



HP Deployment Services: Decommission Services

HP PC Services

Service benefits

- Control of old assets
- Security of intellectual property
- Certified recycling

Service overview

HP Deployment Services provide customers with a comprehensive PC-related services portfolio that delivers truly “business-ready PCs” to IT departments and end users. HP Decommission Services are an essential element of comprehensive Deployment Services that cover the distribution, delivery, installation, and decommissioning of PC assets. With help from HP, companies can reduce the amount of time their IT teams spend on rollout and refresh projects, so they can focus more on core, strategic work.

The following Decommission Services are provided by HP:

- HP Deinstallation Service
- HP Sanitization Service: Hard Disk Drive Destruction
- HP Sanitization Service: Hard Disk Drive Removal
- HP Recycling Service

The decommissioned equipment can be either HP or non-HP branded products.

Specifications

HP Deinstallation Service

HP Deinstallation Service provides the removal of assets from end-user locations (cubicle, office, lab, or room) and moves them to an on-premise customer-designated location such as an empty office, a loading dock, or a floor or building corner. The service includes packing and stacking the old hardware plus a deinstallation register in Microsoft® Excel format that includes the product description, serial number, and, if present, the asset tag number.

The equipment to be deinstalled can include a PC, monitor, docking station, keyboard, and/or mouse that must be in the same office, cubicle, office, lab, or room where the new hardware was installed.

HP Sanitization Service

HP Sanitization Service provides the sanitizing of sensitive data on the Customer’s PCs in a safe, controlled environment. Sanitization includes either the destruction or removal of the hard disk drive (HDD), the removal of any Customer asset tags, and a certificate confirming the successful sanitization of devices.

Depending on the Customer’s level of security requirements, the HDD sanitization can be performed by:

- Destroying the HDD; this would be done using a method determined by HP and could include drilling holes in or shredding the HDD
- Removing the HDD

Devices to be sanitized by HP must be deinstalled either by the Customer or by HP via the HP Deinstallation Service.

Sanitization will be performed either onsite or offsite depending on the method of sanitization used:

- HDD destruction: this option will be performed offsite; destroyed HDDs will not be returned to the Customer; this option can only be ordered with the HP Recycling Service. HDD destruction is not available for Customers who are restricted by HIPPA compliance.
- HDD removal: this option will be performed onsite; HP will return the removed HDD to the Customer's deinstallation location.

HP Recycling Service

HP Recycling Service provides the collection and removal of old deinstalled assets from centralized collection areas and transports them to a disposal and recycling center of HP's choosing.

The Recycling Service includes a certificate affirming the recycling of deinstalled assets. Once the Customer's equipment has been disposed of, a recycling certificate will be provided to the Customer within one month of when the material was processed.

If the Customer selects the Recycling Service, HP suggests that the Customer also consider HP Sanitization Service, which includes two options for managing the sanitization of the HDD, including an option to remove the HDD and leave it behind for the Customer to manage for its specific security concerns and/or requirements.

Recycling includes the disposal and/or destruction of the retired, removed assets. Unless otherwise stated, destruction refers to the physical destruction of the entire unit. HP will not be able to return units once they have been picked up or delivered.

Assets to be recycled by HP must be deinstalled and located in a centralized location, either by the Customer or by HP via HP Deinstallation Service.

If the Customer deinstalls the equipment, then the Customer will ensure that:

- The equipment collected is only IT hardware and no other products or materials.
- The IT hardware collected matches the IT hardware description contained in the Customer's order. The Customer will be responsible for any costs incurred if incorrect equipment is released to HP or its service provider.

The Customer agrees to the recycling agreement pursuant to local country rules and regulations.

Although reasonable measures will be taken to provide secured transportation, HP cannot be held liable for unexpected equipment losses during transportation.

Customer responsibilities

Work space and product access

- Deinstallation Service: The Customer will provide an adequate space and facilities within a reasonable distance from cubicles, offices, labs, or rooms to move and store the decommissioned products. The Customer's location for placing deinstalled assets must be in the same building as the cubicle, office, lab, or room from which the deinstalled assets were removed.
- Sanitization Service: For onsite delivery of services, the Customer will provide an adequate working space and facilities within a reasonable distance of the deinstalled products; access to and use of information, Customer resources, and facilities, as reasonably determined necessary by HP, must be available to provide the Sanitization Service. The Customer's location for sanitizing assets must be in the same building as the Customer's location for placing deinstalled assets. The location for deinstalled assets and the location for performing onsite Sanitization Service will ideally be the same or adjacent to one another.

The Customer resources will include a site representative and contact who can identify what hardware assets are to be decommissioned from which cubicles, offices, labs, and rooms, and where the deinstalled assets are to be placed.

