



HP Device as a Service (DaaS)

HP DaaS Offer

Frequently Asked Questions (FAQ) For Customers

This document answers the most commonly asked questions about the HP Device as a Service (DaaS) offering.

HP DaaS Offer FAQ for Customers

Q: What is HP Device as a Service (DaaS)?

- A: HP Device as a Service (DaaS) provides a complete solution that delivers hardware, insightful analytics, proactive management, and lifecycle services to help you optimize assets and IT resources. Key benefits are:
- **Select from a wide variety of devices.** Empower your users with multi-OS hardware choices that include Windows and Apple® devices and Chromebooks™.^{1, 2}
 - **Anywhere protection.** Work without worry in the office and away with plans that include world class-warranty and support, plus next business day onsite response and replace³ and accidental damage protection.^{3,4}
 - **Insightful and predictive analytics.** Identify, predict and address issues with HP TechPulse—analytics that use machine learning, preconfigured logic, and contextual data to deliver device, application, and usage insights that help you optimize your IT spending and resources.
 - **Lighten the load on IT.** Offload a little or a lot. Our Service Experts⁵ use HP TechPulse analytics and leading cloud-based tools⁵ to manage your multi-OS environment, including your existing devices.¹
 - **A security guard that's always on duty.** Trust HP to monitor security compliance for your devices. Service Experts⁵ can monitor, implement, and enforce device security policies.⁶ Help protect data on lost or stolendevices with HP Proactive Management.⁷ Get additional layers of protection with HP Proactive Security.⁸
 - **Works with leading IT solutions.** HP Proactive Management integrates with familiar systems like ServiceNow, Microsoft Intune, and Microsoft Telemetry⁹ to help you make the most of your IT investments.

Q: What value does HP DaaS offer customers?

- A: Optimize your IT assets and resources with HP Device as a Service (DaaS)¹⁰, a complete solution that combines hardware, insightful analytics, proactive management, and services for every stage of the device lifecycle. With our specialized Service Experts and teams dedicated to satisfaction and business outcomes, customers have a trusted, global partner with HP.

¹ For full system requirements, please visit www.hpdaas.com/requirements. The HP Chromebook x360 14 G1 is currently available as a service via HP DaaS. Google Chrome™ Enterprise Upgrade license required and must be purchased separately.

² HP DaaS for Apple is available in the United States and select European countries directly from HP and select partners. Other Apple® products as a service available through HP DaaS upon request. Please check with the HP representative in your area for availability.

³ Service levels and response times may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/carepack.

⁴ Device support may vary by country. Accidental damage protection available on HP DaaS Enhanced or Premium plans only. Please check with the HP representative in your area for availability

⁵ HP unified endpoint management is provided by HP Service Experts in HP DaaS Enhanced or Premium plans. HP Service Experts deliver service using VMware Workspace ONE, or for Chromebooks™, the Google Chrome™ Enterprise Upgrade. Customers using Microsoft Intune may have HP Service Experts manage using licenses they already have. Please check availability of options in your country.

⁶ Security Policy and Enforcement and Lock and Wipe available on HP DaaS Enhanced or Premium plans only.

⁷ Remote lock and wipe functionality requires the device to be powered on and have Internet access.

⁸ HP Proactive Security available as a separate purchase for Windows 10 devices, regardless of manufacturer. See www.hpdaas.com/requirements for additional system requirements. Requires HP TechPulse, which is included in any HP DaaS or HP Proactive Management plan. Security Experts available in the HP Proactive Security Enhanced plan only.

⁹ ServiceNow license required, sold separately, and requires installation of the HP DaaS application from hpdaas.com and a valid license for ServiceNow ITSM software. Microsoft Intune license required and sold separately

¹⁰ HP DaaS plans and/or included components may vary by region or by Authorized HP DaaS Service Partner. Please contact your local HP Representative or Authorized DaaS Partner for specific details in your location. HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer 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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Q: What makes HP DaaS unique versus other 'as a service' offerings?

