We have your entire PC lifecycle covered

HP PC Services

The smarter way to manage your PC lifecycle

As your business grows, so does your IT systems and accompanying services. Deploying, managing and maintaining your device fleet can often be a daunting task. At HP, our suite of PC Services provide a complete portfolio of solutions designed to cover the entire PC lifecycle of your business. Within that portfolio, we offer a variety of service options for you to effectively design, configure, deploy, optimise, maintain, and dispose and refresh the IT devices in your organisation.

Today, every business needs a technology partner. Make yours HP Services.

HP Lifecycle Services Portfolio

2. Configure

When deploying hardware to users across your organisation, you want to ensure your devices and systems are tailored to your IT needs. HP Configuration Services can save you time and increase productivity.

- Image & Application
- Custom System Setting
- Integration & Packaging
- Labeling and Tagging
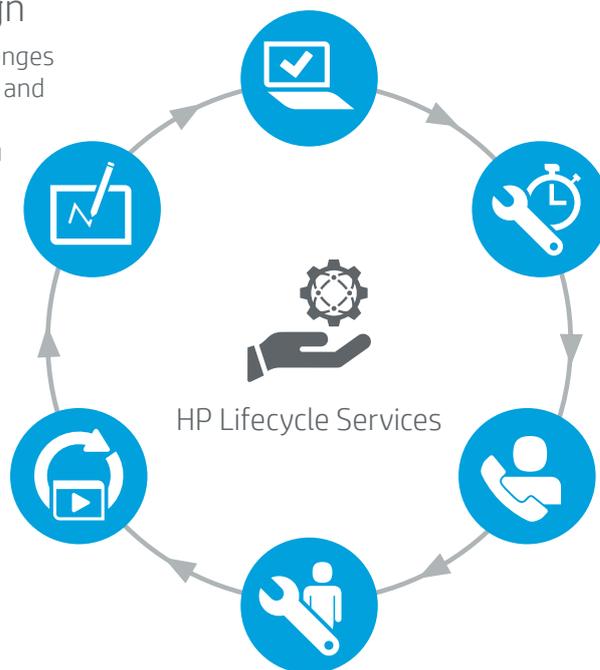
1. Discover and design

We will learn about your challenges through discovery workshops, and develop a unique service and hardware solution that fits you and your users' exact needs.

- Assessment[+]
- Discovery
- Design future state
- Solution Architecting
- Project Planning

3. 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.

- Managed Deployment
- Data Migration[+]
- Installation
- Logistics

6. Dispose and refresh

When it's time to retire old PC devices, HP can help you dispose of hardware devices and packaging in a secure, efficient, and environmentally responsible manner.

- Data wipe
- Recycling[+]
- Disposal
- Device Refresh[+]

HP Lifecycle Services

4. Optimise

Our suite of support and helpdesk services can be customised to meet your unique needs, and optimise your PC environment.

- MAC
- Staff Augmentation
- Project Management
- Helpdesk
- Priority Support
- Data & Device Security
- Data Encryption
- Asset Management

5. Maintain

Extend and expand upon 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.

- Account Delivery Management
- Resident Engineers
- Extended Coverage
- Pick up & Return
- Unit Exchange
- Onsite Service

- Next Business Day / Same Day[+]
- Call-to-Repair
- Travel Onsite Support
- Defective Media Retention
- Accidental Damage Protection

[+]Multi-vendor service options are available.
Services in purple text: Custom services
Services in blue text: Packaged / fixed services

1. Discover and Design

Through discovery workshops, we will learn about your challenges 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 are experts in providing solution architectures that are scalable to your business and flexible for the future.

Select these services to:

- **Obtain consultancy services that suit your needs:** Our experts will assess your current environment, and design an optimised plan for your business

- **Leverage on HP expertise:** Let our professional experience help you in your processes, tools, planning and program management

- **Accurately detect current devices:** HP has the capabilities to detect over 2500 different IT devices from 330 manufacturers and brands

- **Report generation and documentation:** Get critical information you need about geography, departments, planning, schedules and many more

Assessment

Our team of experts will assess the current hardware and support environment in your organisation, and perform a physical assessment if needed.

Discovery

For more complex deals, we will hold discovery workshops for a detailed discussion with you on your Request for Proposal (RFP) or service requirements. With your valued input on pain points and expectations, our experts will develop custom initiatives for your organisation.

Design future state

Our team will work with you to develop a detailed service transition plan. This will help facilitate the transition from your current state of operations to the desired future state with HP.

