

Brochure



# HP Device as a Service

Reinventing how technology works for you.



# HP Device as a Service

## Lifecycle Management is more complex than it looks

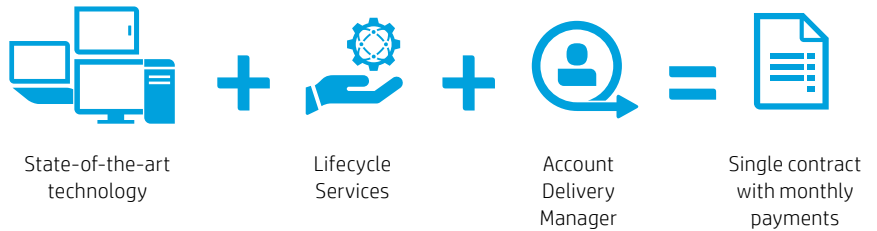
Every year, your IT systems and services become more complex. You have more devices per user, more multi-vendor environments to manage, more services and hardware spread across the globe, more issues from an aging device fleet, more invoices and contracts, more budget constraints—and the list goes on. At HP, we believe deploying and managing devices should be as simple as ordering a service. And now it can be.

Bundling PCs and Custom Services into a single contract with monthly payments would be  
**a strong factor**  
for a large business' choice of PC Custom Services Provider<sup>1</sup>

## Overview

HP Device as a Service<sup>2</sup> is a new value-delivery model that combines innovative devices, lifecycle services, and HP value-added expertise into an all-inclusive, HP-managed solution—with per-seat, per-month cost certainty. It allows you to productively and profitably manage your PC environment—including non-HP (multi-vendor) products.

HP Device as a Service spans every stage of the lifecycle, and can be adapted to meet your exact needs—so you don't pay more than you need to. Add to that the security you get from having your devices managed, controlled, and disposed of safely, and your worries fade away. Now you can provide the devices and experiences users love and the lifecycle efficiencies your business craves—with the economies of scale, global accountability and world-class services that HP delivers. The result? Delighted users and a transformed workplace.





**HP customised lifecycle services are the most likely to be recommended<sup>1</sup>**

## Customers rate HP highest for its:

- Global services capabilities
- Being a trusted advisor<sup>1</sup>

### One service, complete support

HP's superb technology, our full portfolio of lifecycle services, and your personal Account Delivery Manager all work together within HP Device as a Service to simplify your lifecycle management. The Account Delivery Manager is your global single point of contact and your advocate within HP, helping to ensure you receive the highest level of satisfaction.

### How it works

By combining hardware and services into a single contract with one monthly payment, HP Device as a Service can help improve your cash flow, preserve capital to invest in other IT priorities, and deliver a predictable and consistent IT budget. Printer hardware and services (including HP Managed Print Services) can also be added for even greater economies of scale.

At every step, an HP Account Delivery Manager will work with you to determine the needs of each user within your organisation—from executives and office workers to road warriors and sales teams—to ensure you and your users receive a personalised solution and are satisfied with all aspects of the lifecycle. That's the HP advantage: the right experience for the right people at an optimal cost, all managed by HP.



PC Hardware  
and Services



Printer Hardware  
& Services



Multiplied  
Benefits



HP Spectre

## World-class devices for every need

### State-of-the-art technology

HP desktops, thin clients, and notebook PCs were built to help your users perform at their best—in or out of the office—with industry-leading features to keep them working seamlessly and efficiently. HP Workstations offer the latest innovation and industry leading technologies. And HP tablets and retail solutions combine flexible form factors with the leading manageability, security, and support you expect from HP.

Make the most of your PC with HP displays and accessories. HP displays deliver expansive views of your projects with exceptional colour precision and easy connections to an array of everyday devices. HP accessories—covering everything from webcams to wearables—offer exceptional style, durability, and connectivity to support your users' technology needs.

## Lifecycle Productivity

World-class HP devices make today's demanding and discerning users happy, while staying well-tuned and productive throughout their lifecycle.

