Brochure

# HP Device as a Service

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[1]

# 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.

## Overview

HP Device as a Service[2] 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. In addition, the security you get from having your devices managed, controlled, and disposed of safely, offers a worry-free experience. 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.



State-of-the-art technology + Lifecycle Services + Account Delivery Manager = Single contract with monthly payments

## HP customised lifecycle services are the most likely to be recommended[1]

## Customers rate HP highest for its:

- Global services capabilities
- Being a trusted advisor[1]

### 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

## 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, while 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 view of your projects with exceptional color 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.



HP Spectre

## Lifecycle productivity

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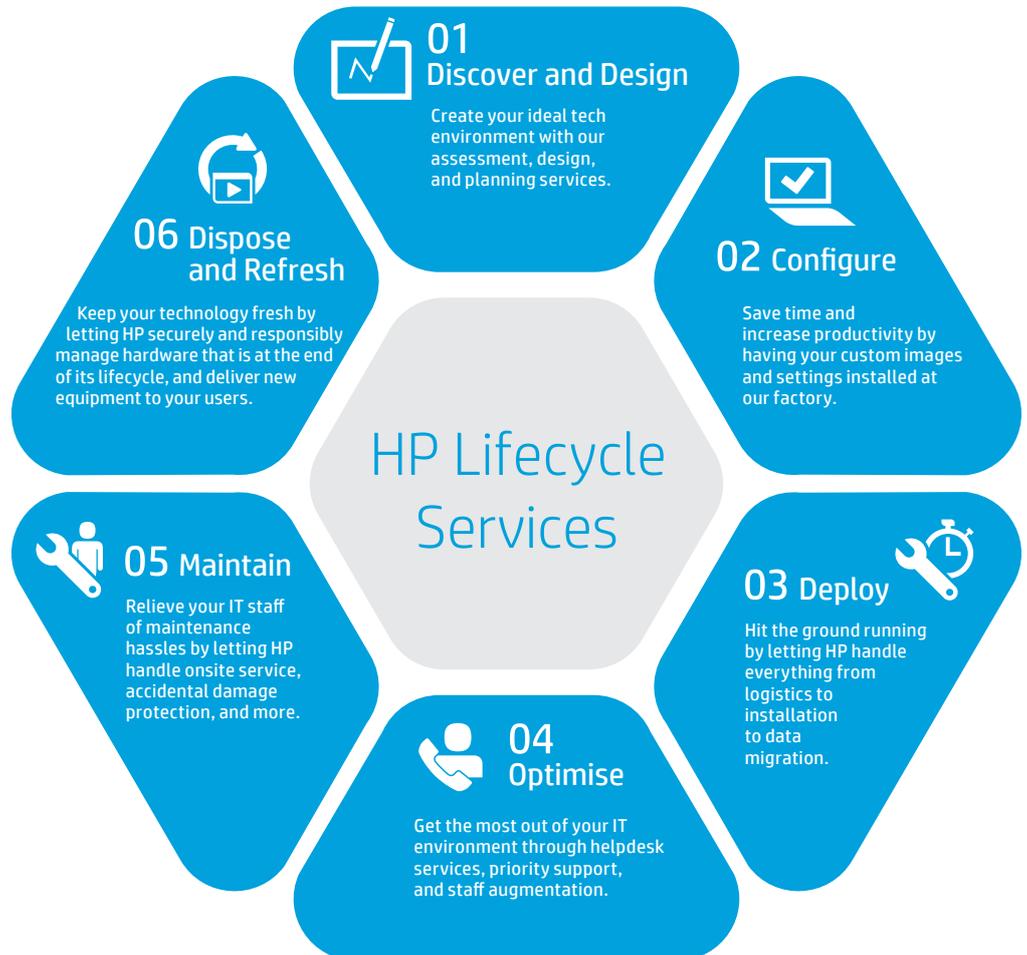


One device that's every device[3]
HP Elite x3

## HP Lifecycle Services

Close gaps in your infrastructure with HP-calibre service that spans the entire device lifecycle, supporting both HP and multi-vendor (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.

### HP Lifecycle Services

**01 Discover and Design**
Create your ideal tech environment with our assessment, design, and planning services.

**02 Configure**
Save time and increase productivity by having your custom images and settings installed at our factory.

**03 Deploy**
Hit the ground running by letting HP handle everything from logistics to installation to data migration.

**04 Optimise**
Get the most out of your IT environment through helpdesk services, priority support, and staff augmentation.

**05 Maintain**
Relieve your IT staff of maintenance hassles by letting HP handle onsite service, accidental damage protection, and more.

**06 Dispose and Refresh**
Keep your technology fresh by letting HP securely and responsibly manage hardware that is at the end of its lifecycle, and deliver new equipment to your users.

### 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 labeling 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 centers, 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 your IT environment 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 Device as a Service at:
hp.com/go/DaaS

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