HP Tech Café Market FAQ

This document answers the most commonly asked questions related
to HP Tech Café Market.

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Service Overview

Q: **What is HP Tech Café Market?**

A: HP Tech Café Market features two components:

- **An automated, self-service vending machine** that enables employees to obtain IT accessories in less than a minute, at any time of the day.

- **A locker** that provides the further capability to securely dispense larger accessories or to exchange devices.

The HP Tech Café Market solution is equipped with centralized software to monitor and manage the inventory of the vending machine and the locker, control user access, and track user transactions in coordination with the customer processes.

Q: **What type of accessories can be dispensed by the HP Tech Café Market?**

A: The vending machine can dispense accessories like mice, flash drives, headsets, speakers, keyboards, batteries, memory, cables, and any other accessories defined by the customer. The units are configured according to the size of the accessories to be dispensed and are multi-vendor capable.

The locker is useful for dispensing larger accessories like bags, or to deploy or exchange replace devices.

Q: **Who pays for the accessories? The customer or the customer's employees?**

A: We can implement the solution according to the customer's wishes. The customer can choose to charge the employee directly for each purchase, or (exclusive) to cover the expenses by providing the employee access to the machine using an identification badge, PIN code or both.

Q: **Are we using third-party suppliers to offer this solution?**

Yes. To provide a complete solution, we are integrating suppliers with a large install base and experience on manufacturing and implementing the vending machine, locker and administration software.

Q: **Does HP have global suppliers?**

Yes, HP has the ability to meet global demands on a custom basis. (Please check with your local Sales Rep to see if your request can be met.)

Q: **Are the accessories to be dispensed provided by the third-party?**

The accessories are to be supplied by the customer or from the HP*-owned inventory option. Please consult your HP Service Sales Specialist for more details.

Q: **What does it mean to have a third-party supplier capable of delivering in a specific country?**

The supplier needs to be capable of shipping, installing, configuring, and providing onsite maintenance of the units during the length of the contract with the customer.

*Plans and/or included components may vary by region or by Authorized HP Service Partner. Please contact your local HP Representative or Authorized HP Partner for specific details in your location.

Q: Do the vending machine and locker have to be offered and installed together?

A: No, they do not. The vending machine and the locker can work separately; however, it is necessary to review the connectivity options that the supplier selected offers in your region or country.

Q: For the sample vending products, does the customer need to send the actual product to be tested in the machine?

A: HP requires an initial list of products to be vended, including weight and dimensions. A sample planogram will be designed and provided to the customer to help develop the preliminary list of items to be supplied. This helps HP determine what items can be dispensed by the vending machines and what can be transferred to a locker solution.

Q: Does HP have to be on the customer's network or servers to operate?

A: No, HP does not have to be on the customer's network. The equipment has the option of cellular connectivity. HP does not have to intrude on a landline or on the client's network. There is no software that needs to be installed on the customer's servers.

Q: What is the process to provide loaner or new devices, or to return damaged devices through the HP Tech Café Market locker?

A: The end user will need permission to access any of the compartments of the locker. This can be done manually by contacting the service desk or automatically by using their badge identification, PIN number, or both. The details of how to set up the process depends on the supplier options within the solution.

Q: What is the typical length of a contract to deploy a Tech Café Market unit?

A: The term length can vary by contract, region and customer. Typical contract length is 36 months.

Q: How long does it take to design and build the vending machine and have the equipment ready to be shipped to the client's address?

A: In the U.S., it typically takes 6 to 8 weeks to design and build the vending solution, once all of the prerequisites are gathered. HP will assign a project manager to assist in collecting the requirements, managing the scope of the project, and ensuring 100 percent customer satisfaction.

Pricing

Q: Where can I find the prices for the HP Tech Café Market?

A: At the time of launch, the prices are custom and defined after a SOW is complete. The HP Tech Café Market will be offered as a service, at a monthly payment per unit. The prices varies according to the configuration of the units, shipping costs, length of the contract, SLAs, and scope of the services. Please contact your sales engagement team for further details.

Q: Can the price for an HP Tech Café Market unit be embedded in a DaaS solution?

A: Yes, it can be a part of the HP DaaS Solution; however, it is not recommended that it be embedded in the price of the device (per month per seat). It is recommended that it has a separate "price per month per unit."

Global Landscape

Q: In which regions and countries is the HP Tech Café Market available?

A: The HP Tech Café Market is available is in the following regions and countries:

- AMS – U.S., Canada

- EMEA – EU, UK/Ireland, Switzerland, Denmark; EU, UK/Ireland, Norway / Switzerland / UAE
  Coming soon: CEE (except Russia)/Saudi/South Africa

- APJ – Please contact your sales rep to see country availability

- LATAM – Please contact your sales rep to see country availability