

HP Device as a Service (DaaS)

HP DaaS for Apple® FAQ

This document answers some key questions related to the HP and Apple solution for customers and partners.



HP DaaS for Apple FAQ

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

A: HP Device as a Service (DaaS) delivers a modern service model that simplifies how organizations source, support, and manage IT with insightful analytics and reports from HP TechPulse. With HP DaaS for Apple¹, HP partners with customers to increase user productivity, operational efficiency, and cost predictability.

Key benefits of HP DaaS for Apple are:

- Apple® iPhone®, iPad®, and Mac® devices and accessories delivered as a service from HP so you can shorten refresh cycles and keep users happy.
- More insightful and proactive device management with HP TechPulse analytics and reports that can identify issues before they become a problem and help optimize IT assets and budgets.
- Reduce the day-to-day workload on IT so they can focus on other priorities. With unified device management performed by HP Service Experts² and a portfolio of lifecycle services from deployment to end-of-use and everything in between, businesses can maximize their resources.
- A predictable, flexible plan that includes support, repair or replacement services, analytics, proactive management, and other lifecycle services tailored to your business needs with one-price-per-device flexible payment terms and the ability to easily scale your plan down, if needed.

Q: What value does HP DaaS for Apple offer customers?

A: HP Device as a Service (DaaS) for Apple helps commercial organizations, of all types and sizes, optimize IT assets and resources with a complete solution that combines Apple hardware, insightful analytics from HP TechPulse, proactive management, and HP services for every stage of the device lifecycle. It's a modern alternative to purchasing and managing technology through several different vendors. With our specialized Service Experts and teams dedicated to satisfaction and business outcomes, customers have a trusted, global partner with HP.

Q: Which Apple devices will be offered through HP?

A: The current offering is focused on mobility solutions for those on the go. Get a complete HP DaaS for Apple³ solution for your business with Apple® products such as iPad®, iPhone®, and more, plus analytics, proactive management, and services for one predictable price per device

Q: What specific services will HP DaaS provide Apple customers?

A: The HP DaaS for Apple plan includes the following services:

Management with insight

- Optimize your IT spending and resources
- Identify, predict and address potential issues with HP TechPulse, our unique analytics technology
- Drill down with HP TechPulse featuring:
 - Machine learning
 - Preconfigured logic
 - Contextual data that delivers device, application, and usage insights

¹ HP DaaS for Apple is available in the United States, 20 countries in Europe, Japan, and Hong Kong directly from HP and select partners. Other Apple® products as a service available through HP DaaS upon request. Please check with the HP representative in your area for availability.

² HP unified endpoint management is provided by HP Service Experts who deliver service using VMware Workspace ONE. Or, customers using Microsoft Intune may have our Experts manage using licenses they already have. Please check availability of options in your country.

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A security guard that's always on duty

- Trust HP to monitor security compliance for your Apple® devices.
- HP TechPulse analytics and our Service Experts⁴ can:
 - Monitor, implement, and enforce device security policies
 - Help protect data on lost or stolen devices.⁵

Unified Endpoint Management performed by HP Service Experts⁵

- Secure and manage Apple® devices
- Provide device and app inventory reports
- Detect and alert on missing devices
- Lock or wipe data on missing devices
- Deploy applications to groups or individual devices
- Manage Wi-Fi access without exposing credentials to end users
- Blacklist and whitelist mobile applications
- Provide zero touch deployment (Apple Device Enrollment Program)

Hardware Support⁶

- Next business day onsite exchange for iOS
- Next business day repair or exchange on Mac devices
- Accidental Damage Protection
- Technical Support for IT Administrators

Q: Does HP DaaS for Apple include wireless voice or data services for mobile devices?

A: Wireless service plans are currently not included in HP DaaS for Apple devices. However, customers may activate their devices with their wireless carrier, which will be billed separately. Over time, as we work with the carriers, the objective will be to simplify the process of activating new devices purchased through HP DaaS in a seamless manner.

Q: Why would a customer want to sign up for an HP DaaS plan instead of using existing manageability and security tools?

A: With HP DaaS for Apple, customers receive a managed unified endpoint service that allows them to offload the day-to-day monitoring and management of iPhones, iPads, and Macs to HP Service Experts⁷ who perform device management functions on both HP and Apple hardware. These tasks include setting and enforcing security policies, securing data on lost or stolen devices, and tracking device and app inventory. Service Experts also manage application deployment, mobile app whitelisting and blacklisting, and secure Wi-Fi provisioning. This service is aimed at proactively mitigating issues before they become a problem for users, freeing up internal IT resources to focus on other priorities. Other device management solutions require per seat licenses, in-house administration resources and training, may not manage multi-OS device types, and don't offer the technology analytics and insights or managed service provided with HP DaaS.

⁴ HP unified endpoint management is provided by HP Service Experts who deliver service using VMware Workspace ONE. Or, customers using Microsoft Intune may have our Experts manage using licenses they already have. Please check availability of options in your country.

⁵ Remote lock and wipe functionality requires the device to be powered on and have Internet access.

⁶ Note that HP DaaS for Apple requires a 1,000-device minimum order.

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Q: What is the HP DaaS for Apple plan package?

A: HP DaaS for Apple is available as a single plan that most closely aligns with the Premium offer of HP DaaS. Details of the plan can be found on the [HP DaaS web site at hp.com/go/DaaS](http://hp.com/go/DaaS)

Q: Where is HP DaaS for Apple currently available?

A: HP DaaS for Apple is available in the United States, Japan, Hong Kong, and the following European countries:

- Austria
- Belgium
- Czech Republic
- Denmark
- Finland
- France
- Germany
- Hungary
- Ireland
- Italy
- Luxemburg
- Netherlands
- Norway
- Poland
- Portugal
- Slovakia
- Spain
- Sweden
- Switzerland
- United Kingdom

Note: AppleCare for Enterprise (ACE) is not offered in Czech Republic, Hungary, Poland and Slovakia, and a custom solution would be required.

Q: Who can customers contact if they are interested in HP DaaS for Apple?

A: Customers should contact their HP representative.

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