

# HP Device as a Service (DaaS)

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Smart, simplified computing solutions for today's world



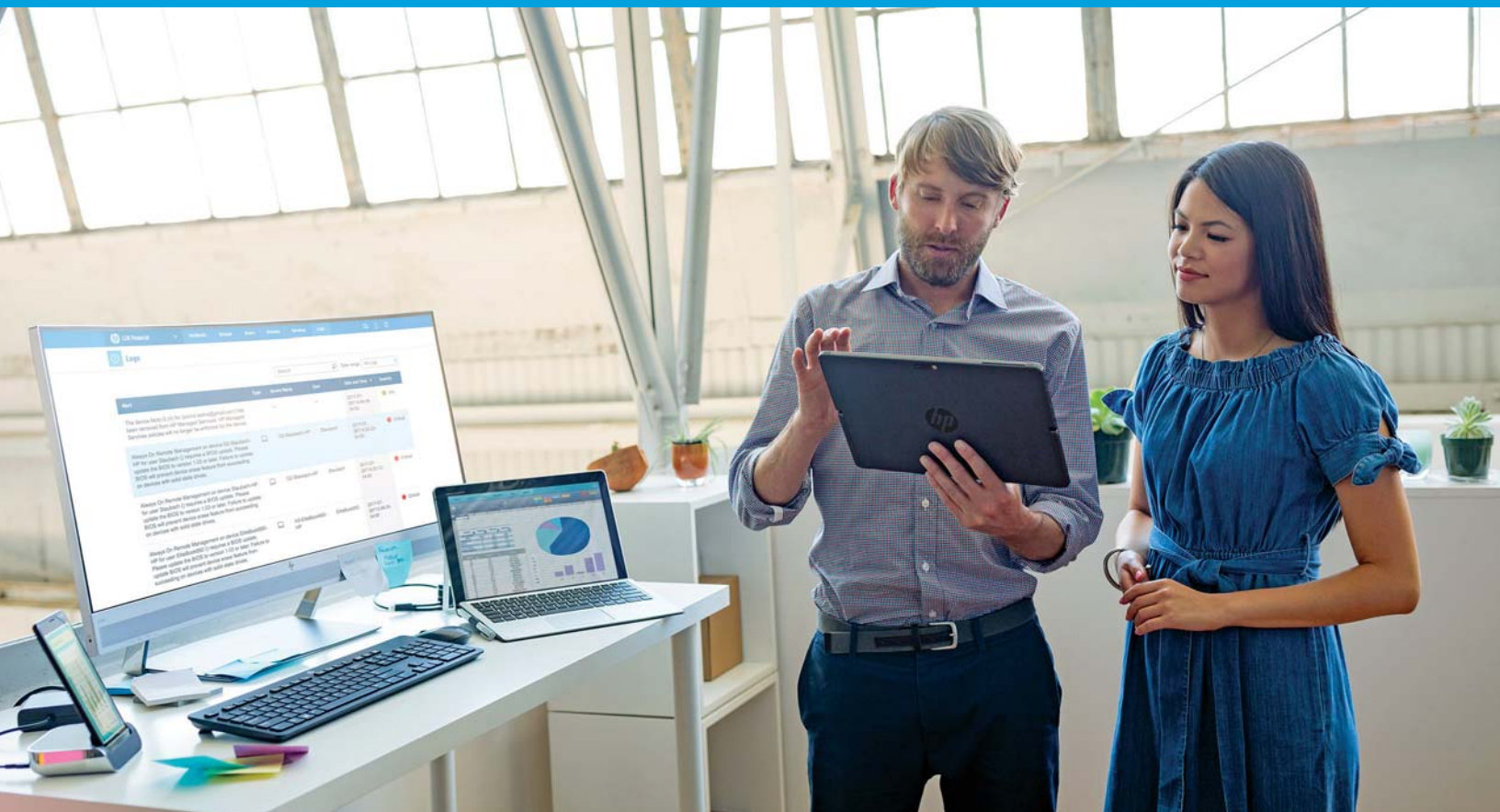
Make your company more efficient, improve the employee experience, and free up IT resources to drive growth.

# Multiplatform environments can be challenging

The addition of personal devices entering the workplace has challenged ITDMs in maintaining a secure and manageable IT environment. Multiple operating systems functioning on different types of devices opened up new endpoints for security breaches and made it more difficult to accurately assess the status of the IT environment. HP DaaS simplifies these challenges by managing a diverse assortment of desktops, workstations, and mobile devices so your business can operate to its full potential without the worry of unsecure endpoints and unmanaged devices.

## Introducing HP DaaS

Boost employee productivity and IT efficiency with world-class computing solutions from HP DaaS. Get everything you need and nothing you don't, from hardware and accessories to lifecycle services and support, with one contract and a fixed price per device.



# The right devices for the job

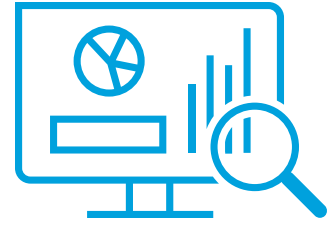


Impress the entire organization with devices hand-selected for the way they work—regardless of OS—with a choice of the latest PCs, notebooks, mobile and specialized devices. With HP DaaS, your device and accessory mix can be tailored to the unique needs of each team member.

