

Brief

# Slice Installation Service



Part of HP Discover and Design Services

Easily implement HP Elite Slice for Meeting Rooms with installation, configuration, and ongoing support from HP.



## The customer journey



### Assessment

Asses your environment to optimize the deployment



### Project Management

End-to-end Project management to get you up and running



### Installation & configuration

Ensure successful solution installation



### Technical support

Ongoing solution support

## Make a smooth transition to seamless video conferencing

The globalization and mobility of today's workforce makes remote collaboration and video conferencing the norm for many businesses. In order to conduct productive virtual meetings, it's important to equip conference rooms with versatile, seamless technology like the HP Elite Slice for Meeting Rooms.<sup>1</sup>

Slice Installation Service is a complete, cost-effective, managed service that will help you efficiently transition from your antiquated conferencing technology and outfit your meeting rooms with the sleek, powerful HP Elite Slice for Meeting Rooms. Through assessment, project management, installation, configuration, and ongoing technical support, we'll get your HP Elite Slice for Meeting Rooms up and running quickly so you can start benefitting from collaborative video conferencing.

## Assessment

### Address your unique needs

To ensure that your service contract meets the specific needs of your business, HP will assess your environment before or after you purchase Slice Installation Service. This includes:

- Arranging contact between your IT and Facilities teams and your assigned HP Project Manager
- Conducting a full environmental assessment
- Identifying your device imaging and configuration needs
- Presenting a Statement of Work and Services Contract for your approval (includes pricing)

### Slice Installation Service includes:

- Environment assessment to optimize deployment
- End-to-end project management to get you up and running
- Thorough solution installation
- Ongoing solutions support



## Project management

### Work with a single point of contact

Enjoy the convenience and efficiency of a dedicated HP Project Manager who will work closely with you to manage the end-to-end installation process. The Project Manager will be responsible for:

- Completing a project plan and reviewing it with you and HP internal stakeholders
- Working with a PC Specialist to order and configure your hardware
- Tracking the delivery of hardware and contacting you to schedule an installation appointment

## Installation and configuration

### Make installation easy for IT

Ensure successful installation and configuration with guidance from your HP Project Manager who will remotely walk your IT team through the process using a schedule and project plan based on your size, locations, and network requirements. During this process, the Project Manager will:

- Work with you and your IT team to setup and configure each server
- Help you physically locate and turn on each HP Elite Slice for Meeting Rooms, or test all of them in one location before shipping
- Connect to each unit to complete and test installation
- Provide training on the Admin Portal and support process
- Complete the project with your sign-off

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## Technical support

### Rely on ongoing support and expertise

With ongoing remote assistance, you can be confident that technical hiccups won't slow you down. For any issues that arise, you can contact your HP Project Manager who will:

- Determine the best path for resolution
- Escalate the issue to the next level of support, if necessary

## The clear path to clear communication

With step-by-step remote management of installation and configuration, implementing HP Elite Slice for Meeting Rooms for more effective video conferencing will be a hassle-free process for you and your IT team.

To learn more, contact your HP Sales Representative.



<sup>1</sup> HP Slice for Meetings includes HP Slice with Intel® Unite™ software, HP Collaboration Cover and HP Audio Module. Other modules are sold separately.

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