

HP Installation Service

HP Deployment Services



Service benefits

- Simplify ordering, delivery, and installation of new PCs
- Save time and effort for your IT staff
- Ensure that new PCs are both user-ready and IT-ready

Service highlights

- Fast, professional hardware installation and configuration
- Optional configurable services available

Service overview

Installation Service provides basic installation of your new PC device at your specified location by a qualified HP service agent. A variety of configurable options are available to ensure you get the service level you require. These services help reduce the amount of time your IT teams spend on rollout and refresh projects.

Features and specifications

With the basic Installation Service, an HP service agent will install your new PC device at a designated location (cubicle, office, lab, or room) on your premises. This service includes moving the new unit from a collection point, within the same premises as the planned installation, and distribution to the installation point. The service does not include additional installation of software, data transfer from the old PC to the new PC, or data backup.

Standard features

Installation Service includes the following:

Customer contact	HP or its authorized service provider will work with you to develop an installation schedule and set delivery expectations specific to this service. The assigned technician will contact you prior to arrival, identify themselves, and confirm the date and time of the service. Service delivery completion times are subject to availability. HP will attempt to complete installation in a single visit per device.
Desk-side delivery	HP will pick up products from your collection point and move them to a specified location in the same building (e.g., the end-user's cubicle, office, lab, or room).
Unpacking	HP will inventory the PC devices daily against the installation schedule plan and will unpack all delivered products. HP will break down and consolidate all packaging in preparation for transport.
Hardware setup	HP will set up and install PC devices at your designated location, including basic cabling and attachment of all required existing devices. Standard installation includes basic keyboard and mouse setup.
Power-on/boot-up	HP will turn on the PC and execute initial minimal "out of box" operating system initialization activities.



Features and specifications (continued)

Optional features

Installation Service allows you to select the services and features that best suit your needs. Each selected option will be subject to a separate charge. The following options can be configured with this service:

Peripheral installation	HP will physically connect one peripheral, cables, and power cord to the PC device. The service does not include mounting. Additional peripherals can be added as required. This service applies only to equipment connected to the PC device.
Peripheral configuration/calibration	HP will ensure that additional equipment is configured to work properly with your main device and network.
Workspace layout reorganization/structuring	HP will integrate new equipment with existing hardware, reposition or mount it (assuming holes for mounting are pre-drilled), and reorganize cabling.
Network connection and authentication	HP will physically connect the PC to your network and join the domain using your provided network data escalation support contact. This assumes that the network is already set up, configured, operational, and tested for authentication.
Onsite configuration	HP will configure basic parameters of the system and software, up to five settings. You provide process documentation for configuration procedures and login information per device at least one business day prior to the scheduled installation date. Additional systems settings can be configured and charged in blocks of five system settings per block.
Onsite application installation	HP will load, validate, and configure up to five network-housed "out of box" applications or one customer-developed application configuration with load of two pre-requisite applications. You provide installation process documentation, keys, and login information per device, if applicable. This information must be provided a minimum of one business day prior to the scheduled installation date. Multiple application installations can be queued. Additional "out of box" applications can be installed and charged in blocks of five applications per block. Additional customer-developed applications can be configured and charged at a fee per application.
Asset recording and reporting	HP will collect and report the new PC serial number, user name or location identifier, date of installation, and (if attached to the PC device) the PC asset tag number by location (e.g., cubicle or room number). HP will report the recorded data via a Microsoft Excel spreadsheet within three business days of the installation.
Checklist and proof of installation documentation	When you require end-user validation activities to be completed, the HP service agent will engage your designated representative to walk through validation items for approval, assuring you that all systems are functioning as planned before HP leaves the site.
Packaging removal	HP or its authorized service provider will remove packaging material from the work area to a designated consolidation site at the same location where the installation took place.

Delivery specifications

HP responsibilities

- Provide a Statement of Work (SOW) with detailed pricing and relevant terms and conditions.
- Work with you to develop the installation schedule and planned schedule of services.
- Set delivery expectations specific to the service delivery.
- Pick up products from collection point and move them to the installation location (for desk-side delivery).
- Inventory PC devices daily against the scheduled installations and unpack all delivered projects.
- Consolidate all packaging in preparation for transport.
- Set up and install PC devices at the designated locations.
- Perform basic cabling and attachment of required existing devices as part of the setup.
- Execute initial minimal out-of-box OS initialization activities after setup.

