

HP DaaS Offer FAQ

For Customers

This document answers the most commonly asked questions about HP's Device as a Service (DaaS) offering.



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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, multi-operating system devices and accessories delivered as a service from HP.
- Flexible plans that include device support, repair or replacement services, endpoint security and management, and other lifecycle services tailored to your business needs, for a one-price-per-device and flexible payment terms.
- More insightful and proactive fleet management with HP's actionable 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 other priorities. With plans that include unified device management performed by HP Service Experts, and a portfolio of other lifecycle services from deployment to end-of-use and everything in between, businesses can maximize their resources.

Q: What value does HP DaaS offer customers?

A: HP DaaS provides a one-stop solution that combines hardware, support, analytics and proactive endpoint management, and additional lifecycle services to make a company more efficient, improve the employee experience, and free up IT resources. It's a modern alternative to purchasing and managing technology from a single vendor that helps you diagnose and take corrective actions before your end users are impacted, and gives you flexibility in how you choose to service and secure your diverse multi-operating system fleet.

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 while others are just beginning. HP offers the broadest portfolio of devices as a service and offers a more complete solution that includes devices, accessories, support, proactive analytics, 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:

- **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 by offloading day-to-day device management to HP Service Experts.
- **Flexible 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 for a fixed price per device pricing model.
- **Flexibility for your business** – HP DaaS offers more term options ranging from 1 to 5 years as well as fleet flexing options so you don't pay for more than you use.

Q: What plans are available with HP DaaS?

A: HP DaaS has three plans to choose from: **Standard**, **Enhanced** or **Premium**. Each HP DaaS plan includes unique analytics and proactive endpoint management capabilities, which vary based on the plan selected. Whether you manage devices in-house or want to outsource that function, there is a plan that's right for your organization. In the U.S., an HP DaaS for Apple® plan is now available for customers seeking assistance with managing their fleet of mobile devices.

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Any plan allows customers to add on lifecycle services from installation and configuration to workforce support, to safe disposal and recycling whether from HP or its partners.

HP DaaS makes it easy to select a plan and tailor it to a company's needs. For specific requirements not included in any given plan, there is a 'custom' agreement option. 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 with device lifecycle services. No matter which plan you choose, you get the devices, support, and services you need without 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 specialized HP Service Experts, so your IT team can focus on other priorities?
Consider the Enhanced or Premium plan.
- Do you need a higher level of service with more sophisticated device security and management functionality?
Consider the Premium plan.

Q: What is General Data Protection Regulation (GDPR) compliance?

A: The General Data Protection Regulation (GDPR) is an EU-wide regulation for the protection of European citizens' data that comes into force on 25th of May 2018 and lays down rules relating to the protection of natural persons with regard to the processing of personal data and rules relating to the free movement of personal data (Ref: <https://gdpr-info.eu/art-1-gdpr/>). Currently there is no certification or license required or available for GDPR.

Q: What is HP's and HP DaaS Analytics and Proactive Management's approach to GDPR?

A: HP has a long-standing history of industry leadership in privacy and data protection. Together with our robust portfolio products and services, we can support our customers' and partners' efforts in protecting personal data. With respect to HP DaaS Analytics and Proactive Management, HP acts as a Data Processor. Please refer to Data Processor section on [HP Privacy Central](#). As a global company, it is possible that any information you provide may be transferred to or accessed by HP entities worldwide in accordance with the [HP Privacy Statement](#) and on the basis of the International Privacy Programs listed in the International Data Transfers section.

Q: Do you have an assigned Data Protection & Privacy Officer or equivalent?

A: Please refer to this in the FAQ section of Data Processor section on [HP Privacy Central](#).

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