

Image Implementation

Care Pack, part of HP Care



Service benefits

- Reduce productivity loss by installing images with new Hard Disk Drive that are IT and user ready
- Gain confidence and peace of mind as HP replaces Hard Disk Drive with images that align with your IT policies and requirements
- Save costs and time of redesigning and shipping an image to us, when the PC come back to you, they are business-ready

Service overview

HP onsite image installation service provides the Customer with the flexibility to have its custom disk images, including software, loaded at its own premises before or at the time of installation. The HP service agent will load the Customer-provided image at the Customer site under mutually agreed-upon control procedures. The service does not include any kind of data migration and backup, user-setting configuration, or hardware installation.

This service is available only if the Customer has an automated system and a process to load images and software. If such a system and process exist, then HP will activate or initiate the download process on behalf of the Customer, and monitor the download process to its completion. This is an attended service; therefore, the HP service representative will wait until the installation is completed.

This service is available through our HP GetMore Services to accommodate the Customer's unique image size, product types, media types, and data interfaces.

Service Features

HP onsite image installation service will be required when a new Hard Disk Drive is requested or replaced during onsite break-fix. HP or its authorized service provider will retrieve the image, ensure Operating System and image versions are correct, and load the image to the Hard Disk Drive.

Coverage

The Customer will provide HP the number of images and define the image requirements per unit to be installed at each location at least 30 calendar days prior to the first deployment. Image restores via end customer provided disk image CD/DVD are carried out by HP Certified Technicians if the Hard Disk Drive is replaced.

HP can accept images in the following formats: FTP file, CDR/CDRW or DVD, or USB key. Images must have been developed using a tool that supports Windows Imaging Format (WIM). HP requires that the Customer's provided image requires no additional modifications prior to HP placing the image into production, including any legacy or special testing. In case of Hard Disk Drive replacement, the onsite engineer has to reload the latest image – 17GB (available on a FTP site).

HP will load the Customer provided image at HP factories or HP DSC prior to hardware delivery to the designated location. HP will load the image based on the Customer specifications; including the addition of HP standard drivers, partition modifications, installation of up to three (3) additional software packages per role, and addition or modification of up to three (3) operating system configuration settings.

This service also includes up to one (1) image modification per quarter to in-production images. A package is defined as a group of applications grouped/configured into a single installable unit. The loading of the image and application cannot exceed 60 minutes per unit.

Once the hardware has been imaged, it will be shipped to the Customer appointed locations. For applications that must be installed onsite, HP will install the applications using Time and Expense rates, as described in the Pricing Section of this SOW.

HP will only complete this if the recovery CD and any required credentials is made available by the Customer once the hardware repair has been completed. The image instructions provided by customer must be written in the local language.

When restoration process exceeds 6 CDs or one (1) hour, customer agrees that it is acceptable for HP to begin the recovery process and to transition the remainder of the recovery to the Customer. If this recovery process fails it will then become customer's responsibility to complete the recovery. It is not HP's responsibility to recover customer specific data. Customer is responsible for securing any and all PII and PHI data that may reside on this equipment.

Customer Responsibilities

Site and product access

The Customer must ensure access to the building, floor, and individual cubicles, offices, labs, and rooms where the service will be delivered on the date and time that the delivery is scheduled. Further, the Customer will provide working space and facilities within a reasonable distance of the products, as well as access to and use of information, Customer resources, and facilities, as is reasonably determined necessary by HP, to provide the deployment service for the products and to allow the HP service agent to help with the installation of the new units. Customer resources include site representative and contact to identify the cubicles, offices, labs, and rooms where the installations are to take place.

Cleared space

The desk or tabletop location where the new PC will be installed must be unencumbered and clear of any old, existing equipment. As necessary, the Customer will clear the space where the new PC is to be installed. While the old equipment (PC, docking station, monitor, keyboard, and mouse) must be cleared from the desktop or tabletop where the new equipment is to be set up and installed, it must be left in the cubicle, office, lab, or room.

Appointment booking

It is the customer's responsibility to provide the Customer site contact name, email, and phone number. HP's authorized service provider will schedule the appointment with the provided site contact and clarify the required service details.

Authorized representative

The Customer must have a representative present when HP service engineers are providing Installing Services at the Customer's site. The Customer's representative will either possess native language (site specific) skills (written and spoken) or be able to speak, read, and write English.

Project management

Overall project management will be provided by the Customer or ordered as a separate managed service from HP or a third party. HP or its authorized service provider will schedule an appointment with one person per site. It will be the responsibility of the Customer to contact or inform its end users. The Customer-designated project manager will ensure that end users or other designated representatives are available and present for any services involving custom settings and data migration.