Solution Architecting

Once the assessment is complete, our solution architects will design a customised solution. We will help you select the right hardware product and service level agreements for each user profile, such as executives, engineering teams, remote workers, back-office support, and retail outlets.

Project Planning

Our project managers will create and implement a complete plan that will meet specific needs of your organisation.

2. Configure

Cut costs, save time and increase productivity with HP Configuration Services. These help to manage your configuration processes, from installing your custom images and applications, to labeling devices and modifying factory settings that are tailored to your IT needs. For added convenience, add-on Configuration Services such as integration, packaging, and tagging are also available.

Select these services to:

- **Get ready-to-use systems tailored to your business needs:** Help employees work uninterrupted with a complete suite of services customised to your unique IT needs and security standards

- **Reduce costs and save time:** Business-friendly pricing that gives a positive return on investment by protecting employee productivity. You can request for the right service level and support experience according to your needs

- **Secure your IT investments:** Improve device security and prevent lost or stolen assets through the application of labels or tags on your assets

Image & Application Services

Have your devices ready for use from the moment you unbox them. HP can build, modify, and load tailored PC images at the factory to meet your needs from the moment they arrive.

Custom System Settings Services

Receive your devices with PC BIOS parameters configured to your exact requirements.

Integration and Packaging Services

For your added convenience, HP can procure and integrate HP and non-HP hardware devices to deliver a complete package for your business.

Labeling and Tagging Services

Gain tighter control over your assets and secure your hardware. HP Labeling and Tagging Services reduce asset management costs with one-touch system labeling and tagging customisation.

Services include:

- HP PC Image Load Service
- HP PC Image Modification & Load Service
- HP PC Image Build & Load Service
- HP PC Applications Load Service
- HP Multi-Platform PC image Service
- HP Backup Media Design & Replication Service

- HP Standard PC BIOS Settings Service
- HP Custom PC BIOS Setting Service
- HP Customer Logo in Firmware Service
- HP PC BIOS Revision Control Service
- HP PC BIOS Asset Tagging Service
- HP Intel vPro Setup & Configuration Service

- HP Third-Party Hardware Integration Service
- HP Device Model Management Service
- HP Drop-in-PC-Packaging Service

- HP Standard Asset Tagging Service
- HP Customer-Supplied Asset Tagging
- HP Security Tagging Service
- HP Custom Security Tagging Service
- HP Pre-Configured Asset Tagging Service

3. Deploy

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

Managed Deployment

We will address your specific and unique needs for end-to-end professional services in managing and coordinating deployment requirements. These deployment services are scalable and available globally so that you can focus on your core business.

Select this service to:

• Enjoy end-to-end planning and execution of your PC deployment projects

• Source for non-HP products from selected technology brands

• Obtain interim warehousing storage and shipment of parts for support services

Data Migration

HP experts help you move user data from old to new hardware, ensuring a seamless transition when you refresh your devices.

Select this service to:

• Provide simplified and consistent backup and migration across the organisation

• Free your IT from manual transfers to focus on core tasks and priorities

• Reduce execution time, impact and risk when you refresh your devices or operating system platforms

Logistics

Get the flexibility, clarity and precision in your PC delivery to help you schedule deployment, and prepare your IT resources when the new systems arrive. Choose how and when you receive your new products from several options. HP can even ship your systems to multiple sites worldwide, complete with the necessary tax and compliance documents.

Select this service to:

- Receive proactive delivery notification prior to delivery, and track and trace with proof of delivery
- Incorporate a true end-to-end solution that matches all your work environment specifications
- Avoid business disruptions through the provision of scheduling and basic delivery services on a non-working day
- Enjoy a clear fixed-pricing with HP's global reach and platform breadth
- Cover the entire process right up to setting up at your end-users desk

Services include:

- Inside Delivery
- HP Unpacked & Waste removal
- HP Consolidated Delivery
- HP Custom Pallet Service
- HP Special Equipment Service
- HP Non-Working Day Delivery

Installation

HP's comprehensive installation solution with different service levels for your PC assets give you undisrupted productivity, while allowing you to focus on supporting your end users and business needs.

Select this service to:

- Take the installation process out of your hands as HP experts will set up the network and validate your devices
- Get up and running faster for minimal downtime
- Reduce your costs and free up your in-house resources
- Cover the entire process, right up to setting up at your end-users desk

Services include:

- HP Installation
- HP Install & User Settings
- HP Install, User Settings & Data Migration

4. Optimise

Customise your own suite of support and helpdesks to meet your unique needs and optimise your PC environment. Take your pick from 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, and re-install service.