Our available plans include global support, accidental damage protection, and next-business-day repair or replacement services, so employees can work worry-free wherever they go.



# Management with insight



HP DaaS plans include real-time analytics, insights, and proactive management to help you optimize assets and resources, so you can focus on projects that move your business forward.<sup>1</sup>

Take advantage of HP's multi-type, multi-OS device management capabilities, beginning with unique analytics captured across all of your HP DaaS devices.<sup>2</sup> Implement proactive corrective actions before your operations are ever affected. HP Service Agents monitor and diagnose the health of your fleet in real time and can apply the necessary fixes for a reliable, consistent computing experience. Tailor your plans with additional lifecycle services, from assessment and deployment to end of use.

Actionable reports for more proactive management:



Battery life



Hard drive



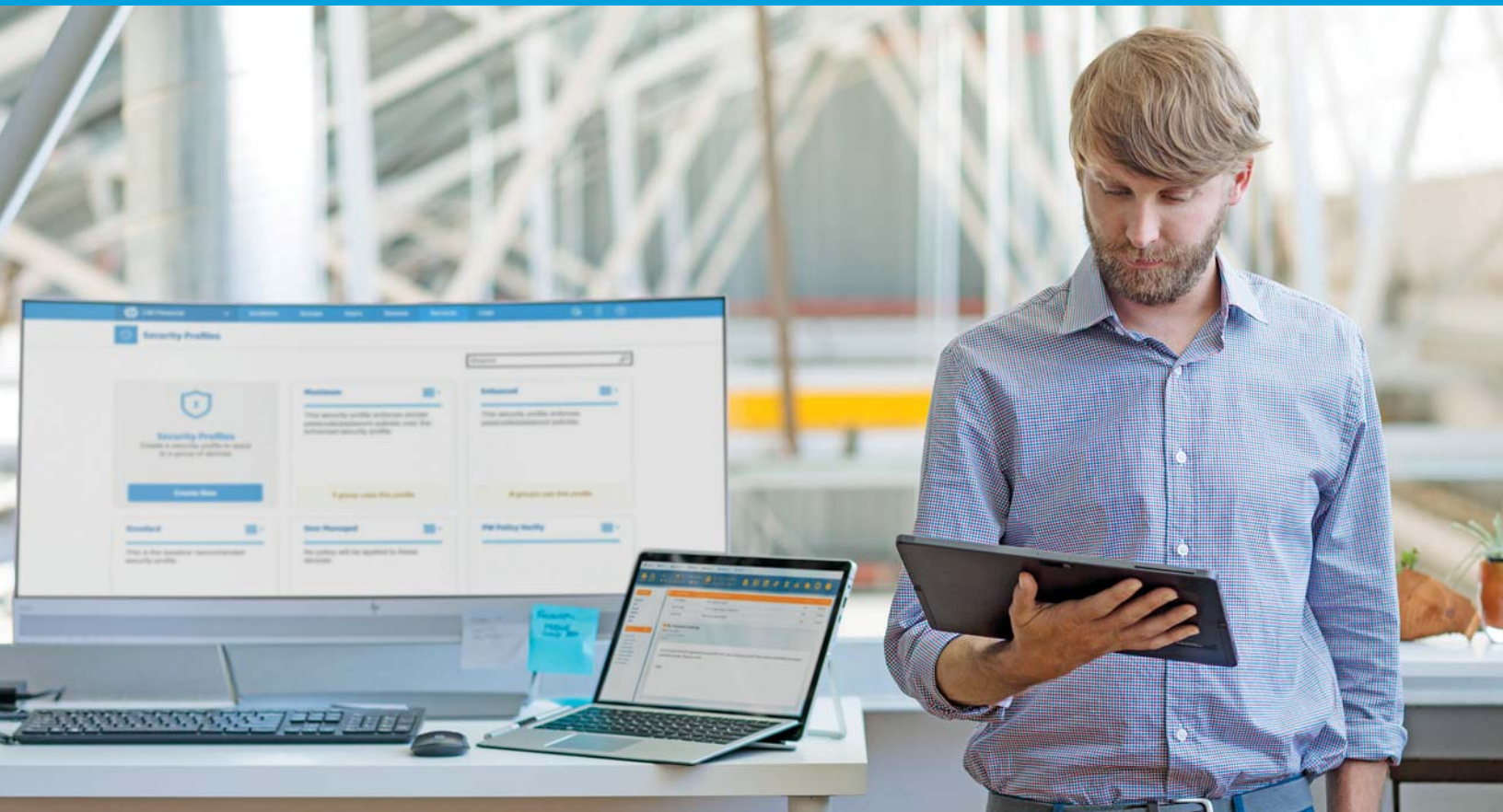
CPU utilization



Security compliance



Software usage



# Flexibility for your business



Don't pay for more than you use. Adjust your plan and flex down your fleet to meet your changing workforce or workload.<sup>3</sup> Add lifecycle services and refresh devices as needed with the simplicity of a single contract and price per device.