It is the Customer's responsibility to provide a detailed installation/deinstallation plan (building, floor, pillar, desk, user, new device model, etc.) to the HP authorized service provider to enable desk-side delivery. Additional parameters such as BIOS password, computer name, domain name, administrator name, administrator password, user account/name, and user password are required for security settings, network connections, and authentication and imaging services.

If the Customer's project management or deployment coordination is performed in non-English speaking environment, the Customer's contact will either possess native language (site specific) skills (written and spoken) or be able to speak, read, and write English.

Accessory compatibility

If the Customer is requesting that existing legacy accessories, such as a monitor, docking station, keyboard, and mouse, be connected to a newly ordered PC (desktop, laptop, thin client, or work station), then the Customer is responsible for and must ensure that the existing accessories are compatible with the new PC. The Installation Service does not include any logical configuration of the peripheral at the operating system level, including monitor or mouse settings.

Network readiness

The Customer must ensure that the LAN and WAN networks in its premises are ready and operational prior to starting the installation services. The HP network connection service does not imply that this service extends to setting up or configuring the network. If an HP provided service is required to set up and configure the network, then a separate Statement of Work (SOW) is required for these services. Further, if remote connectivity is required to perform the installation, then it is the Customer's responsibility to establish such connection capability prior to the commencement of installation services.

Cabling preparations

The Customer will ensure that the power and network cabling at the designated desk is complete before the start of installation services.

Product collection point

The Customer will ensure that all products to be installed are in a centralized collection point and that the distances between the centralized collection point and the designated cubicles, offices, labs, and rooms where the installations are to take place are at an acceptable distance. The Customer's centralized collection point must be in the same building as the cubicle, office, lab, or room where the products will be delivered.

The centralized collection point can be the building lobby or loading dock (door or dock) where the products were delivered by the logistics carrier. If the Customer wants the centralized collection point to be someplace else and wants HP to place the products in a centralized collection location other than the lobby or loading dock (door or dock), then the Customer must order the Value added Logistics Service for Inside Delivery, which is a separate standalone service.

Site access

Access to the collection point needs to be clear of obstacles (e.g., restricted access, locked doors, etc.). It is the Customer's responsibility to provide special equipment such as forklifts and stair walkers, as well as their respective operators. If elevators are present, the Customer will help with elevator access for the movement of units across different floors. The Customer must inform HP or its authorized service provider about required security clearance or passports to access military or public areas, laboratories, and so on.

Licenses

The Customer must provide licensed software with valid keys, where applicable, for HP to perform the installations. It is not HP's responsibility to verify licensing or the validity of software provided by the Customer for any installations. Further, the Customer's security and licensing policies must allow third-party agents (in this case, HP and/or its partners) to have access to the passwords, devices, software, and networks necessary to complete the selected service and associated tasks.

Bootable image

The PCs to be installed will either have a bootable image already installed on them, or the Customer must have ordered the On-site Image Installation Service.

OS image

If the Customer ordered the On-site Image Installation Service, the Customer must provide the service agent with the OS and/or software image and the necessary keys for imaging.

Data backup

It is the Customer's responsibility to back up all Customer files, data, or programs prior to the commencement of any installation services and to be able to reconstruct lost or altered Customer files, data, or programs. The Customer must maintain a separate backup system or procedure.

Hazardous environment

The Customer must notify HP if it's discovered that the working area allocated to HP poses a potential health or safety hazard to HP or service agent employees. HP may postpone the Services until the Customer remedies such hazards.

Specific requirements

The Customer must fulfill the above responsibilities for the specific services acquired.

Service Limitations

Service activities are delivered during HP standard business hours unless additional services have been purchased or special arrangements have been made.

Service Eligibility

HP onsite image installation service is offered within the base warranty or warranty uplift or extension. Hard Disk Drive replacement and image installation instances are unlimited within the valid warranty and service extension period.

General Provisions

Operational hours

HP Installation Services are performed during local standard HP business hours on normal business days excluding local HP public holidays.

Subcontracting

HP may (a) subcontract the performance of any of its obligations (in whole or in part) to a third party, including HP authorized service providers, or (b) assign or transfer this Service Agreement to another HP entity at any time subject to written notice.

Delivery location

Installations occur at ship-to locations only.

Supported hardware

HP desktops, notebooks, thin clients, workstations, retail point-of-sale devices, and tablets are supported with this service.

Geographic coverage

This service only available in Singapore.

Travel Zones

If the product is located or is to be installed outside of the specified travel zone, or the site location is not accessible by driving and thus requires special access (e.g., oil rigs, ships, etc.), service may be subject to additional support charges, longer response times, reduced coverage hours, or pickup and return service delivery, as determined by HP.

Ordering Information

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order this service, contact a local HP sales representative.

For more information on HP Services, contact your local HP sales representative or HP preferred reseller, or visit our website: hp.com/go/pcandprintservices

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