Frequently Asked Questions for HP Touchpoint Manager Transition Plan

Contents

Introduction

Q: What is HP DaaS?

A: HP Device as a Service (DaaS) delivers a modern consumption model that simplifies how commercial organizations equip their employees with the right hardware and accessories, and lifecycle services to get the job done while improving end user and IT performance and agility, **as well as** cost predictability.

- Device type and accessory choices – Multi-platform, multi-OS offerings

- Unique analytics and proactive management capabilities – Optimizing IT assets and resources

- Flexible plans – To fit customer needs and provide a one-stop price per device model

- Lifecycle management experience on a global scale

- For sales, a simpler and faster way to sell – Easy to use quote building tool in the new DaaS Portal

Q: Why are we discontinuing HP Touchpoint Manager?

A: As HP Device as a Service (DaaS) becomes the primary vehicle for delivering managed services to customers, many of the features and functions of HP software assets, including HP Touchpoint Manager, will be delivered as part of our HP DaaS offering. We are discontinuing HP Touchpoint Manager as a standalone product and will transfer the capabilities previously found in HP Touchpoint Manager to HP DaaS Analytics and Proactive Management capabilities.

HP Touchpoint Manager transition plan

Q: When is the last date that HP Touchpoint Manager can be sold to new customers?

A: As of July 2017, we are no longer selling HP Touchpoint Manager to new customers. Sales reps and partners should introduce customers to HP DaaS as a compelling alternative for device management and analytics. A free 90-day evaluation account of HP DaaS analytics and proactive management is available for customer pilots today.

Q: How about existing bids and tenders already in the pipeline?

A: Sales reps and partners should discuss HP DaaS offerings as a compelling alternative to HP Touchpoint Manager including introducing the free 90-day evaluation account. For customers interested specifically in HP Touchpoint Manager, reps and partners should raise the opportunities with the worldwide Mobility software product team (contact: [Karl Paetzel](#)).

Q: Can current HP Touchpoint Manager customers renew or add additional licenses?

A: We will not sell renewal licenses. Existing self-managed customers will be able to use the product through **June 1, 2020** even if their licenses expire before that date. This will give customers sufficient time to transition to HP DaaS or other self-managed alternatives.

We will grant additional licenses to accommodate new users at _no charge,_ up to the limit of a 20 percent user increase.

Q: Will the current HP Touchpoint Manager customers be able to continue using the product?

A: Yes. Existing self-managed customers can continue using the product until **June 1, 2020** even if their license expires before that date. After June 1, 2020, the product will be discontinued. Sales reps and partners should discuss transition to HP DaaS, or customers can consider other third-party self-managed alternatives.

Q: Will there be any changes to the features for the existing customers before HP Touchpoint Manager is completely discontinued in June 2020?

A: Self-managed HP Touchpoint Manager customers will continue to use and receive updates on the same features that they have been using. We will send communications in advance to let our customers know if there are any major changes.

Q: Does this transition plan apply to HP Touchpoint Manager for Education?

A: Yes. If new customers visit HP Touchpoint Manager for Education's website directly or via School Pack offerings, they will see an external communication about the transition plan, and later will be redirected to HP DaaS. Existing customers can continue using the service until June 1, 2020 even if their licenses expire before that date.

Q: For customers interested in transitioning to HP's Managed Services on HP DaaS, will there be special pricing and plan for Education and Public Sector?

A: We plan to offer HP DaaS to Education and Public Sector customers at a compelling and competitive price. More information will be coming as HP DaaS packages become available.

Q: What steps does a customer need to take to transition to HP DaaS Analytics and Proactive Management?

A: No action is required for the transition to HP DaaS Analytics and Proactive Management. All enrolled users and devices will remain enrolled, and existing policy settings will be retained after the transition.

Q: What steps does a customer need to take to transition to an external solution?

A: There is no automated tool to migrate existing users, devices or policies to an external device management platform. Customers will need to document their desired policy settings, features and managed devices/users and ensure their replacement management solution is configured in accord with their desired settings.

Q: Where do existing HP Touchpoint Manager customers log in to their self-service portal?

A: www.hptouchpointmanager.com. We will redirect this to a new URL and naming later this year to align with HP DaaS, and will inform customers of the change.

Q: Where do new HP DaaS customers who use Analytics and Proactive Management log in to see their reports, etc.?

A: www.hptouchpointmanager.com. We will redirect this to a new URL and naming later this year to align with HP DaaS, and will inform customers of the change.

Q: Where can I go for further questions and support?

A: Email to managedservicesops@hp.com