MAC

HP experts can completely manage Moves, Adds, and Changes (MAC) such as OS and firmware upgrades, image re-installations, memory/hazard drive upgrades, data migration, backup and restore, and more. We also ensured our delivery model uses a standard, consistent process to handle these changes efficiently, which guarantees minimal disruption to your business.

Select this service to:

• Outsource ad hoc service requests to move, add or change devices

• Leverage HP expertise to handle changes and re-deployment

• Ensure a consistent end user experience for ad hoc service requests

Staff Augmentation

Solve your manpower crunch with skilled HP professionals, making your business more flexible and agile. We supply and manage a variety of skilled professionals who will extend the capabilities of your in-house teams, allowing you to manage fluctuating business needs.

Select this service to:

• Obtain specialty skills required for short term or periodic business needs

• Quickly ramp up or scale down productivity needs

• Ensure teams are set up to work independently or come under direct supervision

Project Management

Get a designated project manager as your dedicated point of contact. This ensures smooth coordination of business activities, and the professional handling of your IT evolving requirements.

Select this service to:

- Get dedicated account management with proactive updates

- Receive better escalation and issue resolution

- Obtain consulting services in specific areas of infrastructure implementation or other IT projects

Helpdesk

Enjoy quick, easy access to HP-certified technical help for software applications and office devices – all from one plan. Get expert technical phone support for your end-users, including call entry, troubleshooting, problem qualification, resource coordination, and case escalation.

Select this service to:

- Keep your business running smoothly

- Gain technical assistance across numerous technology brands at your workspace

- Avoid wasteful and frustrating computer downtime

- Spend more time focusing on your core business

Priority Support

A suite of premium, enterprise-class, global IT support services for PC and Printers that optimise your access to helpdesk and IT resources, so that you can resolve issues efficiently. This service offers direct access to specially trained HP IT support specialists and online support tools 24/7.

Select this service to:

- Gain direct access to specially trained HP support specialists designed to help your IT

- Give your IT team prioritised access through a toll-free number and unique PIN

- Provide a globally consistent experience with support in 63 countries and 20 languages

- Have a Dedicated Global Customer Support Manager (GCSM) located in the region to plan and monitor your support needs

Data & Device Security

Absolute® Data & Device Security (DDS) from HP is an adaptive endpoint security solution. It provides you with a persistent connection to all of your endpoints and the data they contain. This means you're always in control, even if a device is off the network or in the hands of an unauthorised user.

Select this service to:

- Assess security risks through insights provided by the two-way connections on each device

- Apply remote security measures to protect each endpoint and the sensitive data in your devices

- Get valuable insight delivered through a cloud-based console that requires no additional IT infrastructure

Data Encryption

An enterprise-class, centrally managed version of HP Drive Encryption, SecureDoc for HP provides you with best-in-class data encryption and security management. You can now increase administrative efficiency, improve end-user experiences and reduce your total cost of IT ownership.

Select this service to:

- Give your administrators control with a centrally managed drive encryption

- Get maximum data protection and transparency in your everyday workflow

- Upgrade and transition seamlessly with minimal impact to end users

Asset Management - Touchpoint Manager

A powerful tool made easy to use, HP Touchpoint Manager is an intuitive dashboard that delivers real-time insights and alerts. You can now easily manage your data, devices and users, track inventory, and perform maintenance with greater ease.

Select this service to:

- Increase productivity with the ability to find and fix problems before they impact your business

- Protect data with a single, unified security model across PCs and mobile devices