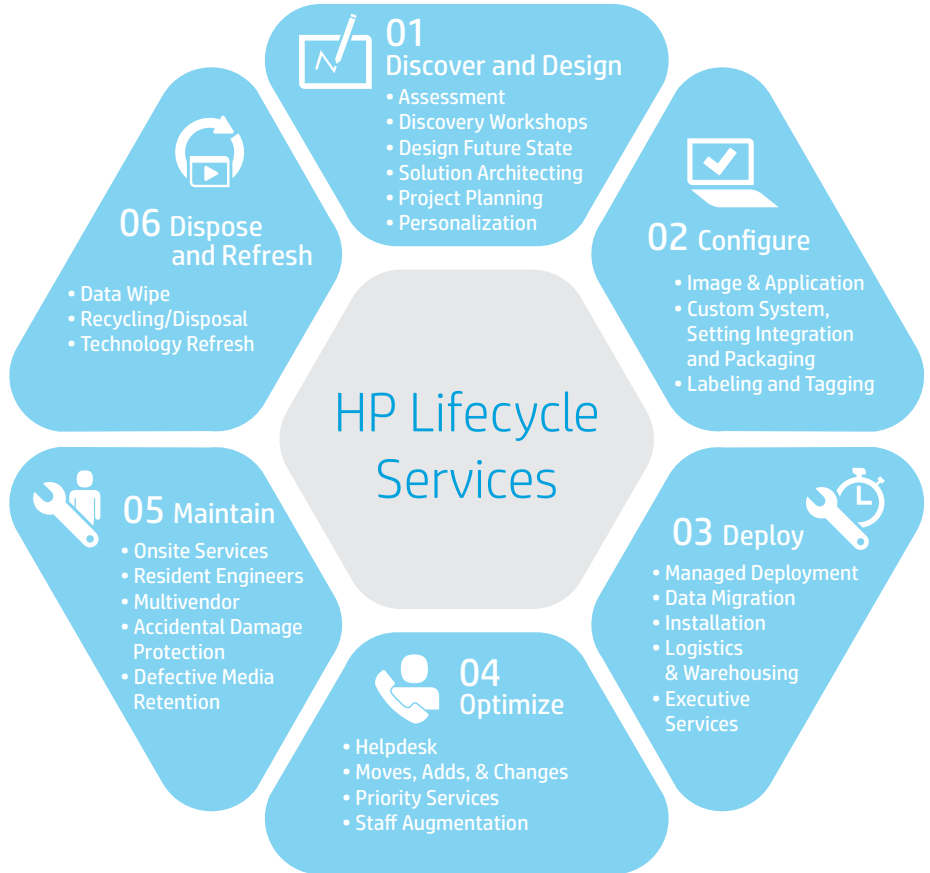


One device that's every device<sup>3</sup>  
HP Elite x3



## HP Lifecycle Services

Close gaps in your infrastructure with HP caliber service that spans the entire device lifecycle, supporting both HP and multivendor (including Windows®, Android™, iPhone®, iPad®, and Mac®) devices. Your Account Delivery Manager and our expert consultants will help you optimise your technology investment for your current and future business needs.





#### Discover and Design

We listen, assess, and then design a plan just for you. We'll learn about your challenges through discovery workshops and develop a unique service and hardware solution that fits you and your users' exact needs. Because we work with the world's largest corporations, we're experts in providing solution architectures that are scalable to your business and flexible for the future.



#### Configure

From installing your custom images and applications to labelling devices and modifying factory settings tailored to your IT needs, HP Configuration Services can help save you time and increase productivity. For even more help saving time, HP also offers add-on Configuration Services such as integration, packaging, and tagging.



#### Deploy

We manage everything from logistics and warehousing to installation, data migration, delivery, and setup, so you and your IT staff can focus on getting the most out of your technology tools. HP Deployment Services, including executive services, address your specific goals while reducing time, risks, and cost.



## Deploying HP solutions will help you:

- Get business-ready systems tailored to your needs
- Gain peace of mind and the ability to focus on your IT priorities
- Leverage economies of scale and global consistency
- Access an award-winning portfolio of hardware and world-class services
- Simplify your procurement, billing, and IT budget
- Reduce your capital outlay and improve your cash flow
- Gain total certainty on costs and the lifecycle of your hardware fleet
- Operate with confidence, knowing your fleet is monitored, secured, and policy-compliant at all times
- Focus on your strategic vision while HP manages your devices



### Optimise

Our suite of support and helpdesk services can be customised to meet your unique needs and optimise your PC environment. End-user phone and Priority Services, walk-in centres, streamlined help lines for IT professionals, reporting, staff augmentation, software or Operating Systems upgrades, firmware upgrades, re-install service—HP can do all these for you and more.



### Maintain

Extend and expand on the protection of your HP and multi-vendor devices. These optional services add additional coverage and easy access to repair services—including onsite options and resident engineers, accidental damage protection, and defective media retention—for optimal up-time. HP will customise your plan to meet your specific needs in service hours (standard/outside of office hours) and service options.



### Dispose and Refresh

At the end of a device's lifecycle, HP will refresh with the latest technology products. We will remove the old units, secure your hard drives (disk wipe, or return them to you) and perform data migration as well as recycle them in an environmentally friendly manner. As new products are introduced, HP will also assess and design a plan to refresh products over subsequent years.

## Simplify your IT environment

Forget the complexity and let HP simplify your device lifecycle management. HP Device as a Service offers a single solution—one contract, one monthly payment, and one global supplier—for your device needs across the entire lifecycle, and all the financial benefits that come with that simplicity. Whatever your device needs, HP can handle them—so you don't have to.

Choose HP Device as a Service for predictability, security, and a transformed workplace. To find out more, contact your HP Sales Representative.

Learn more about HP Services at:  
[hp.com/go/computingservices](http://hp.com/go/computingservices)

---

<sup>1</sup> Source: HP commissioned research conducted by New Growth Consulting, May-December 2015 among enterprise customers of HP, Dell and Lenovo in the US, UK, France, Germany, Mexico, Colombia, Chile, and Brazil.

<sup>2</sup> HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

<sup>3</sup> The Elite x3 is the first built-for-business mobile device to deliver seamless phablet, laptop and desktop business productivity in a single device. Based on HP's internal analysis as of January 14, 2016 of mobile devices preinstalled with Windows 10 Mobile, designed to pass MIL-STD 810G and IP67 testing, the ability to run virtualised corporate apps on a big screen using optional dock, and a biometric solution for security. Claim not applicable in China, East Africa, Israel, Japan, the Philippines, Taiwan, Thailand, Turkey, Vietnam, West Africa, or within the Commonwealth of Independent States.

© Copyright 2016 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Windows is either a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries. Android is a trademark of Google Inc. Mac, iPad, and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries.

