



# HP Deployment Services: Installation Services

## HP PC Services

### Service benefits

- Installation of PCs that are IT and user ready
- Standard installation, world wide
- Easy to order

### 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 Installation Services are an essential element of Deployment Services that cover the distribution, delivery, installation, and decommissioning of PC assets. With help from HP, companies can reduce the amount of time IT teams spend on rollout and refresh projects, so they can focus more on core, strategic work.

The following HP Installation Services are provided by HP:

- HP Installation Service
- HP Install and User Settings Service
- HP Install, Settings, and Migration Service
- HP On-site Image Installation Service

### Specifications

HP Installation Services include the following:

- Customer contact: HP or its authorized service provider will contact the Customer to make an appointment. HP will contact the person listed on the Customer order and schedule an appointment with one person per site. Unless otherwise requested and/or scheduled, the standard practice is to start all installation services within one week after delivery of the hardware at the Customer’s dock or door. Delivery completion times are subject to HP and its authorized service providers’ availability.
- Desk-side delivery: HP will pick up products from the Customer’s receiving or staging area and deliver them to the specified Customer location (e.g., an end user’s cubicle, office, lab, or room). The Customer’s receiving or staging area must be in the same building as the cubicle, office, lab, or room where the products will be delivered.
- Unpacking: HP will inventory the shipment against the packing list and unpack all delivered products. HP will also remove packaging materials to on-premise Customer-designated locations, which must be in the same building as the cubicle, office, lab, or room where the products will be delivered.
- Setup: HP will place the PC in the Customer’s designated location and physically connect peripherals, network cables, and power cords. Peripherals are limited to a monitor, docking station, keyboard, and mouse. The service does not include wall mounting.
- Power-on/boot-up: HP will turn on the PC and execute initialization procedures with the installed image.
- Security settings: HP will configure the basic parameters (BIOS password, computer name, administrator name, administrator password, user account/name, and user password).

- Network connection and authentication: HP will physically connect the PC to the Customer's network and join the domain. This assumes that the network is already set up, configured, and operational.
- Asset tracking and reporting: HP will report the PC serial number and, if attached to the PC, the PC asset tag number by location (e.g., cubicle or room number) on a Microsoft® Excel spreadsheet.
- Data migration: HP will move end-user data files and folders from the end user's old PC to the newly installed PC. Data migration requires or stipulates that:
  - An upfront legal clarification is provided in case of data loss.
  - The service is limited to Microsoft Windows® operating systems.
  - The service applies to PCs only (does not apply to tablets, USB devices, or other storage media).
  - Customer data must be in standard Microsoft folders with Microsoft files such as Microsoft Office (e.g., Excel, PowerPoint, etc.) and Microsoft Outlook Mail and Calendar.
  - Data is limited to 10 GB of Customer data only (no operating system or applications); data size requirements greater than 10 GB are available via our HP GetMore Services.
  - The service does not apply to encrypted machines unless the end user is present with the correct keys to decode them.
  - Correct end-user passwords must be provided.
- Onsite image load: HP will load Customer-supplied images not loaded at the factory. This is an attended service, which means the HP service representative will wait until the installation is completed.

HP Installation Services will be offered in three pre-configured packages with an option for the HP On-site Image Installation Service.

## Standard pre-configured packages

The following three pre-configured services are available:

### **HP Installation Service**

In this basic version of the installation service, an HP service agent will install the new device at a designated location (cubicle, office, lab, or room) within the Customer's premises. This service includes the collection of the units from a central collection point within the Customer's premises, installation of the unit at the designated location, and removal of the packaging material from the work area. The service does not include the configuration of the PC with a user profile, network configuration, or software installation.

### **HP Install and User Settings Service**

The HP Install and User Settings Service provides all the services included in the HP Installation Service plus customer security settings, connecting and authenticating the PC to the network, and asset tracking and reporting. The service does not include additional installation of software, data transfer from the old PC to the new PC, or data backup.

### HP Install, Settings, and Migration Service

The HP Install, Settings, and Migration Service provides all the services included in the HP Install and User Settings Service plus data migration from the old PC to the new PC. The service does not include data backup, which remains the sole responsibility of the Customer.

	HP Installation Service	HP Install & User Settings Service	HP Install, Settings & Migration Service
Customer contact	X	X	X
Desk-side delivery	X	X	X
Unpacking	X	X	X
Setup	X	X	X
Power-on/boot-up	X	X	X
Security settings		X	X
Network connection and authentication		X	X
Asset tracking and reporting		X	X
Data migration			X

## HP On-site Image Installation Service

This service provides the Customer with the flexibility to have its custom disk images, including software, loaded at its own premises before or at the time of installation. The HP service agent will load the Customer-provided image at the Customer site under mutually agreed-upon control procedures. The service does not include any kind of data migration and backup, user-setting configuration, or hardware installation.

This service is available only if the Customer has an automated system and a process to load images and software. If such a system and process exist, then HP will activate or initiate the download process on behalf of the Customer, and monitor the download process to its completion. This is an attended service; therefore, the HP service representative will wait until the installation is completed.

This service is available through our HP GetMore Services to accommodate the Customer's unique image size, product types, media types, and data interfaces.