- Easily track and troubleshoot your devices from an intuitive dashboard with real-time insights and alerts
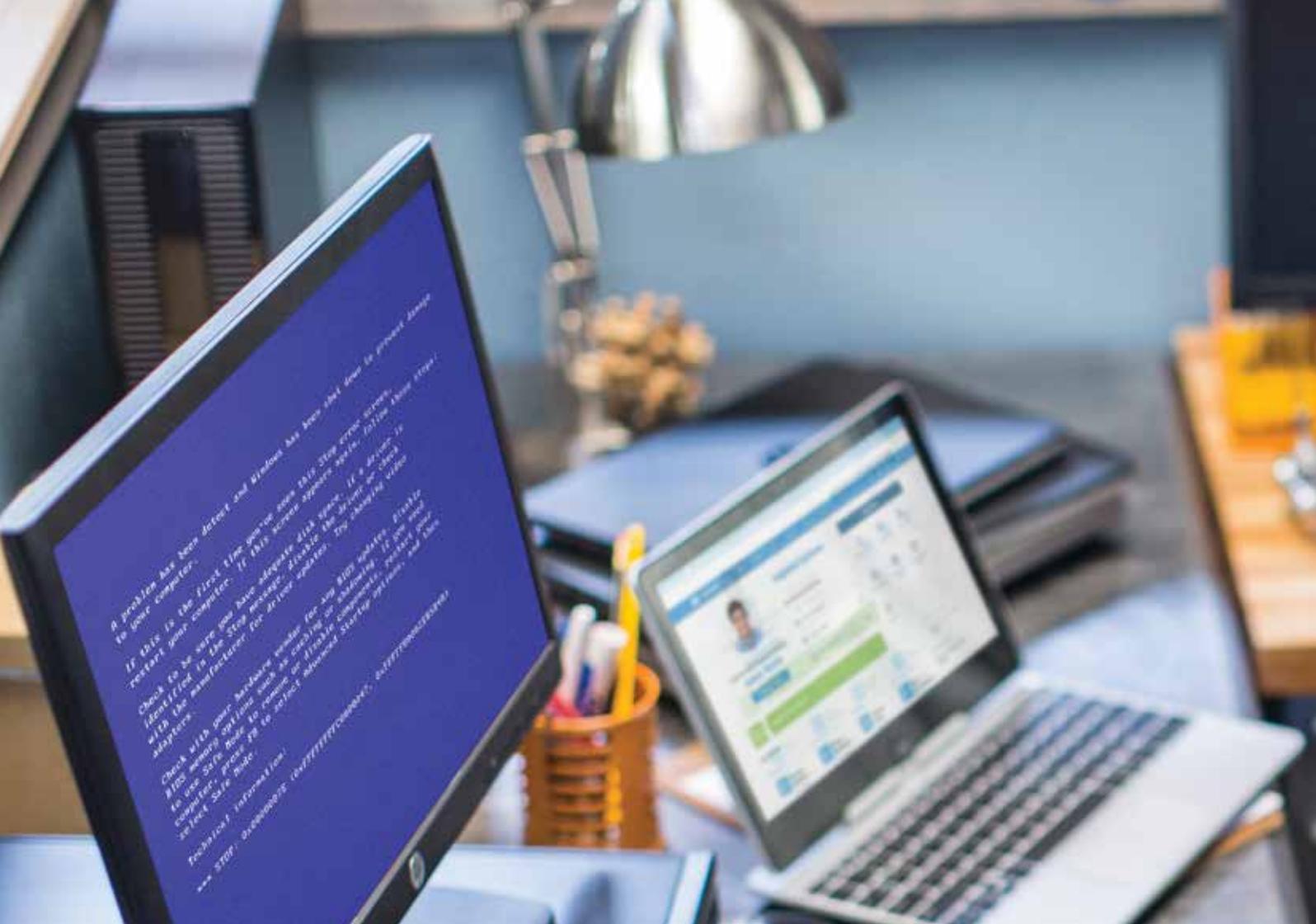
5. Maintain

Extend and expand upon the protection of your HP and even non-HP 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/out of office hours) and service options.

Account Delivery Management

An account delivery manager will act as a single point of contact between your business and HP. He will give your business regular performance updates and deliver a higher level of customised service.

Select this service to:

• Receive regular updates concerning on current and ongoing projects

• Let HP fully manage support services, including service level control, customer feedback handling, customer communication, service request response, and escalation management

• Obtain monthly management reports and analysis on activities such as service level status, activity summaries, and case statistics

Resident Engineers

For larger sites, dedicated support engineers will come onsite daily to provide key areas of support. These engineers are fully equipped to offer break/fix assistance, desk-side support, IT administration and logistics support.

Select this service to:

• Have a dedicated HP team to manage break fix requests for an entire site, or for selected end users

• Ensure immediate availability for diagnosis and work towards issue resolution

• Support large numbers of end users working in one location

Extended Coverage

On top of the standard coverage, you can extend your protection for up to five years in total. Enjoy peace of mind with a longer protection covering your HP product, saving you from unnecessary costs from malfunctions after your standard warranty ends.

Select this service to:

- Better manage and cover your product's lifecycle according to your business requirements
- Gain access to trained and qualified agents to support your HP product, even after the standard warranty ends
- Fully predict and control your budget to support your PCs through their lifecycle

Pick up & Return

A door-to-door service that includes pick-up, repair, or replacement of your defective products, or a replacement of an operational product. Experience faster turnaround times, giving you the uptime you need to maximise productivity.

