

Tech Café Market

Scoping Questions

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CURRENT SERVICES (OPEN-ENDED)

1. Current experience with your help/service desk?
 - a. High number of service/help desk calls and/or Tickets logged?
 - b. Pertaining to accessories or items \$50 or below?
 - c. Pertaining to Break/Fix maintenance of hardware devices?
2. Do you have break-fix onsite/offsite service within your company?
 - a. Physical Walk up Center?
 - b. Remote (Call-in) Service?
3. Do you have Resident Technicians onsite?
4. Do you have a system in place for Asset Management?
 - a. At an accessory level (\$50 or below)?
 - b. For laptops/computing devices/Mobility devices/projectors/etc.?



TECH CAFÉ MARKET MODEL SELECTION (2)

Depending on a customer's specific needs, they can choose between two Support Models.

1. Standard – Customer owned inventory and replenishment
 - a. When is this the right model for customers?
 - If your customer prefers to manage the solution and own inventory themselves, recommend the Standard model.
 - b. Do you have a spare closet to hold accessories?
 - **Typically, about 1.5-2months worth of inventory**
 - c. Do you have a dedicated person that can track software portal?
 - Possibly within the IT department?
 - **Typical time on tracking software portal requires about 2-3 hours per week**
 - d. What is your current experience using your internal procurement system?
 - Typical wait/lead time to receive product ordered with your internal procurement system?
 - Downtime affecting business capabilities?
 - e. Do you have a dedicated person that can replenish vending machine/Locker?
 - When setting up inventory alerts within Software Portal, you'll need to have someone onsite replenish the Vending Machine/Locker. **Typical replenishment trips (servicing 2,500-3,000 employees) is 2 per week. **
 - f. Are you going to need lockers to store larger accessories (Laptops, projectors, etc.) combined with the vending machine?
 - If so, what type of products would the lockers house?
 - What type of use case would you like to implement with the Lockers?
 - Next Business Day Onsite Repair?
 - Rental Capability?
 - Remote Migration, PC Refresh, Imaging, etc.?

- Employee Onboarding?
- Will-Call?
- Larger accessory storage?
- Other?

2. Enhanced – Customer or HP*-owned inventory options and HP delivered replenishment, ordering on behalf of customer, and reporting

a. When is this the right model for customers?

- If your customer prefers a more “hands-off approach” to management, recommend the Enhanced model.

b. HP will order accessories on behalf of the customer through their internal procurement system

c. Utilize the customer’s onsite storage closet or Utilize the replenishment arm’s storage facility

d. HP will monitor software portal

e. HP will replenish machines

f. ** Customer will have full hands-off approach to solution**

g. With HP*-owned inventory:

- Customers are invoiced monthly based upon actual inventory consumption (pay-as-you-go).
- There is no paying for initial, upfront inventory or re-ordering costs.
- No inventory is logged on customers’ books.

Ordering

a. Upfront, paid-ahead of time inventory (Typically about 1.5-3 months’ worth of inventory on-hand at all times) – Average cost of accessories for this could be anywhere from \$10K-25K upfront

- Recommend this model for Enterprise customers who believe that there will be a high sell through of accessories. Would not want to bother with SOW Rolling Forecast inventory control measures quarterly/bi-annually.

Vending Machine & Locker Information

Vending Machine

- **Reduced Service/Help Desk Calls & IT Tickets logged.**
- **Bulk ordering on accessories** (cuts costs on one-time procurement purchases for accessories).
- **Asset Management at an Accessory Level** (FYI: There was research by Gartner that says on average an employee spends \$200 per year on accessories that are \$50 or below. Imagine this statistic for Enterprise customers who have 100K+ employees. Now if an employee leaves the company, fired, etc. the IT department can have an active list of all accessories and they’re able to recoup all of those accessories instead of losing millions of \$\$ per year).
- **Employee Satisfaction /Employee Retention** (C-stat scores, VIA internal study, etc.)

