

Windows 10 Migration Services for Corporate, Enterprise & Public Sector



What is the HP's Windows 10 Migration Services offering?

HP's Windows 10 Migration Services encompasses all services that Corporate, Enterprise and Public Sector customers can purchase from HP to migrate PCs from their current Operating System to Windows 10. These are:

- Windows 10 Workshop (North America) or Windows 10 Meeting (EMEA)
- HP PC Deployment Project Management Service
- HP Assessment and Strategy Service
- HP Web App Accelerator Service for Internet Explorer 11
- HP Windows Application Transformation Service for Windows 10
- HP PC Image Design and Build Service for Windows 10
- HP Image Load Service for new PCs
- HP OS Migration Services for Windows 10 for existing PCs

Who can purchase HP's Windows 10 Migration Services?

HP's Windows 10 Migration Services are ideal for large Corporate, Enterprise and Public Sector (CEP) organizations across industries. Any other customer with windows based hardware products can also benefit from these services.

In which countries are HP's Windows 10 Migration Services available?

HP's Windows 10 Migration Services will be offered in the US, Canada, and Western EMEA. They can be sold to global customers and delivered in the Asia Pacific, Latin America and CEE/MEMA, if requested.

Why do I have to migrate to the Windows 10 OS?

You need to migrate to the new Windows 10 OS due to several factors:

- Support for Windows 7 ends in January 2020.
- Internet Explorer 11 has been retired as of January 2016.
- New PCs will only be available with Windows 10 software.

What are the benefits of the Windows 10 OS?

- Windows 10 is strongly compatible with Windows 7 applications and devices.
- It caters to the increasing demand for the rollout of tablets and 2-in-1 devices.
- Windows 10 designed apps can run across any device (such as PCs, tablets, smartphones, embedded systems, Xbox One).
- Windows 10 is considered to be the final version of Windows, receiving regular updates to its features and functionality automatically.

What is the Windows 10 Workshop offered by HP in North America?

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

What will my company get out of the workshop?

HP's Windows 10 Workshop will help your company to:

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

How much does the Windows 10 Workshop offered by HP cost?

The Windows 10 Workshop is free of cost for eligible customers. Please contact your HP representative to check the details.

What is the Windows 10 Meeting offered by HP for EMEA customers?

In EMEA, a Technical Consultant will meet with the customer to provide an overview of Windows 10, discuss the potential impact on the customer's business, and go through the services that HP offers for Windows 10 migration. This is not an interactive workshop but an awareness meeting. The objective of this consultation meeting is to gather key information about your organization's situation and to evolve a plan that fits your needs.

What is the HP Assessment and Strategy Service for Windows 10?

A Technical Services Consultant will meet with the customer to review the customer's environment, and collect the required information by installing agreed upon tools for discovering the installed applications and their primary users. These tools will run on the customer's end-user devices (or a representative sample of them), and based on the information it collects about the customer's hardware, applications, network and key policies, will design a complete strategy for the migration to the new OS.

How long does the HP Assessment and Strategy Service engagement take?

This will depend on your organization's needs, such as the number of PCs, sites and countries that need to be migrated.

A Statement of Work (SOW) will be established to let you know how long it will take. For planning purposes, you could estimate a timeline of about four to twelve weeks.

What is the HP Web App Accelerator Service for Internet Explorer 11?

The HP Web App Accelerator Service for Internet Explorer 11 ensures that Web apps will run successfully in Internet Explorer 11 (IE11).

This service:

1. Collects information about the full list of Web apps in use.
2. Determines if they will run successfully in Internet Explorer 11.
3. Covers the design and implementation of any remediation needed for apps that fail.

What is the HP Windows Application Transformation Service for Windows 10?

With the HP Windows Application Transformation Service, professionals evaluate and test the customer's current applications and then refresh or adapt them to ensure they work seamlessly with Windows 10, prior to implementation.

What is the HP PC Image Design and Build Service for Windows 10?

The HP PC Image Design and Build Service creates an image on the customer's behalf. The new image will be applicable for the new OS. If the customer prefers to keep the current image, we simply transform it to be compatible to the new OS.

How is the HP PC Image Design and Build Service for Windows 10 different from the HP Imaging Services that already exist and are offered through HP's Factory Configuration Services?

This service offers more value to the customer; if necessary, an engineer will visit the customer onsite and conduct image testing inside the customer's firewall.

What is the HP Image Load service?

This service is for new PCs. We install the customer supplied software image onto the customer's PC hard drives during the manufacturing process. It can be combined with other configuration services such as the Asset Tagging Service, or other deployment services such as weekend delivery, installation, decommissioning, and other services such as HP Care Pack Services.

What is the HP Onsite Migration Service?

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

What is the HP Remote Migration Service?

The entire migration is executed remotely. Once the employees receive complete instructions by email, they can start their migrations. The new image/applications will be installed and user data will be retained. The employee will be able to continue working, and to disconnect the PC from the network or shut it down. Boot will continue as soon as the PC is started again. The migration process runs automatically (seamlessly) and employees have access to their information during the complete migration process.

What is the "HP Remote +" Migration Service?

The remote migration will be executed as described above. During the migration, HP will have engineers available to assist with any employee issues/questions.

Are HP's Windows 10 Migration Services available through Channel Partners?

HP's Windows 10 Migration Services are only available from HP.

Can the services be purchased separately?

As the services are considered custom services, they can be sold separately; however, the HP Assessment and Strategy Service for Windows 10 is a prerequisite for the HP Windows Application Transformation Service and the HP PC Image Design and Build Service.

How do I begin Migration Services?

You can contact your HP Account Manager or sales representative for complete details, including how to schedule a Windows 10 Workshop (or Windows 10 Meeting, if you are based in EMEA), or start the Windows 10 migration with HP Services.

Where can I get additional Windows 10 information from HP?

You can contact your HP Account Manager and HP Service Specialist.

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