Select this service to:

- Have peace of mind with no additional deductibles, coverage limits or hidden fees
- Let HP experts with the know-how take care of your product
- Get convenient connectivity with an HP service representative around-the-clock

Unit Exchange

HP Unit Exchange provides a replacement HP product or part to be delivered free of freight charges to your site within the next business day. This serves as a convenient and cost-efficient alternative to onsite support, especially if the affected HP product can be easily shipped to your location.

Select this service to:

- Enjoy next-business-day hardware exchange
- Get remote problem diagnosis and technical telephone support
- Gain access to electronic support information and services desk

Onsite Service

Get remote assistance and onsite support for your hardware. You get the flexibility to choose between multiple service-level options to suit your needs.

Select this service to:

- Enjoy remote problem diagnosis and support
- Get onsite support by HP experts for improved product uptime
- Gain access to electronic support information and services

Next Business Day Onsite / Same Day Onsite

HP Next Business Day Onsite / Same Day Onsite Service provides remote assistance and onsite support for your hardware devices to ensure maximum uptime. Choose between a combination of multiple service options with several onsite responses, call-to-repair times and coverage windows in various durations to suit your business needs.

Select this service to:

- Receive faster response times that reduce downtime on devices experiencing technical problems
- Prevent unexpected costs with replacement parts, since material costs are already included
- Get expert help with technicians who specialise in HP products
- Gain peace of mind over sensitive business data as hardware repairs are done onsite

Call-to-Repair

In the event of hardware or system failure, we will dispatch a technician to your site and fix the defective unit within six hours, next business day, 24 to 48 hours, or third business day.

Select this service to:

- Get a guaranteed fix within a very short time to ensure business continuity for mission critical functions

Travel Onsite Support

Get a worry-free, one-stop solution for repairing faulty units while you or your staff are travelling internationally. This includes local language-support, remote problem diagnosis and Next Business Day Onsite response times.

Select this service to:

- Get quick repairs while on business travel without the hassle of locating and travelling to the country's repair centre
- Receive English or local language remote problem diagnosis call support
- Utilise prompt and reliable remedial services with Next Business Day Onsite response time in many countries
- Gain peace of mind with a contingency plan should your PC fail at a critical time while abroad

Defective Media Retention

Keep your defective hard drive for control over your sensitive data. In the event of problems with a hard disk, an HP engineer diagnoses the disk and provides a replacement if required, without the need to return the defective drive.

Select this service to:

- Reduce the risk of any data being compromised, as your hard disk never leaves your control
- Comply with the latest data privacy regulations
- Mitigate your risk of costly regulatory or civil liabilities through proper control and disposition of sensitive data
- Replace a faulty disk without any additional charges

Accidental Damage Protection

Protect yourself from accidents not covered by a standard warranty. Avoid hefty repair or replacement costs resulting from drops, spills, power surges and even damage to the LCD screen.

Select this service to:

- Repair or replace a damaged product without additional costs or unnecessary downtime
- Receive accidental damage cover for computing products in high-risk environments
- Ensure coverage over replacement parts and materials, including labour support

6. Dispose and Refresh

At the end of your device's lifecycle, HP will provide a refresh with the latest technology products. This includes removing your to be retired units, performing data migration, securing your hard drive through a datawipe and recycling them in an environmentally responsible manner. As new products are introduced, HP will continue to assess and design a plan to refresh those products.

Data Wipe

Wipe sensitive data on your PCs in a safe and controlled environment. This service includes either the destruction or removal of the Hard Disk Drive (HDD), the removal of any asset tags and a certificate confirming successfully wiped devices. Data wipe is provided through any of these service options: HP Degaussing Service, HP Data Sanitization Service and HP Shredding Service.

Select this service to:

• Keep your sensitive data private and prevent data breaches or compliance issues

• Remain compliant with applicable legislative practices and environmental regulations as experts will dispose of data in a secure way

• Opt for onsite data wipe services for an even higher level of security

Disposal

When your business needs to retire old devices, HP can help you reduce costs, save time and improve your return on investment with our disposal services. Decommission the right way and let us take charge of your devices—from removal of storage media or identities such as tags or labels, to packaging of materials. Get the peace of mind you need with HP experts properly disposing of your hardware and sensitive information.