Customer responsibilities

- Provide access to the building/floor/offices/labs.
- Provide working space and facilities within the building.
- Provide onsite/remote support for all non-hardware-related escalations.
- Prepare the workspace where the new equipment is to be set up and installed (clear the space and remove old equipment).
- Provide a site-specific contact name, email address, and phone number. This contact must either possess native language skills or speak, read, and write English if the deployment is performed in non-English-speaking countries. You will also designate an alternate contact.
- Notify the primary site contact about the scheduled appointment date and time.
- Inform the assigned device representative of all planned service activities and pre-requisites.
- Provide overall project management or order a separate managed service from HP.
- Ensure that the existing accessories are compatible with the new PC.
- Ensure that LAN/WAN connections are ready and operational, and establish remote connection capability if needed.
- Ensure that power outlets, network ports, cabling layout, and adequate space are available at the designated installation location.
- Ensure that all products to be installed are in a designated location within the premises.
- Provide access to the site (clear of obstacles, elevator access, security clearance, and special equipment if needed).
- Provide licensed software with valid keys (where applicable) for HP to perform the installations.
- Back up all files, data, or programs before the installation services.
- Provide escalation support to HP for any issues (infrastructure, third-party products, etc.) experienced during the deployment.
- Have an authorized representative present while HP Service Engineers are providing installation services.
- Ensure the security of your proprietary and confidential information.
- Comply with any obligations under applicable data protection legislation.
- Notify HP of any potential health or safety hazards; HP may postpone installation services until hazards are remedied.
- Provide support in the form of process documentation for toolsets, configurations, and installation activities that HP determines reasonably necessary.
- Ensure that PCs to be installed already include a preinstalled bootable image.



Delivery specifications (continued)

Ordering information

Installation Services may be ordered only if a new PC (desktop, laptop, thin client, or workstation) is purchased. Installation Services are limited to a PC, monitor, docking station, keyboard, and mouse. The service only needs to be ordered for the PC and includes the connection of selected accessories. The service is generally limited to PCs and the accessories ordered with services; however, HP will connect the aforementioned existing accessories to a newly ordered PC pursuant to the responsibilities noted in this document.

Setup and lead times

Depending on the service options selected, Installation Service provided in the Americas requires the following setup and lead times, measured in business days (excluding HP holidays). All lead times are subject to the First Article of Inspection (FAI) process, and begin in parallel with prerequisite staging services.

Service option	Lead time
Device installation	42 days
Peripheral installation	42 days
Peripheral configuration/calibration	42 days
Workspace layout reorganization/structuring	42 days
Network connection and authentication	42 days
Onsite configuration	42 days
Onsite application installation	42 days
Asset recording and reporting	42 days
Checklist and proof of installation documentation	42 days
Packaging removal	42 days

Pilots

Quantity of pilots will be defined by you and HP to achieve a working process that meets acceptance criteria of all services. A mandatory one-week freeze period is required in between planned pilots for service discovery review.

Daily run rate

Service request schedules are required four weeks prior to planned service events and a minimum of two weeks for best effort accommodation. Up to 25 sites or 250 devices can be scheduled daily for delivery of services.



Delivery specifications (continued)

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

- **Order cancellation:** You may cancel orders for this service one business day prior to appointment booking delivery at no charge. Same-day cancellations will incur a cancellation charge at the price of the Installation Service.
- **Service delivery:** Services must be received/executed in the country of ordering. For services not completed on the planned date due to customer readiness, a revisit fee will apply at the price of the Installation Service. Sites with fewer than ten units must have all units installed at the same time. Sites with more than ten units require a minimum of 10 units installed per day.
- **Operational hours:** Installation Service is performed during local standard HP business hours on normal business days excluding local public holidays. After-hours installation is available as a custom service. Upon completion, HP or its authorized service provider will obtain signoff for the Certificate of Acceptance/ Project Completion form. The installation invoice will not be postponed based on execution of this form.
- **Subcontracting:** HP may (a) subcontract the performance of any of its obligations (in whole or in part) to a third party, including HP authorized service providers, or (b) assign or transfer this service agreement to another HP entity at any time, subject to written notice.
- **Delivery location:** Installations occur at locations within the United States and Canada. A site list with the quantity of devices in scope of purchased services must be provided during the setup of planned deployment. Failure to provide said list may result in a delay of services up to four weeks from the time of provided information.
- **Supported hardware:** HP desktops, notebooks, thin clients, workstations, retail point-of-sale devices, tablets, and associated peripherals are supported with this service.
- **Geographic coverage:** These services may not be available in every location. Please contact your local HP sales representative for country-specific coverage and limitations.
- **Travel expenses:** Travel to sites located within 100 miles (160km) of an HP designated hub are provided at no additional charge. You agree to pay all HP travel expenses related to services performed beyond 100 miles (160km) from an HP designated support hub.
- **Peripheral configuration:** Installation Service does not include any logical configuration of a peripheral at the operating system level, including monitor or mouse settings.
- **Network configuration:** Installation Service does not extend to setting up or configuring the network. If an HP provided service is required to set up and configure the network, then a separate Statement of Work (SOW) is required for these services.

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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Configurable service offerings 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. HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customers may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP limited warranty provided with your HP product.

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