## Customer responsibilities

### Site and product access

The Customer must ensure access to the building, floor, and individual cubicles, offices, labs, and rooms where the service will be delivered on the date and time that the delivery is scheduled. Further, the Customer will provide working space and facilities within a reasonable distance of the products, as well as access to and use of information, Customer resources, and facilities, as is reasonably determined necessary by HP, to provide the deployment service for the products and to allow the HP service agent to help with the installation of the new units.

Customer resources include site representative and contact to identify the cubicles, offices, labs, and rooms where the installations are to take place.

### Cleared space

The desk or tabletop location where the new PC will be installed must be unencumbered and clear of any old, existing equipment. As necessary, the Customer will clear the space where the new PC is to be installed or order HP Decommission Services if the Customer requires HP to clear the space. While the old equipment (PC, docking station, monitor, keyboard, and mouse) must be cleared from the desktop or tabletop where the new equipment is to be set

up and installed, it must be left in the cubicle, office, lab, or room if the Customer orders HP Install, Settings, and Migration Service, HP On-site Image Installation Service, or HP Decommission Services.

### **Appointment booking**

Hardware and service orders will be placed per Customer site. It is the 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. The Customer-designated project manager will ensure that end users or other designated representatives are available and present for any services involving custom settings and data migration.

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 desk-side delivery. Additional parameters such as BIOS password, computer name, domain name, administrator name, administrator password, user account/name, and user password are required for security settings, network connections, and authentication and imaging 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.

### **Accessory compatibility**

If the Customer is requesting that existing legacy accessories, such as a monitor, docking station, keyboard, and mouse, be connected to a newly ordered PC (desktop, laptop, thin client, or work station), then the Customer is responsible for and must ensure that the existing accessories are compatible with the new PC. The Installation Service does not include any logical configuration of the peripheral at the operating system level, including monitor or mouse settings.

### **Network readiness**

If the Customer selects either the HP Install and User Settings Service or the HP Install, Settings, and Migration Service, then the Customer must ensure that the LAN and WAN networks in its premises are ready and operational prior to starting the installation services. The HP network connection service in the Install and User Settings Service and the Install, Settings, and Migration Service does not imply that this service extends to setting up or configuring the network. If an HP provided service is required to set up and configure the network, then a separate Statement of Work (SOW) is required for these services.

Further, if remote connectivity is required to perform the installation, then it is the Customer's responsibility to establish such connection capability prior to the commencement of installation services.

### **Cabling preparations**

The Customer will ensure that the power and network cabling at the designated desk is complete before the start of installation services.

### **Product collection point**

The Customer will ensure that all products to be installed are in a centralized collection point and that the distances between the centralized collection point and the designated cubicles, offices, labs, and rooms where the installations are to take place are at an acceptable distance. The Customer's centralized collection point must be in the same building as the cubicle, office, lab, or room where the products will be delivered.

The centralized collection point can be the building lobby or loading dock (door or dock) where the products were delivered by the logistics carrier. If the Customer wants the centralized collection point to be someplace else and wants HP to place the products in a centralized collection location other than the lobby or loading dock (door or dock), then the Customer must order the Value-added Logistics Service for Inside Delivery, which is a separate standalone service.

#### **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.

#### **Licenses**

The Customer must provide licensed software with valid keys, where applicable, for HP to perform the installations. It is not HP's responsibility to verify licensing or the validity of software provided by the Customer for any installations.

Further, if the Customer selects the HP Install and User Settings Service or the HP Install, Settings, and Migration Service packages, the Customer's security and licensing policies must allow third-party agents (in this case, HP and/or its partners) to have access to the passwords, devices, software, and networks necessary to complete the selected service and associated tasks.

#### **Bootable image**

The PCs to be installed will either have a bootable image already installed on them, or the Customer must have ordered the On-site Image Installation Service.

#### **OS image**

If the Customer ordered the On-site Image Installation Service, the Customer must provide the service agent with the OS and/or software image and the necessary keys for imaging.

#### **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 installation services 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's 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.

##### *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 Installation Services are performed during local standard HP business hours on normal business days excluding local HP 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.

### Delivery location

Installations occur at ship-to locations only.

### Supported hardware

HP desktops, notebooks, thin clients, workstations, retail point-of-sale devices, and tablets are supported with this service.

### Geographic coverage

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

## Ordering information

Installation services may be ordered only if a new PC (desktop, laptop, thin client, or work station) is purchased. Installation services are limited to a PC, monitor, docking station, keyboard, and mouse. The service only needs to be ordered for the PC and includes the connection of these accessories. The service is generally limited to PCs and the accessories ordered with services; however, HP will connect the aforementioned existing accessories to a newly ordered PC pursuant to the Customer responsibilities noted in this document.

HP Installation Services will be limited to a maximum of 1,000 units per order and are subject to the following installation capacities:

- Site orders with fewer than 10 units must have all units installed at the same time.
- Site orders with more than 10 units require that a minimum of 10 units be installed per day.
- Overall service is intended to be complete four weeks after delivery of the hardware. Orders for more than 1,000 units can be fulfilled through HP GetMore Services.

Only one of the three Installation Services packages can be ordered for each hardware product.

The HP On-site Image Installation Service can only be purchased with the HP Installation Service, HP Install and User Settings Service, or HP Install, Settings, and Migration Service.

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