able to cut our costs by two thirds using Compaq products."

Partnering for the future

Intuit also values the alliances and partnerships that Compaq has with other technology companies. Philp explains, "Compaq has been in the forefront of working with different vendors, specifically Microsoft. Compaq's partnerships allow us to leverage their resources."

Leveraging resources is especially important with the Internet, where technology changes at breakneck speeds. Bell says, "The nice thing about working with Compaq is they have strategic partnerships in the Internet space with companies that make Web appliances, for example. That gives us many options in solving our complex challenges."

Marino adds, "In partnering with Compaq, we work to build a future of highly available, high-reliability, low-cost solutions. That benefits our customers, our shareholders and Intuit as a company. We look forward to partnering closely with Compaq as we move forward to the future."

And considering Intuit's track record, that future will be most impressive.

Choose Compaq for Microsoft SQL Server 2000

ProLiant advantage

> Compaq *ProLiant* servers have industry-leading benchmarks for Microsoft SQL Server 2000 and Windows 2000

> Microsoft and leading software vendors develop their applications on Compaq systems

> Complex deployments of Microsoft SQL Server 2000 are most successful with Compaq systems

> *ProLiant* servers are the ideal platform for applications which require superior performance, scalability and reliability

> *ProLiant* servers include value-added features like Compaq *SmartStart*™ software, Compaq *Insight Manager* software, Tool-less Access and Servenet

Leadership services

> Compaq Global Services Partner of the Year for Microsoft

> Compaq Global Services delivers complete life-cycle services, including Project Management, Planning, Design, Implementation and Management

> Over 38K global consultants and thousands of Microsoft Certified Professionals

> Experience and knowledge with cross-platform technologies, integration and heterogeneous environments

Compaq lowers the risk for Microsoft SQL Server 2000 users

> Technical Information is available free on Compaq *ActiveAnswers*™ Web site

> Compaq Competency Centers

> Compaq has the complete solution — Leadership Servers, Enterprise SAN, Maintenance and Professional Services

> The tight Compaq integration with industry-leading applications and solutions means you can confidently deploy business-critical applications knowing they run better on *ProLiant* servers

> Compaq has a long, successful record of driving technological innovation toward industry standards

compaq.com

COMPAQ
Inspiration Technology