

HP Integration and Packaging Services

HP Deployment Services



Service benefits

- Simplify the setup experience
- Accelerate deployment
- Reduce packaging waste

Service highlights

- Include custom documents, devices, and accessories in PC packaging
- Integrate hardware components into HP devices
- Adjust packaging to accommodate drop-in items and components

Service overview

Integration and Packaging Services leverage industry-leading HP staging, logistics, and integration processes to add content seamlessly to device packaging. This enhances packaging efforts and reduces packaging to support environmental initiatives. Additionally, you can have HP procure and integrate third-party hardware components at the staging facility to help ensure that devices are delivered ready to use.

Features and specifications

Integration and Packaging Services allow you to select the services and features that best suit your needs. Each of the selected options will be subject to a separate charge. The following options can be configured with this service.

Drop in PC Packaging Service

You can leverage logistics and inventory capabilities at the staging facility to add custom documents, such as instructions for activating devices, that will improve the end-user setup experience. This service can also be extended to small items, such as cables or small accessories, that fit into the original device system packaging. Additionally, this service can be used to remove packaged documents and instructional materials. This results in decreased packaging, which supports green initiatives and reduces the need to manage multiple packages that support a single device.

PC Hardware Component Integration Service

HP can procure and integrate a hardware component into an HP device to help ensure that it arrives at your business location ready to use. HP manages logistics and inventory in HP systems, executes defective-on-arrival (DOA) processes with suppliers, and completes system-level integration testing to improve the user experience from the time you receive the devices.

This service has the following options:

- **Additional PC Hardware Component Integration Service:** Additional components can be integrated into the HP device as required for a separate charge.
- **Required mechanical adapter:** A mechanical adapter can be included if necessary to support the PC hardware component. Additional charges apply.

Delivery specifications

HP responsibilities

- Provide a Statement of Work (SOW) with detailed pricing and relevant terms and conditions.
- Provide a process for collecting your requirements.
- Validate capabilities and functionality of the services.
- Complete first article of inspection (FAI) and obtain your acceptance.
- For the **Drop in PC Packaging Service**:
 - Add items to or remove items from HP device packaging.
 - Work with you to make adjustments to interior packing as need to validate that items fit into the system corrugation.
- For the **Hardware Component Integration Service**:
 - Provide structuring of PC hardware devices in an HP database management system.
 - Integrate your selected PC hardware devices.
 - Perform system-level testing at the staging facility.

Customer responsibilities

- Define and submit requirements and specifications, including volume projections for each item or device to be integrated.
- Provide final acceptance and approval of the First Article of Inspection (FAI) prior to deployment.
- For the **Drop in PC Packaging Service**:
 - Ensure sufficient inventory of customer-sourced items at HP staging facilities (including a one percent yield) to support service requirements.
 - Verify that items to be integrated into packaging are not hazardous or prohibited materials.
- For the **Hardware Component Integration Service**:
 - Specify whether mechanical adapters are necessary to support components.
 - Provide documented proof of Restriction of Hazardous Substance (RoHS) compliance by letter or email for all non-HP components.
 - Provide documented proof of Energy Using Products (EuP) Lot 6 compliance by letter or email for requested products.
 - Provide volume projections for each hardware device to be integrated.
 - Ensure that components fit inside the selected products.
 - Ensure that devices have available slots to support the service request.
 - Provide procurement and storage management of third-party hardware devices.
 - Ensure that requested products include certified Microsoft Windows drivers.
 - Ensure that devices have an appropriate image.
 - Provide sample units.

Ordering information

Integration and Packaging Services must be ordered before shipping PC devices to the HP staging center. To ensure that all services are validated, communicated to the HP staging center, and ready for implementation on the PC devices during the staging process, you must provide HP with complete requirements using the process provided by HP and allow for appropriate setup time before custom settings are applied.



Delivery specifications (continued)

Setup and lead times

Depending on the service options selected, Integration and Packaging Services provided in the Americas require the following setup and lead times, measured in business days (excluding HP holidays).

Service option	Lead time
Drop in PC Packaging Service	17 days
PC Hardware Component Integration Service	19 days

Daily run rate

Order requests for services can be placed five business days in advance for up to 52 orders of one PC device each, or one order of 104 PC devices per day with any selected services above. These run rates could change if additional staging services are selected.

Confidentiality

- You are responsible for the security of your proprietary and confidential information. Information exchanged under this agreement will be treated as confidential if identified as such at disclosure or if the circumstances of disclosure would reasonably indicate such treatment. Confidential information may only be used to fulfill obligations or exercise rights under this agreement, and shared with employees, agents, or contractors with a need to know such information to support that purpose. Confidential information will be protected using a reasonable degree of care to prevent unauthorized use or disclosure for three years from the date of receipt or (if longer) for such period as the information remains confidential. These obligations do not cover information that: (i) was known or becomes known to the receiving party without obligation of confidentiality; (ii) is independently developed by the receiving party; or (iii) where disclosure is required by law or a governmental agency.
- Each party shall comply with their respective obligations under applicable data protection legislation. HP does not intend to have access to your personally identifiable information (PII) when providing services. To the extent that HP has access to PII stored on your systems or devices, such access will likely be incidental, and you will remain the data controller of your PII at all times. HP will use any PII to which it has access strictly for purposes of delivering the services ordered. You are responsible for the security of your proprietary and confidential information, including PII.

Service limitations

General limitations

- HP Logistic Services are a prerequisite for Integration and Packaging Services, and must be acquired prior to starting the staging process.
- You and HP must agree on the first delivery date for the First Article of Inspection (FAI).
- Service setup and lead times are subject to the FAI approval process.
- You may cancel orders for this service prior to initiation of FAI.
- Services must be received/executed in the country of ordering.

General assumptions

- **Receiving:** Equipment is received in by serial number captured from labels on box exteriors, based on a purchase order provided by you. Peripheral equipment sent with more than one item per box will be received as a quantity of items per box (serial un-specific).
- **Picking:** Equipment is picked from inventory based on “first-in, first-out” (FIFO) to fulfill services.
- **Packaging:** Equipment is re-packaged using the box in which it was originally received unless the Drop in PC Package Service is selected.

Drop in PC Packaging Service limitations

- Hazardous or prohibited materials may cause HP to decline to provide the service.
- Adjustments needed to include items in packaging will be subject to additional charges via a service change order.
- Additional packaging or corrugation will extend First Article of Inspection lead times for procurement and prototyping a new solution.

PC Hardware Component Integration Service limitations

- OS- and application-level testing is not included with this service.
- RAID configuration is not included with this service.
- This service is not applicable for wireless WAN (WWAN) and modem devices.
- ENERGY STAR® qualification of revised configuration is not included with this service.
- Components must fit inside the selected products.
- Components must include certified Microsoft Windows drivers.
- Devices must have available slots to support the components.
- Devices must have appropriate internal/external power supplies.

For more information

Contact your local HP sales representative or channel partner for details or visit hp.com/go/deploy.

Sign up for updates
hp.com/go/getupdated



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