

HP DaaS Estimator

Frequently Asked Questions (FAQ) for Global System Integrators

This document answers the most common questions related to HP's Device as a Service (DaaS) Estimator specifically focusing on the configuration tools for Global System Integrators (GSIs).



HP DaaS Estimator FAQ for GSIs

Q: What is the HP DaaS Estimator?

A: The HP DaaS Estimator is an HP developed infrastructure tool that supports HP Device as a Service (DaaS). It can be used by channel partners, direct sales teams, and global system integrators (GSIs) to configure and develop an approximate DaaS estimate for HP DaaS opportunities and is a key differentiator for HP DaaS versus other competitive service offers.

Q: Who can access the HP DaaS Estimator?

A: HP internal users, direct sales teams, HP channel partners and Global System Integrators can access the HP DaaS Estimator. Note that GSIs must send a request for access to their HP Representative. Once granted, GSIs can log into the HP DaaS Estimator through the [HP Partner First](#) portal, [HP Sales Central](#), or <https://hpdaas.com>.

Q: Why should GSIs use the HP DaaS Estimator?

A: The HP DaaS Estimator enables GSIs to enhance their customer “stickiness” and differentiate their business with better time to market by providing easy to configure and customize HP DaaS estimates that result in agile time to market and more profitable growth.

Q: What functionality is the HP DaaS Estimator capable of today?

A: Currently, the HP DaaS Estimator can be used to configure an estimate for an HP DaaS opportunity generating a per seat/per month estimate including select hardware and accessories as well as HP and partner services. Recent upgrades to the Estimator allow GSI users to see prices based on applicable contractual discounts for hardware, services and accessories. Additionally, a configure to order (CTO) capability, a base lease rate factor, and customer credit rating are also available in the Estimator. This information can be generated in a customer-friendly PDF output that can be shared with the customer.

Q: Is the HP DaaS Estimator available to Global System Integrator users?

A: Yes, Global System Integrators can access the tool if they are registered by the DaaS Estimator tool admin. Please contact your HP Representative to request access to the tool. The DaaS Estimator is available in 46 countries. Contact your HP representative for more details.

Q: Is the quote generated by the HP DaaS Estimator final and binding?

A: No. HP DaaS Estimator results are only estimates. All prices are based on HP list prices and are subject to change. Estimated HP pricing is subject to change. MSRPs are non-binding, recommended prices and are only estimates.

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HP DaaS Estimator FAQ for GSIs

Q: Is the HP DaaS Estimator functionality the same for HP internal and GSI users?

A: HP internal and GSI users have the full experience of the HP DaaS Estimator that includes all contract lengths, pricing using HPFSC lease rate factors, build to order (BTO) and CTO options, as well as all lifecycle services. The following table provides a high-level comparison of the most important functionalities between HP internal sales teams and GSI user personas.

| Functionality | GSI |
|---|---------------------|
| Financing Terms | 1, 2, 3, 4, 5 years |
| HP DaaS Plans – Standard, Enhanced, Premium | ✓ |
| Select BTO HW Products with corresponding accessories | ✓ |
| Ability to add partner services and upload partner logo NEW | ✓ |
| Ability to input user defined price for all line items NEW | ✓ |
| Ability to apply Discount for all line items NEW | ✓ |
| Ability to export opportunity summary in CSV as well as PDF with T&Cs NEW | ✓ |
| Prices based on HPFS defined Lease Rate Factors | ✓ |
| Opportunity Prequalification form | ✓ |
| Ability to submit online feedback through the Estimator NEW (January 2019) | ✓ |
| Ability add CTO products, Lifecycle services and Value-Added Services | ✓ |
| Ability to choose from HPFS finance OR own finance option to configure NEW | ✓ |
| Ability to select flex down option (When contract length is longer than 1 year) NEW | ✓ |
| Ability to set margin parameters by category NEW | ✓ |
| View % of HP services to total HP TCV | ✓ |
| Submit a Service Request to an HP DaaS Expert | ✓ |

Additional details regarding opportunities:

- The Prequalification Form scores the probability for a successful opportunity and makes that score a sortable value in the My Opportunities list.
- Users have the ability to add other HP lifecycle services.
- Users have the ability to add their own services as well as include available HP value added services at the deal level in addition to the device level.

Q: If I don't want to sell HP DaaS under an HPFS financing option, can I still use the HP DaaS Estimator to configure and price my proposal?

A: GSI users can quote HP DaaS using the HP DaaS Integrated Financing option only.

Q: The HP DaaS Estimator includes the Lease Rate factor (LRF) based on RR5 credit rating if the HPFSC financing option is selected. Are these prices final?

A: Financing and service offerings are available through Hewlett-Packard Financial Services Company and its subsidiaries (collectively "HPFSC") and/or HP Inc. and its subsidiaries and affiliates (collectively "HP," HPFSC and HP being referred to collectively herein as "HP Finance") in certain countries and are subject to credit approval and execution of standard HP Finance documentation. Rates and terms are based on customer's credit rating, offering types, services and/or equipment type and options. Not all customers may qualify. Not all services or offers are available in all countries. Other restrictions may apply. HP Finance reserves the right to change or cancel this program at any time without notice.

HP DaaS Estimator FAQ for GSIs

Q: Does the estimate reflect the final “per device per month” charge to the customer from HPFS?

A: No. Estimator results are only estimates. All prices are based on HP list prices and are subject to change. Estimated HP pricing is subject to change. MSRPs are non-binding, recommended prices and are only estimates.

