

HP System Settings Services

HP Deployment Services



Service benefits

- Save time and resources deploying new hardware
- Comply with security requirements
- Ensure backward compatibility with critical software

Service highlights

- Customize BIOS settings to your specifications
- Apply older BIOS revisions to ensure compatibility with business applications
- Add your logo to boot-up screens
- Configure peripheral devices for your PCs in advance

Service overview

With System Settings Services, you can custom-configure device BIOS and settings that are different from the factory default values to meet your organization's IT and security requirements. You can select multiple settings to customize, and HP will apply those settings during the PC device staging process. These services are available on most HP commercial notebooks, desktops, workstations, thin clients with an operating system, and retail point-of-sale (RPOS) solutions.

Features and specifications

System Settings 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:

PC BIOS Settings Service

As part of the HP staging-build process, this service lets you modify the factory-default BIOS settings to parameters that you specify. HP works with you to finalize the configuration and setting requirements before sending the new PC to the HP staging center, where we will apply those configurations and settings during the staging process. Configuring device BIOS settings at the HP staging center will help you save time and resources by meeting your organization's IT and security requirements efficiently and cost-effectively.

PC BIOS Revision Control Service

With this service, HP will configure BIOS settings for compatible HP devices to your specifications, allowing older BIOS versions to be installed on newer devices. BIOS Revision Control Service provides BIOS consistency by applying your preferred BIOS revisions to newer devices, thus helping ensure the stability of your business applications.



Features and specifications (continued)

Custom Logo BIOS Setting Service

As part of the HP staging process, HP can modify the device BIOS or firmware to include your logo for visibility during the boot process. You must provide the logo to HP, and HP will ensure that the logo is configured and visible during the boot process.

Peripheral Configuration Service

HP will configure a peripheral ordered and intended to operate with the main PC device according to the process documentation you provide. Additional quantities of this service can be ordered for an additional charge.

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 the capabilities and functionality of settings.
- Complete testing and obtain your acceptance.
- For the **PC BIOS Settings Service**:
 - Apply finalized configurations and settings during the staging process.
- For the **PC BIOS Revision Control Service**:
 - Configure BIOS settings to your specifications (for compatible HP devices), allowing older BIOS versions to be installed on newer devices.
- For the **Custom Logo BIOS Setting Service**:
 - Ensure that your logo is configured and visible during the boot process (HP-developed BIOS only).
- For the **Peripheral Configuration Service**:
 - Validate the functionality of all configurations before providing the service for mass distribution.
 - Configure a peripheral ordered and intended to operate with the main PC device according to your specification.

Delivery specifications (continued)

Customer responsibilities

- Define and submit requirements and specifications.
- Provide final acceptance and approval of the First Article of Inspection (FAI) prior to deployment.
- For the **PC BIOS Settings Service**:
 - Work with HP to finalize the configuration and setting requirements before the PC device is sent to the HP staging center.
 - Validate settings for the target platform before submitting to HP.
- For the **PC BIOS Revision Control Service**:
 - Provide BIOS settings to be applied to newer devices (HP-developed BIOS only).
- For the **Custom Logo BIOS Setting Service**:
 - Provide your logo in a format and size specifications appropriate for the platform.
- For the **Peripheral Configuration Service**:
 - Provide configuration documentation specific to the peripheral and device platform.
 - Validate the peripheral configuration for the target platform before submitting to HP.

Ordering information

System Settings 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 PC devices during the staging process, you must provide complete requirements using the process specified by HP and allow for appropriate setup time before custom settings are applied.

Setup and lead times

Depending on the service options selected, System Settings Services provided in the Americas require the following setup and lead times, measured in business days (excluding HP holidays). All lead times assume that products have been ordered and are already in hand at the second-touch facility.

Service option	Lead time
PC BIOS Settings Service	14 days
PC BIOS Revision Control Service	14 days
Customer Logo BIOS Setting Service	14 days
Peripherals Configuration Service	17 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.

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

- HP Logistic Services are a prerequisite for System Settings 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 appointment booking delivery.
- Services must be received/executed in the country of ordering.
- BIOS configuration services are not available for any BIOS not developed HP.
- BIOS configuration may require a parent configuration to be established before child settings can be made available for some setting types.
- BIOS revisions may change under certain circumstances, such as hardware, security, safety, or regulatory changes. This type of revision cannot be planned and requires that the BIOS be updated in a very short timeframe (generally within a few weeks).

For more information

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

Sign up for updates
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