## With HP DaaS, you get:



Unified multi-type,  
multi-OS management



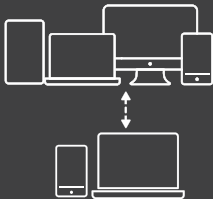
Technical support  
and next-day  
break/fix service



Lifecycle  
management on  
a global scale



Unique analytics and  
proactive management  
capabilities



Flexible plans  
with a one-stop  
price-per-device model

# One-stop solution



Our full portfolio of service options covers every phase of the end-user-device lifecycle—from start to finish—for HP devices and other brands. Our customer success management and expert consultants will help you choose a program to optimize your technology investment.

## END-TO-END LIFECYCLE SERVICES

Our full portfolio of service options covers every phase of the device lifecycle—from start to finish—for HP devices and other brands. Our expert consultants will help you choose a program to optimize your technology investment.



### DISPOSE

Keep your technology fresh by letting HP securely and responsibly manage hardware that's at the end of its lifecycle.



### MAINTAIN

Relieve your IT staff of maintenance hassles by letting HP handle onsite service, accidental damage protection, and more.<sup>4</sup>



### OPTIMIZE

Get the most out of your IT environment through helpdesk services, priority support, and staff augmentation.



### DISCOVER AND DESIGN

Create your ideal tech environment with our assessment, design, and planning services.



### CONFIGURE

Have your custom images and settings installed at our facility or take more control with HP's new Dynamic Configuration Service.



### DEPLOY

Hit the ground running by letting HP handle everything from logistics to installation to data migration.



# Available plans

		STANDARD	ENHANCED	PREMIUM
Devices	<ul style="list-style-type: none"> <li>• Desktops, notebooks, workstations, and a continually expanding portfolio of devices and accessories</li> </ul>	✓	✓	✓
Hardware support	<ul style="list-style-type: none"> <li>• Next-day break/fix service</li> </ul>	✓	✓	✓
	<ul style="list-style-type: none"> <li>• Accidental damage protection</li> </ul>		✓	✓
	<ul style="list-style-type: none"> <li>• Defective media retention</li> </ul>		✓	✓
Customer service management	<ul style="list-style-type: none"> <li>• An Account Delivery Manager for onboarding support and regular check-ins</li> </ul>		✓	✓
Analytics and proactive management	<ul style="list-style-type: none"> <li>• Hardware and software inventory and health monitoring</li> </ul>	✓	✓	✓
	<ul style="list-style-type: none"> <li>• Dashboard with analytics and reports</li> </ul>	✓	✓	✓
	<ul style="list-style-type: none"> <li>• Security and compliance status</li> </ul>	✓	✓	✓
	<ul style="list-style-type: none"> <li>• End-user self help</li> </ul>	✓	✓	✓
	<ul style="list-style-type: none"> <li>• A proactive HP Service Agent to help you monitor and manage your fleet</li> </ul>		✓	✓
	<ul style="list-style-type: none"> <li>• Predictive analytics</li> </ul>		✓	✓
	<ul style="list-style-type: none"> <li>• Device locate/alarm/lock/wipe</li> </ul>		✓	✓
	<ul style="list-style-type: none"> <li>• Security policy setting and enforcement</li> </ul>		✓	✓
	<ul style="list-style-type: none"> <li>• Automatic parts replacement<sup>5</sup></li> </ul>		✓	✓
	<ul style="list-style-type: none"> <li>• Remote assistance</li> </ul>		✓	✓
	<ul style="list-style-type: none"> <li>• Windows information protection</li> </ul>			✓
	<ul style="list-style-type: none"> <li>• Password recovery</li> </ul>			✓
	<ul style="list-style-type: none"> <li>• Application deployment</li> </ul>			✓
	<ul style="list-style-type: none"> <li>• OS and third-party patch management</li> </ul>			✓
	<ul style="list-style-type: none"> <li>• Wi-Fi provisioning</li> </ul>			✓

## Additional lifecycle services

### Lifecycle services

Additional lifecycle services to deliver end-to-end solutions such as: design and planning, installation and asset tagging, imaging, Tech Café, and secure wipe and recycle solutions.

### Financial services

HP DaaS plans include options from HP Financial Services (HPFS) with terms of 1, 2, 3, 4, or 5 years.

Fleet flexibility options are available to meet your changing workforce or workload.<sup>3</sup>



## HP DaaS

IT simplified. Resources maximized.



To find out more, visit us online at  
[hp.com/go/daas](http://hp.com/go/daas)

1. Device support and DaaS plan components may vary by country. Please contact your local HP representative.
2. Health tracking and reports may vary by device platform.
3. Fleet flexibility feature currently available with only a flex down option via HP DaaS Contractual Service directly from HP or an Approved Global System Integrator only.  
Flex up available in subsequent releases.
4. Availability may vary by country.
5. Automatic parts replacement available only on HP devices. Some device management features such as remote assistance, password recovery, and patch management currently available on Windows® devices only.

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