Select this service to:

• Safeguard your organisation's business data

• Ensure your sensitive data is disposed of properly and in compliance with industry regulations

• Choose to keep your media devices to dispose of them with your own methods

Recycling

Your devices are responsibly recycled either by repurposing, harvesting for spare parts, or disposed in an environmentally responsible manner. You can rest easy knowing you are helping the environment when you choose HP Recycling Services. HP will handle all details of recycling your retired hardware assets safely and securely, including providing you with appropriate documentation for your records.

Select this service to:

- Remove and transport retired assets to a disposal and recycling centre
- Properly dispose of electronic devices that require specialised recycling processes
- Adhere to environmentally-friendly practices through proper recycling
- Proper recycling helps keep our environment healthy

Device Refresh

HP Device Refresh is a set of comprehensive solutions that can help you manage hardware that is at the end of their lifecycle. Get peace of mind knowing HP experts dispose of your devices in a secure manner, and in compliance with applicable legislative practices and environmental regulations. For assets that can be remarketed, you receive a part of the recoverable market value, making this the most economical option for asset disposal.

Select this service to:

- Realise recoverable market value on both your surplus HP and non-HP IT assets
- Outsource complex processes including reverse Logistics, data wipe, refurbishment, remarketing and recycling
- Protect your sensitive and private data in compliance with local policies and regulations
- Receive reports for your organisation that meet audit and legal requirements

Multi-Vendor Services

Available across your PC Lifecycle

HP's portfolio of services for your device lifecycle is now available for select non-HP branded PCs and printers. Our Multi-Vendor Services allow for a consistent, high quality support experience worldwide to help simplify processes and improve your product uptime.

Select this service to:

• Receive consistent services support experience across multiple brands[1]

• Have a single point of contact for service and support

• Get simplified purchasing and automated renewal of support services

• Enjoy flexible payment options designed with your needs in mind

[1] PC brands: Dell, Lenovo, Acer, Apple®. Printer brands: Lexmark, Xerox, Canon. Service coverage may vary by country/region. Every country may have different structures and resources to support the services. Please contact your local HP Sales Representative for more details.

HP Device as a Service

HP Device as a Service is a new value-delivery model that makes ownership and management complexity a thing of the past. It combines innovative devices, lifecycle services, and HP expertise into an all-inclusive, HP-managed solution – with per-seat, per-month cost certainty.

How it works

| Superb Technology | + | Lifecycle Services | + | Account Delivery Manager | = | Single contract with monthly payments |

Total Fleet Lifecycle

→ Discover and design ❯ Configure ❯ Deploy ❯ Optimise ❯ Maintain ❯ Dispose and refresh ❯
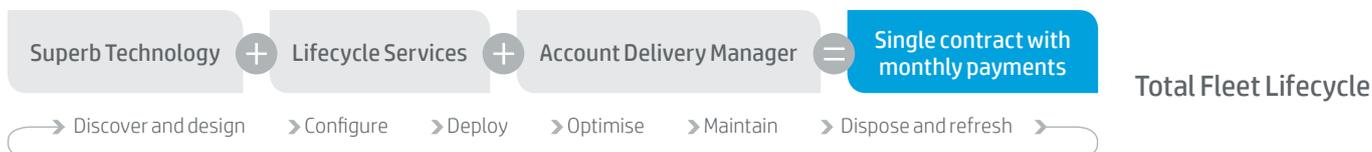
HP Device as a Service can help improve your cash flow, preserve capital to invest in other IT priorities, and deliver a predictable and consistent IT budget. Printer hardware and services (including HP Managed Print Services) can also be added for even greater economies of scale.

- **Analytical insights:** Track your fleet's inventory and condition with advanced analytics
- **Expert management:** Enjoy innovative devices, lifecycle services, and value-added expertise – all combined into an all-inclusive, HP-managed solution
- **World-class devices:** Give your users world-class devices that are well-tuned, monitored, and secured over their lifecycles

- **One contract:** Sign one contract and make one payment each month
- **Predictable costs:** Smooth out cash flow with predictable costs, contractual precision, and managed total cost of ownership
- **Global accountability:** Have a single global provider and a single point of accountability

Choose HP Device as a Service for predictability, security, and a transformed workplace.

Learn more about HP Device as a Service at: **hp.com/go/DaaS**

Learn more on HP Services at hp.com/go/services
Find the right HP Care Pack Service at hp.com/go/cpc
Visit HP Customer Care at hp.com/go/support
Do a product warranty check at hp.com/go/supportcenter

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