



Definition & Offering FAQ

For Customers

This document answers the most common questions about HP's Device as a Service (DaaS) definition & offering.

Q: What is HP Device as a Service (DaaS)?

A: HP DaaS delivers a modern consumption model that simplifies how commercial organizations equip their employees with the right hardware, accessories, and lifecycle services to get the job done, while improving end user productivity, IT efficiency, and cost predictability. Key benefits of HP DaaS are:

- A broad selection of best in class devices and accessories delivered as a Service from HP
- One-stop simplicity with plans that include device support, repair or replacement services, fleet security and management, and other lifecycle services tailored to your business needs. All with one-price-per-device and monthly payments.
- More insightful and proactive fleet management with HP's actionable and predictive analytics that can identify issues before they become a problem and help optimize IT asset life and budgets.
- Reduce the day-to-day workload on IT so they can focus on projects that move the business forward. With plans that include unified device management performed by HP Service Agents, and a portfolio of other lifecycle services from deployment to end-of-use and everything in between, you can maximize your resources.

Q: What is the value proposition for HP DaaS?

A: HP Device as a Service is a one-stop solution that makes your company more efficient, improves the employee experience, and frees up IT resources to drive growth. With HP DaaS, customers get the right devices for the job, hardware support, analytics and proactive fleet management, and the right lifecycle services for their needs all with one contract with a fixed price per device pricing model.

Q: What makes HP DaaS unique versus other 'as a service' offerings?

A: HP is leading the way with this modern computing consumption model having nearly two years of in-market experience. HP offers the broadest portfolio of devices as a service and offers a more complete solution that includes devices, accessories, support, proactive analytics and unified device management, and additional lifecycle services – all with simplified plans and a one-price-per-device model. Other providers do not offer the breadth or depth of solution that HP offers. Key ways that HP DaaS differentiates from the competition are:

- **One-stop solution with simplified plans** that make it easy to get complete hardware, support, and service solutions and tailor the agreement to add lifecycle services that you need. All with one contact and one contract.
- **Unique analytics and proactive management capability** that simplifies day-to-day management of assets, enables better device and data protection, and helps IT maximize their resources.
- **Flexibility for your business** – HP DaaS offers more term options ranging from 1 to 5 years and fleet flexibility to flex down agreements to match workloads.

Q: What are the plans available with HP DaaS?

A: Choose from three foundational plans: **Standard**, **Enhanced** or **Premium**. HP DaaS plans include hardware support, repair and replacement service, and unique analytics and proactive management capabilities for better fleet management. The levels of concierge-like fleet monitoring and management provided by DaaS Service Agents varies by HP DaaS plan selected. Each plan can be tailored to include HP or HP partner

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managed lifecycle services including everything from installation and labeling to workplace support for users and safe disposal and recycling. Visit www.hp.com/go/daas for plan details.

Q: What is the pricing for HP DaaS?

A: Pricing is based on the devices, accessories, and service plan selected as well as financing terms. Contact your HP representative or an Authorized Partner for more details.

Q: Which HP DaaS plan is right for your organization?

A: HP DaaS plans are designed to be simple, yet flexible, so you can tailor your DaaS agreement to fit your organization's needs. No matter which plan you choose, you get the service, support and insightful fleet management essential to your business—all from a single partner—saving you the headaches of coordinating with multiple vendors.

When choosing an HP DaaS plan, consider a few factors:

- Do you already have a self-managed, unified endpoint management solution for security policy setting and enforcement as well as device and application management but want to take advantage of HP DaaS' analytics and reports for more proactive fleet management?
The Standard plan may be the place to start.
- Do you want to offload day-to-day device security and management tasks to expert DaaS Service Agents, so your IT team can focus on more strategic projects?
Consider the Enhanced or Premium plan.
- Do you need a higher level of white glove support and more sophisticated device security and management functionality?
Consider the Premium plan.

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