Locker

- **Next Business Day Onsite Repair** (Employee has defective device, they place the defective device in the locker and grab an already pre-loaded device out of the locker to use in the meantime...a repair tech will come to the locker next business day and fix the device...they’ll alert the employee that the device is fixed and the employee comes back up and swaps out devices).
- **PC Refresh/Migration** (We’re able to have holes in the back of the lockers and pre-install: cat5, usb-c & power outlets in the lockers. This way employees will load their devices into the lockers (hook up the cat5 & power outlet) and an IT department can remotely do a PC refresh or Migration (win10)...This can SIGNIFICANTLY cut down on cost in sub-k’ing/outsourcing this cumbersome activity and keeping it internal.
- **New Employee Onboarding** – Loading the Locker with all necessary equipment (Laptop, mouse, docking station, charger, T-shirt, coffee mug, etc.) for the new employee and either the hiring manger can pick it up or the employee can pick it up their first day...Great way to save \$\$ and be efficient.

- **Lockers are intended to hold larger accessories**
- **Will-Call Ability** – Employee can go and pick up new device in the laptop in a “Will-call” scenario.
- **Imaging Remotely**
- **Rental of Devices** – You can rent laptops, projectors, anything for 1 hour, 8 hours, 24 hours, 48 hours, “X” hours and charge your employees per hour or per day for the rental of devices/accessories. This can be a great incentive for people who forget devices/accessories and/or they do not want to travel with their personal devices.



VENDING MACHINE

1. Would you like HP to create you a custom logo (Vending machine/Locker wrapper)?
2. What kind of items would you like the system to vend?
 - a. Multi-Vendor capable for accessories within Vending Machine and/or Locker
 - b. Multi-Vendor capable for Ordering
3. Hours of Operations for your company?
4. Do you need hot swap units available off hours
5. Security requirements (Network and/or Product-level)?
6. Any restrictions you would like to set up for employees?
 - a. Example: Regular employees are only able to vend certain products vs. Senior Leaders/Executive board may be able to vend all products (based on product \$\$ amount or applicability to role).
7. Do you have a Multi-vendor fleet for accessories?
 - a. Would you like HP to recommend a planogram to you of our commercial/consumer products within?
 - b. ** HP recommended items available upon request**
8. Type of Usage Reports Required?
9. Types of Alerts set up within software portal?
 - a. Inventory Control? (Y/N)
 - b. Employee Consumption? (Y/N)
 - c. ** HP can set up many different customizable alerts that helps monitor the operational usage of your Vending Machine/Locker**



SITE CONSIDERATIONS

1. What is your employee count per site?
 - a. **HP Recommended – 2,500-3,000 employees per site per Vending Machine or Locker (for best operational utilization)
2. Where are your high-foot traffic areas within your site?
3. What type of connection do you prefer Cellular LAN or Wi-Fi?
 - a. **HP Recommended – LAN (internet connection)

4. Do you have 110V outlet?
5. Do you have LAN configuration? (HP/Partner recommended)
6. Would you like a wireless connection?
7. Has the location been advised and/or confirmed that the location has enough of a footprint -- 72" x 41" x 34 1/8" (IT Machine) and 72" x 30" x 25" (Locker)
8. Do you have doors large enough to fit the VM/Locker through?
 - a. Please see dimensions of hardware in HP Tech Café Market Catalog
9. Do you have a freight elevator if you need HW placed on a floor that is not the first?



HP SOFTWARE PORTAL INTEGRATION CAPABILITIES

1. HP is able to integrate its software portal into any type of service/help desk, asset management system, or ordering system
 - a. Service Now (SNOW)
 - b. Remedy Force
 - c. Service Anywhere (SAW)
 - d. Etc.
2. Is software portal integration interesting to you? What type?
3. Capabilities of integration?
 - a. Single Sign On (SSO)
 - b. Active Directory (AD)
 - c. Asset Management ticketing transfer?
 - d. Online Ordering Directory? (Ariba)
 - e. Other?