Q: If there are list prices in the HP DaaS Estimator, how do we arrive at a price close to the actual end customer purchase price?

A: While the standard pricing produced in the HP DaaS Estimator is based on HP’s list price, the Estimator allows the GSI user to see prices based on their applicable contractual discounts on hardware, services, and accessories. For categories that do not have a contractual discount, the user will be able to enter the discount percent manually based on applicable limits. However, this pricing is still not binding as all pricing factors (financing, discounts and margins) must be considered prior to finalizing the customer contract. Contact your HP representative to discuss pricing details.

Q: If the Opportunity Qualification tool (OQT) says that the strength of the deal is low, should we drop it?

A: No, you should not drop the opportunity. Use the form to determine what actions are necessary for raising the score. The intent of this form is three-fold:

- Since the opportunity score is sortable in the My Opportunities list, it allows sorting your opportunities in ascending or descending order making it easy to identify those with the best prospects of a win.
- The questions identify areas in which the user may be strong or weak and areas in which the user can further engage the customer to obtain a higher score, thus having a higher chance of winning that business.
- The form will also identify trends. If a GSI’s opportunities are typically 1 or 2, that person can seek out additional training that will result in higher scores through better sales methods.

Q: What is the typical turnaround time for HP to respond with pricing for Custom Services requests?

A: For Custom Services requests, you need to reach out to your respective HP representative. The time will vary based on the nature of each request.

Q: Is HP DaaS Proactive Management mandatory in every HP DaaS deal that we quote through the HP DaaS Estimator?

A: Yes. HP Proactive Management is embedded in the HP DaaS plans and will be delivered as part of the plan you select whether Standard, Enhanced, or Premium.

Q: Can I customize HP Proactive Management elements in the HP DaaS Estimator?

A: No. The system does not have the flexibility to adjust elements in Proactive Management.

Q: Can the HP GSI DaaS packages be tailored to meet a customer’s specific solution request?

A: The Estimator generates a pre-defined list of packages for GSIs through the HP DaaS plans. Any requests to deviate from the services offered through the packages should be treated as a custom request and routed through your HP Representative. GSI users always have the option to add their own custom services as part of the opportunity.

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Q: Can I copy and paste the pricing tool output to my letterhead and quote to my customer?

A: Certainly! We now have customer facing PDF output that you can incorporate into your company letterhead and quote documents. Additionally, the Estimator also allows you to upload your company's logo into the PDF output.

Q: What is the timeline for introducing additional capabilities and functionality?

A: HP will develop and launch upgraded HP DaaS Estimator functionality at least twice a year into the foreseeable future to enhance the capability and performance of the Estimator.

Q: Is it possible to flex up or down the number of seats or terms? If so, what is the process and how much flex is there?

A: With this update, the Estimator provides the option to select flex down with 5, 10 or 15 percent. However, there is no flex up option currently.

Q: Am I able to see the margin profile of any opportunity I'm creating?

A: The HP DaaS Estimator allows the user to enter margin markups at category level.

Q: Do I still need FASTPrice if I have access to HP DaaS Estimator

A: As of November 2018, all features of the FASTPrice ROM tool will have been incorporated in the HP DaaS Estimator so there is no need to use FASTPrice.

Q: How is the GSI user trained on Estimator tool functionality?

A: Comprehensive 'How To' guides will be made available by your HP Representative.

Q: Where is HP DaaS Estimator information and data stored?

A: HP uses cloud storage services provided by Amazon Web Services (AWS) and our Estimator content is stored at an AWS datacenter in Portland, Oregon. Both HP Inc and AWS are EU-US Privacy Shield compliant, which eliminates the need to physically locate EMEA data in EMEA. Refer to this link for more information on EU-US Privacy Shield. <https://www.privacyshield.gov/participant?id=a2zt0000000TOWQAA4>

For more information about Amazon Web Services, refer to: <https://aws.amazon.com/about-aws/global-infrastructure/>.

Q: How is data privacy and security ensured?

A: The following is excerpted from the AWS Website:

AWS is a secure, durable technology platform with industry-recognized certifications and audits: PCI DSS Level 1, ISO 27001, FISMA Moderate, FedRAMP, HIPAA, and SOC 1 (formerly referred to as SAS 70 and/or SSAE 16) and SOC 2 audit reports. Our services and data centers have multiple layers of operational and physical security to ensure the integrity and safety of your data. [Visit the Security Center to learn more.](#)

Q: Who can view or access this information?

A: Access to the data is controlled by a sophisticated role-based permissions system. The data is segregated by GSI so no one GSI can access another GSI's data.

HP DaaS Estimator FAQ for GSIs

Q: When a GSI creates an opportunity in the HP DaaS Estimator, who can view that information?

A: Access to the data is controlled by a sophisticated role-based permissions system. For example, a GSI Sales Rep role can only see the opportunities they create themselves. The GSI Sales Manager role can see all opportunities created by all GSI Sales Reps roles in their company. HP Solution Architects/Bid Desk users, etc., cannot see GSI opportunities unless they are submitted for review and approval. For full details on the standard roles and permissions used in the HP DaaS Estimator, please request a copy of the reference document from your HP Representative.

Q: How can we learn more about HP DaaS?

A: Please visit the following link <https://www8.hp.com/us/en/services/daas.html> for more information or speak to your HP Representative.

Q: Can I submit feedback about the HP DaaS Estimator?

A: Yes, new with this release, users can submit online feedback at any point when using the Estimator. This information will be used to enhance the experience in future updates.

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