



HP Personal Systems DaaS Plans Service Description (Enhanced Plan)

Services Listing

1. Next Business day Onsite Hardware Support
2. Analytics and Proactive Management: Enhanced Plan
3. Customer Success Management (Account Delivery Manager)

Service Description

1. Next Business day Onsite Hardware Support

1.1 Scope/Description of service: This service includes problem diagnosis, labor and the materials required to return the failing unit to its original or equivalent state. This service will be delivered on-site next business day basis for HP hardware platforms.

For certain products, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP. Work may be temporarily suspended if parts or additional resources are required, but work will resume when they become available. Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced

1.2 Services Level: Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HP holidays. An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the next coverage day after the call has been received and acknowledged by HP. Calls received outside the coverage window will be acknowledged the next coverage day and serviced within the following coverage day.

1.3 Travel Zones: All hardware onsite response times apply only to sites located within 100 miles (160 km) of an HP designated support hub. Travel to sites located within 200 miles (320 km) of an HP designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HP designated support hub, there will be an additional travel charge. If the product is located or is to be installed outside of the specified travel zone, or the site location is not accessible by driving and thus requires special access (e.g., oil rigs, ships, remote areas in deserts, etc.), service may be subject to additional support charges, longer response times, reduced coverage hours, or pickup and return service delivery, as determined by HP.

1.4 Customer Responsibilities:

For hardware onsite response, the Customer must install the appropriate HP remote support solution, with a secure connection to HP, and provide all necessary resources according to the HP remote support solution release notes, in order to enable the delivery of the service and options. When an HP remote support solution is installed, the Customer must also maintain the contact details configured in the remote support solution that HP will use in responding to a device failure. Upon HP request, the Customer will be required to support HP's remote problem resolution efforts. The Customer will:

- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Start self-tests and install and run other diagnostic tools and programs
- Install customer-installable firmware updates and patches
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

1.5 HP responsibilities:

- If applicable to the issue to be resolved, HP may install available engineering improvements and firmware updates to ensure proper operation of the Device, maintain compatibility with the replacement parts or maintain supportability by HP.
- HP will provide HP-supported parts and materials. Replacement parts and products are new or equivalent to new in performance. Replaced parts and products become the property of HP.
- HP may periodically update Device firmware in order to maintain operational performance of the Device.



- HP, at its discretion, may provide support services not associated with a Customer-initiated repair case in order to maintain Device operability and functionality

2. Analytics and Proactive Management: Enhanced Plan

2.1 Scope/Description of service: HP Analytics and Proactive Management (APM) is cloud-enabled for scale and flexibility end user computing software platform, that proactively monitors the fleet and provide insight and reporting on device health, incidents, actionable reports and alerts that including hard disk drive and battery health, overheating and thermal issues, firewall and antivirus settings, and security compliance. It has the following features in the Enhanced plan,

CUSTOMER-ACCESSIBLE FEATURES

- Bulk device enrollment: Enable large-scale enrollment of devices and users; automated processes enable devices to be associated with the user's account.
- Inventory and health monitoring: Device and application inventory as well as monitoring device health, including CPU utilization, crashes, and blue screen errors.
- Dashboard with analytics and reports: Detailed device and software inventory, system health, and proactive incident notifications.
- End-user self-help: Easy access to Windows system repair and diagnostic utilities for commonly encountered problems, plus the ability to request remote assistance from the same interface

PROVIDED BY HP SERVICE EXPERTS

- Monitoring and management by HP Service Experts: An experienced service professional does the monitoring and proactive management for you.
- Predictive analytics: HP Service Experts use cutting-edge analytics to identify systems at risk for disk, battery, or full-system thermal failure so action can be taken before a problem occurs.
- Device find/lock/wipe: HP Service Experts can attempt to find a lost or stolen device on a map, and lock or wipe it remotely, keeping data secure.
- Security configuration settings: HP Service Experts implement security policy settings and enforce them to ensure compliance.
- Automatic parts replacement: HP will inform you and automatically initiate the replacement process for batteries or hard drives to ensure your fleet runs smoothly.
- Windows OS patch management: HP Service Experts can configure Windows Update settings on PC devices
- Device encryption settings: HP Service Experts can enforce encryption policy on managed devices
- Remote assistance: HP Service Experts can remotely connect to and troubleshoot Windows devices for you.

2.2 Service Levels:

Priority 1 notifications are responded to within a 3 hour timeframe during a Standard Work Day and include:

- System Board Failure, Hard Disk Failure, Battery Failure, Memory Failure, Display Adapter Failure, Network Card Failure, Bluescreen error & unexpected OS crash, Missing Drivers.