Collection point

It is the Customer's responsibility to centralize all of the old hardware to be recycled in a single collection center or location.

Appointment booking

Hardware and service orders will be placed per Customer site. It is the Customer buyer's responsibility to provide the Customer site contact name, email, and phone number as part of the hardware service order process. HP's authorized service provider will schedule the appointment with the provided site contact and clarify the required service details. The Customer contact will either possess native language (site specific) skills (written and spoken) or be able to speak, read, and write English.

Project management

Overall project management will be provided by the Customer or ordered as a separate managed service from HP or a third party. HP or its authorized service provider will schedule an appointment with one person per site. It will be the responsibility of the Customer to contact or inform its end users.

It is the Customer's responsibility to provide a detailed installation/deinstallation plan (building, floor, pillar, desk, user, new device model, etc.) to the HP authorized service provider to enable decommission services.

If the Customer's project management or deployment coordination is performed in non-English speaking countries, the Customer's contact will either possess native language (site specific) skills (written and spoken) or be able to speak, read, and write English.

Packing materials

HP will not provide any packing or packaging materials. Any special materials such as bags, corrugated boxes, and so on, that the Customer wants any deinstalled assets or removed HDDs placed in, will be supplied by the Customer.

The Customer is also responsible for packaging the old HP hardware for transportation to recycling facilities. If the Customer orders the HP Deinstallation Service, HP will package the old equipment for transportation on behalf of the Customer.

Asset security

The Customer will ensure that the locations to place deinstalled assets, where onsite sanitization activities will be performed and where removed HDDs will be placed, allow for and provide an adequate level of security and that any quarantine capabilities are consistent with the Customer's own internal security standards. HP assumes no liability for assets placed in the Customer-designated deinstallation location in case of damage, theft, fire, and so on.

If the Sanitization Service is not ordered, the Customer is responsible for the deletion of all confidential data that may be contained within the IT hardware. The Customer acknowledges that HP will not in any way be responsible for confidential data that is not removed from the IT hardware.

Site access

Access to the collection point needs to be clear of obstacles (e.g., restricted access, locked doors, etc.). It is the Customer's responsibility to provide special equipment such as forklifts and stair walkers, as well as their respective operators. If elevators are present, the Customer will help with elevator access for the movement of units across different floors.

The Customer must inform HP or its authorized service provider about required security clearance or passports to access military or public areas, laboratories, and so on.

General responsibilities

Data backup

It is the Customer's responsibility to back up all Customer files, data, or programs prior to the commencement of any HP decommission service and to be able to reconstruct lost or altered Customer files, data, or programs. The Customer must maintain a separate backup system or procedure.

Hazardous environment

The Customer must notify HP if it is discovered that the working area allocated to HP poses a potential health or safety hazard to HP or service agent employees. HP may postpone Deployment Services until the Customer remedies such hazards.

The Customer needs to ensure that equipment is free from contamination by chemicals, biological agents, or other substances that are not integral to the original new equipment or otherwise associated with a normal office environment.

Authorized representative

The Customer must have a representative present when HP service engineers are providing Deployment Services at the Customer's site.

The Customer's representative will either possess native language (site specific) skills (written and spoken) or be able to speak, read, and write English.

Specific requirements

The Customer must fulfill the above responsibilities for the specific services acquired.

General provisions

Operational hours

HP Decommission Services are performed during local standard HP business hours on normal business days excluding local public holidays.

Subcontracting

HP may (a) subcontract the performance of any of its obligations (in whole or in part) to a third party, including HP authorized service providers, or (b) assign or transfer this Service Agreement to another HP entity at any time subject to written notice.

Geographic coverage

This service may not be available in every location. Please contact your local HP sales representative for country-specific coverage and limitations.

Ordering information

Decommission Services are available only if the Customer orders either the HP Installation Service, the HP Install and User Settings Service, or the HP Install, Settings, and Migration Service, and will be performed at the same time and location as installation services.

HP Sanitization Service—Devices to be sanitized by HP must be deinstalled either by the Customer or by HP via the HP Deinstallation Service. If the Customer chooses the HDD destruction option, the Customer should keep in mind that this option can only be ordered with the HP Recycling Service. HDD destruction is not available for Customers who are restricted by HIPPA compliance.

HP Recycling Service—If the Customer selects the Recycling Service, HP suggests that the Customer also consider the HP Sanitization Service, which includes two options for managing the sanitization of the HDD, including an option to remove the HDD and leave it behind for the Customer to manage for its specific security concerns and/or requirements. Assets to be recycled by HP must be deinstalled and located in a centralized location, either by the Customer or by HP via the HP Deinstallation Service.

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