



HP Windows 10 Migration Service

Customer FAQ

1. What is the Windows 10 Migration Services offering?

HP's Windows 10 Migration Services encompasses all services customers can purchase from HP to migrate PC's from their current Operating System to Windows 10. These are:

- Assessment and Strategy Services
- Windows Application Transformation Services
- Web App Accelerator Service for Internet Explorer11
- Image Architect, Build, and Update
- Image Load Service (Existing factory configuration service)
- Dynamic Configuration Services
- Deployment Services for New PCs
- Migration Service for Windows 10: Onsite, Remote, and Remote+
- PC Deployment Project Management Service

2. Who can purchase Windows 10 Migration Services?

Windows 10 Migration Services are intended for direct Corporate, Enterprise and Public Sector customers.

3. In which countries are the Windows10 Migration Services available?

Windows 10 Migration Services are offered in the US, Canada, and Western EMEA. They can also be purchased by global customers and delivered in Asia Pacific, Latin America, and CEE/MEMA if requested.

4. What is the Windows 10 Workshop?

This is a workshop led by an HP Technical Consultant. The workshop is typically delivered in a half day and is followed by a summary report with a high-level roadmap for migration. The topics covered during the workshop include:

- Windows 10 feature overview
- Devices, management, and deployment approaches
- Security access and information protection
- Mobile device management
- Applications migration
- Cloud and identity
- HP's approach to enabling customers to achieve a successful move to Windows 10

The workshop features presentations and video demonstrations, and is highly interactive.

5. What will my company get out of the workshop?

The HP Windows 10 Workshop will help companies to:

- Develop a clear understanding of their company's starting point on the migration path
- Understand the potential scope and options available across Windows 10 and related infrastructure solutions
- Determine those options most appropriate for their organization
- Make initial determination on the priorities and sequence for migrating
- Understand HP's extensive capability in supporting organizations with their move to Windows 10 and the associated ecosystem elements involved

6. How much does the Windows 10 Workshop cost?

There is no cost for the Windows 10 Workshop for qualified customers. Please contact your HP representative for more details.

7. Who in my organization should be attending the Windows 10 Workshop?

This workshop is designed for senior IT management. It is the entry point to determine next steps for the company's migration strategy.

8. When will the Windows 10 Workshop be available in my country?

The Windows 10 Workshops are ready to be delivered today.

9. Who will deliver the Windows 10 Workshop?

HP Technical Consultants will deliver the workshops.

10. What is the Assessment and Strategy Service?

The Assessment and Strategy Service provides the ability to audit and assess which hardware is in use on your company's network. It also analyzes the applications in use to determine if they need to be migrated. Microsoft states that 95% of the applications should work, however, customer legacy applications may need to be migrated.

HP will also analyze if any web-based applications need to be migrated. Internet Explorer 11 is the only version supported on Windows 10, so any web-based applications built on IE 8, 9, or 10 may need to be migrated. HP will make recommendations for the most appropriate elements required in the migration strategy.

11. What is the Application Transformation Service?

If needed by your company, this service involves reworking previously-defined applications to make them work with Windows 10.

12. What is the PC Image Architect, Build, and Update¹ Service?

HP developed the PC Image Architect, Build, and Update Service as part of the Windows 10 migration services suite. It is also available as a standalone service. Our expert staff will conduct a workshop on the customer premises to gather requirements for the image or provisioning solution, then build and test the image. When complete, a custom image can be deployed in a choice of ways. For new PCs, HP offers services to load images in our factories, and for existing PCs, we offer remote and onsite services for image migration. If desired, we can also keep the image updated over time.

13. How is the PC Image Architect, Build, and Update Service different from the Imaging Services that already exist and offered through HP's factory configuration services?

The PC Image Architect, Build, and Update Service is a comprehensive multi-step solution that manages the image design, build and test process for customers. Through an onsite workshop, an HP Senior Architect will gather requirements, identify any prerequisites, answer questions, and make design recommendations for a custom image or provisioning solution specific to your needs. Next, we will write a design specification that will be approved by the customer prior to commencing the project. HP will then build, test, and deliver the image based on your deployment methodology for both HP and non-HP hardware.

14. What is the Onsite Migration Service?

An HP engineer will come to the customer site to migrate the operating system on existing PCs. The engineer will install the new image and applications and ensure that user data and settings are kept.

15. What is the Remote Migration Service?

The entire migration is executed remotely. Once the customers' employees receive complete instructions by email, they can start the migration. The new image and applications will be installed and user data will be retained. The migration process runs automatically and employees will have access to their information during the complete migration process.

16. What is the Remote+ Migration Service?

The remote migration will be executed as described above. However, with the Remote+ Migration Service, HP will have engineers onsite or will be available remotely during the migration to assist employees with issues or questions that might arise.

17. When will the Windows 10 Migration Services be available?

Windows 10 Migration Services are available today.

18. Are Windows 10 Migration Services available through Channel Partners?

Windows 10 Migration Services are targeted to Direct Enterprise customers only.

19. How long does the Assessment and Design Services engagement take?

This will be dependent on each customer's needs, such as the number of PCs, sites, and countries needing migration. A Statement of Work (SOW) will be established so that customers will know the duration.

20. Can the services be purchased separately?

Yes, however, prerequisite services may be required in some cases. For instance, the Application Transformation Services has a prerequisite of the Assessment and Strategy Service. Please consult with your HP representative about whether there is a prerequisite for a particular service.

21. How do I begin Windows 10 Migration Services?

Please contact your HP representative for complete details, including how to schedule a Windows 10 Workshop, and other information about Windows 10 Migration Services.

22. Are call centers trained to answer questions?

Yes, HP Call Centers are trained to address Windows 10 questions and are ready to discuss and recommend migration services.

23. Where can I get additional Windows 10 information from HP?

Please visit www.hp.com/go/windows10services for more details.

¹The service can be ordered with or without Update services.

Sign up for updates
hp.com/go/getupdated

