



HP Configuration and Deployment Services

PC Deployment Project Management Services

Services overview

Your company has unique deployment needs when it comes to your commercial PC products, and HP enables you to tailor a services program to meet them with HP Configuration and Deployment Services.

PC Deployment Project Management Services are professional services for managing and coordinating the PC deployment requirements of your new and/or used personal systems. This includes, if required, the coordination of related factory configuration or staging services, logistic services, and installation and decommissioning services.

As part of the PC deployment process, end-to-end project coordination is essential to providing effective hardware installation. With this service, an HP project manager will work with your project manager to establish a structured deployment schedule that reduces disruption to end users. The project manager will assemble and prepare the HP team to install the hardware for your end users according to the Statement of Work (SOW) and agreed-upon schedule.

This service provides end-to-end planning and coordination of PC deployment projects (from the initial planning to design and implementation, including the decommissioning of PCs, if required) for your specific solution. With this service, both a pre-deployment and deployment process are provided.

Pre-deployment phase

Depending on your needs and what is included in your final SOW, the HP project manager can provide an initial environmental assessment to gain an understanding of your installation needs and requirements. For example, if HP hardware is being installed, HP might provide factory configuration services.

HP uses state-of-the-art tools to deliver this service, which:

- Includes a site and customer readiness assessment for deployment and potential migration
- Includes the methodology, processes, and tools to specifically manage a PC deployment assessment, and provides the same user experience worldwide
- Gathers the requirements and documentation to scope PC Deployment Project Management Services and any hardware configuration or offsite staging requirements
- Validates that the site and, if applicable, the factory or staging center, is appropriately prepared, and helps to ensure that power, network connectivity, the workspace, and other factors are set up and ready for hardware deployment
- Includes a detailed implementation plan

Deployment phase

During this phase, the project manager coordinates HP's professionally trained workforce to monitor the delivery of hardware to the designated sites/staging area, the installation and/or migration of the hardware according to the planned schedule, and the arrival at the employee's desk, as well as decommission the old hardware as planned.

You will have live access to project status data.

PC Deployment Project Management Services are available for the following commercial devices:

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

Project management services include the following:

- End-to-end project management
- Project scope definition, planning, and transition
- Integration management
- Scope management
- Cost management
- Quality management
- Resource management
- Communications management
- Procurement management
- Vendor management
- Oversight and escalation management
- Risk and time management

General provisions/Other exclusions

HP will determine the most appropriate PC Deployment Project Management Service details based on the Customer's requirements and will include that information in the proposed SOW to the Customer.

These services will be:

- Mutually agreed upon through the SOW provided to the Customer
- Limited to the deliverables, timelines, and terms and conditions provided in the SOW

Travel charges may apply; please consult your local HP office.

Any work occurring outside of local standard business hours is subject to additional charges and must be agreed upon in the SOW.

To ensure that the services are validated, communicated to the delivery source, and deployed successfully, the Customer must provide HP with complete requirements using the process provided by HP, and allow for appropriate setup time before the service can be delivered.

Service responsibilities

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

Table 1. Service responsibilities

Activity	HP	Customer
The Customer requests PC Deployment Project Management Services		X
The sales team collects the Customer's requirements	X	
The sales team informs the Customer that their requirements will be analyzed by a solution architect/expert	X	
A solution architect/expert is assigned to analyze the Customer's requirements	X	
Align solution experts to describe the Customer requirements and answer HP's questions and define criteria for the Customer's acceptance		X
Propose a SOW that includes the Customer's acceptance criteria, 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
Submit PO for service setup according to terms and conditions stated in SOW and send the service order to HP		X
Begin service delivery setup only upon receipt of the Customer PO	X	
Inform the Customer and communicate project start/end date based upon timeline mentioned in the SOW	X	
Start service delivery (pre-deployment)	X	
Initiate regular communication with the Customer on the project's status	X	
Complete service delivery (pre-deployment)	X	
Schedule a validation review of the pre-deployment phase	X	X
Review and validate pre-deployment results		X
Accept HP's pre-deployment results		X
Inform HP about orders that will be placed for PC units to be deployed (and PC unit delivery if PC units are ordered from suppliers other than HP)		X
Start onsite deployment of units	X	
Initiate regular communication with the Customer on the PC deployment status	X	
Accept HP's onsite deployment results		X

Ordering information

All PC Deployment Project Management Services can be ordered as standalone services.

There are two versions of the PC Deployment Project Management Service:

- As a product—the Customer will receive product numbers and an invoice for immediate payment. Product numbers will be provided in the SOW.
- As a service contract—the Customer will be invoiced over the life of the contract. For staged delivery, invoices will be issued as services are delivered.

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