



# HP Configuration & Deployment Services

## HP GetMore Services

### Specifications/Statement of Work

HP will determine most appropriate service based on Customer requirements and will include that information in the proposed Statement of Work (SOW) to the Customer.

### These services

- Will be mutually agreed upon through the SOW submitted by HP to the Customer
- Will be limited to the deliverables, timelines, and terms and conditions provided in the SOW

### Services overview

Your company has unique needs when it comes to your commercial PC products, and HP enables you to tailor a services program to meet them. With HP GetMore Services, you can submit requirements that exceed your existing service offers. You can also submit requirements for new service areas and HP will create a service offer that meets those requirements.

This service leverages the HP factory and field expertise to further enhance the business-ready experience when receiving your new HP products.

HP GetMore **Configuration** Services are available globally on most HP commercial notebooks, workstations, thin clients with an operating system, desktops, and retail point-of-sale (RPOS) solutions.

HP GetMore **Deployment** Services are available on all commercial devices:

- Notebooks
- Tablets
- Desktops
- Thin clients
- Workstations
- Retail point-of-sale (RPOS) systems
- Attached peripherals, including monitors, docking stations, keyboards, and mice

### Service responsibilities

The table that follows lists service activities and prerequisites as they relate to Customer and HP roles and responsibilities.

**Table 1.** Service responsibilities

Activity	HP	Customer
The Customer requests features that are not part of the standard services portfolio		X
Sales team collects the Customer's requirements	X	
Sales team informs the Customer that requested features fall into the GetMore project-based approach	X	
A technical consultant/expert is assigned to analyze the Customer's requirements	X	
Assign solution experts to describe the Customer requirements and answer HP's technical questions		X
Propose a Statement of Work (SOW), timeline, and pricing and engagement terms and conditions, and provide purchase order (PO) details to the Customer	X	
Accept SOW timeline, pricing and engagement terms and conditions, and PO details		X
HP Delivery operations initiates a formal project request in HP's system	X	
Submit PO for service setup according to terms and conditions stated in SOW		X
Commence service delivery setup only upon receipt of the Customer PO	X	

Activity	HP	Customer
Inform the Customer and communicate project start/end date based upon timeline mentioned in SOW	X	
Start service delivery development	X	
Initiate regular communication with the Customer on the project's status	X	
Complete service delivery development	X	
Schedule a validation review of service delivery setup	X	X
Review and validate HP solution		X
Accept the HP solution		X
Inform HP that an order will be placed for PC units integrated with the solution		X
Productize the solution for delivery	X	
Enable ordering (special SKU or shopping basket/catalog setup) of the PC units integrated with the solution	X	
Place order		X
Start mass deployment	X	

**Ordering information**

All GetMore services must be ordered with hardware. To ensure that all services are validated, communicated to the delivery source, and ready for implementation on devices, Customers must provide HP with complete requirements using the process provided by HP, and allow for appropriate setup time before orders can ship with services scheduled to be applied.

To order HP GetMore Services, use the following product numbers:

- HP GetMore for configuration services per Unit (AY116AV)
- HP GetMore for configuration services Project – Image (AY117AV)
- HP GetMore for configuration services Project – High Touch (AY118AV)
- HP GetMore for deployment per Unit (YW081AA/YW082AV)

**Table 2.** HP GetMore Services setup lead-time

Services	Global	AMS	EMEA	APJ
HP GetMore per Unit	Lead-times will be provided in the Statement of Work (SOW) once the requirements are received and internalized by HP and the SOW is accepted by the Customer.			
HP GetMore Project				

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