Priority 2 notifications are responded to within a 4 hour timeframe during a Standard Work Day and include:

- Antivirus not installed, not enabled, Firewall not installed, not enabled, Free RAM <10%, Free hard drive <10%, Unexpected system shutdown

Priority 3 notifications are responded to within a 3-5 hour timeframe during a Standard Work Day and include:

- Hanging Applications, Internet Explorer errors, Application Crash, Browser Errors

2.3 HP Responsibilities

- HP will on board the customer and assist in installation of Analytics and Proactive Management software
- HP Service Experts are available in the following regions:



- – Asia Pacific, Japan: English and Chinese languages are supported 24 hours a day, 7 days a week; Japanese is supported 8:00 a.m. to 8:00 p.m. China Standard Time, 7 days a week (excluding HP holidays).
- Devices managed by HP DaaS will have a software agent installed to collect asset and event information related to the device. User-sensitive data including credentials, files, content, and personal data will not be captured. Collected data will be stored in a secure cloud repository.
- HP Service Experts provide proactive support to resolve potential issues before they develop into actual problems, as well as technical assistance via email.
- On request, HP Service Experts will add or remove managed users, devices, and applications, generate reports, and attempt to remotely locate or erase data from missing or stolen devices.

2.4 Customer Responsibilities

- Install Analytics and Proactive Management software on your DaaS managed devices.
- Request the addition or removal of managed devices and users.
- Request the deployment or removal of business applications.
- Review hardware, software, and other reports, and work with HP Service Experts to take action if necessary.
- Perform basic troubleshooting and triage for common end-user support issues before escalating to HP support.
- Request device location or data deletion on devices that are reported missing or stolen.
- Assist with compliance with all software licensing agreements.
- Renew, change, or cancel the HP DaaS account on schedule.

2.5 Functional / Technical Dependencies

- HP DaaS Analytics and Proactive Management provides easy management for multiple device types and operating systems including: PCs including desktops and notebooks running Windows 7 Service Pack 1 (SP1), Windows 8.1, or higher.
- Tablets running iOS 8 or higher, Android™ 4.0.3 or higher, Windows 8.1 or higher (x86 or Intel platforms), and Windows 10 Mobile (ARM platforms).
- Smartphones running iOS 8 or higher, Android™ 4.0.3 or higher, and Windows 10 Mobile

3. Customer Success Management (Account Delivery Manager)

3.1 Scope/Description of service: The HP Account Delivery Management (ADM) will be Customer's single point of contact in the performance of the Services described herein, on business days from 8:00 am to 5:00 pm local time, Monday through Friday, excluding HP holidays. The HP ADM will address the day-to-day administration, management, and support of Customer's environment. HP's ADM will also oversee the deployment services and fulfillment activities from the beginning of the lifecycle to deployment and acceptance. The ADM will handle scheduling, tracking, identifying and escalating any issues associated with the deployment.

- Operational Reviews: HP will periodically lead by phone, reviews with customer's designated representative every quarter to discuss and evaluate the day-to-day DAAS performance (incidents, service level performance, fleet utilization, invoicing, and escalations), operational requirements and customer satisfaction within the period prior to the review.
- Operations Control: Coordination with Customer regarding install, availability and use of HP tools necessary to HP performance of DAAS; reporting against Customer adherence and variances to mutually agree upon process documents and procedures, and any recommended changes thereto throughout the term of the SOW.
- Change Management: Manage and track through final disposition and execution all HP issued Change Orders. HP will track the receipt, ensure HP review, communicate HP final disposition on all Change Orders and execute all applicable Customer proposed Change Orders.
- Financial Management: HP will also provide detailed reports against standard invoicing, agree to scheduled request for explanations of invoice, and invoice reports.
- SLA Management: Manage and track agreed upon service levels and report during applicable DAAS Performance Reviews, in a HP defined format. HP will identify corrective actions, if required, and manage such through to resolution. HP will also perform SLA Optimization services, thereby assessing if the agreed service levels specifically address Customer business needs, and make recommendations for service level agreements changes, if appropriate.



3.2 HP Responsibilities:

- Ensure the presence of applicable and key HP stakeholders
- Schedule and lead the review
- Document and send the meeting notes within five (5) business days from the meeting date

3.3 Customer Responsibilities:

- Participate in scheduled review meetings. The presence of the Customer Primary contact and Business stakeholders will be required
- Work with HP ADM to identify Key Performance Indicators
- If applicable, provide feedback within five (5) business days from the receipt of the meeting notes. If HP does not receive timely feedback, this document will be deemed as passively approved by Customer
- Assign a primary contact who will act as the main contact to HP during the Term of the SOW. Customer primary contact will coordinate the other Customer resources required to support HP in providing DAAS
- Coordinate activities with Customer third party vendors to ensure full cooperation with DAAS, if applicable and necessary. Assist with the development and timely approval for Delivery plans and other documentation, as they may be applicable hereunder. Provide feedback within five (5) business days from the receipt of any document presented by HP. If HP does not receive timely feedback, any such document will be deemed passively approved by Customer
- Serve as the key contact for change related activities including documenting the change, reviewing change impact with the ADM and approving the change orders

© Copyright 2018 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. To the extent allowed by law, HP shall not be liable for technical or editorial errors or omissions contained herein.

4AA7-2383EEP, March 2018