A: HP is leading the way with this modern IT consumption model and is the only provider who can deliver complete solutions across print and computing. HP offers the broadest portfolio of devices as a service and offers a more complete solution that includes devices, accessories, support, predictive analytics, unified device management, and additional lifecycle services – all with simplified plans and a one-price-per-device model. Other providers do not offer the breadth or depth of solution that HP offers. Key ways that HP DaaS differentiates from the competition are:

- **The right devices for the job.** Choose a device mix that's as unique as your business, with a wide selection of HP commercial notebooks, desktops, and mobile and specialized devices.
- **Management with insight.** Secure and manage multi-OS devices¹¹, and proactively identify and mitigate issues with insightful HP TechPulse analytics. Our Service Experts¹² can enforce security policies and perform daily management with leading endpoint management tools.¹³³
- **Flexibility for your business.** Don't pay for more than you use. Tailor your solution with device lifecycle services—from design to configuration, maintenance, and end of use—and financial terms to meet your needs with the convenience of a single price per device.

Q: What plans are available with HP DaaS?

A: HP DaaS has three plans to choose from: **Standard, Enhanced** or **Premium**. Whether you manage in-house or take advantage of the HP-managed service with our specialized service experts using leading, cloud-based unified endpoint management tools and HP TechPulse on your behalf, we'll help you deliver more proactive security, support, and management for multi-OS device environments. Select the plan that's right for your organization. In the U.S., an HP DaaS for Apple® plan is available for customers with or looking to add Apple devices, including iPad, iPhone, and Mac, as a service from HP.

HP DaaS makes it easy to select a plan and tailor it to a company's needs. For specific services not addressed in a plan, there is a 'custom' agreement option. Visit www.hp.com/go/DaaS for plan details.

Any plan allows customers to add on lifecycle services from installation and configuration to workforce support, to safe disposal and recycling whether from HP or its partners. Learn about the large portfolio of service offerings at www.hp.com/go/services.

Q: What hardware is available through HP DaaS?

A: While nearly any HP device can be delivered through a custom HP DaaS agreement, the HP DaaS plans deliver a wide variety of Windows-based HP desktops, notebooks, conferencing, retail point of sale, and workstations as a service. The HP Chromebook x360 14 G1 is also currently available as a service via HP DaaS. A Google Chrome™ Enterprise license is required and must be purchased separately. Customers in the U.S. and 20 European countries can also purchase HP DaaS for Apple® devices, including iPad®, iPhone® and iPod® paired with enterprise-level support, our proactive management service with HP TechPulse analytics, and modern pricing and financing model. HP DaaS for Apple availability may be expanded to additional countries and select partners in the future. Note that other non-HP hardware, although not purchasable through HP, may be managed as part of an HP DaaS plan.

¹¹ For full system requirements, please visit www.hpdaas.com/requirements. The HP Chromebook x360 14 G1 is currently available as a service via HP DaaS. Google Chrome™ Enterprise Upgrade license required and must be purchased separately.

¹² HP unified endpoint management is provided by HP Service Experts in HP DaaS Enhanced or Premium plans. HP Service Experts deliver service using VMware Workspace ONE, or for Chromebooks™, the Google Chrome™ Enterprise Upgrade. Customers using Microsoft Intune may have HP Service Experts manage using licenses they already have. Please check availability of options in your country

¹³ Service levels and response times may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/carepack.

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Q: What is the pricing for HP DaaS?

A: Pricing is based on the devices, accessories, and service plan selected as well as financing terms. Contact your HP representative or an authorized partner for more details.

Q: Which HP DaaS plan is right for your organization?

A: HP DaaS plans are designed to be simple, yet flexible, so you can tailor your HP DaaS agreement to fit your organization's needs with device lifecycle services. No matter which plan you choose, you get the devices, support, and services you need without the headaches of coordinating with multiple vendors.

When choosing an HP DaaS plan, consider a few factors:

- Do you already have a self-managed, unified endpoint management solution for security policy setting and enforcement as well as device and application management but want to take advantage of HP DaaS' analytics and reports for more proactive device management?
The Standard plan may be the place to start.
- Do you want to offload day-to-day device security and management tasks to specialized HP Service Experts, so your IT team can focus on other priorities?
Consider the Enhanced or Premium plan.
- Do you need a higher level of service with more sophisticated device security and application management functionality?
Consider the Premium plan.

Q: What is General Data Protection Regulation (GDPR) compliance?

A: The General Data Protection Regulation (GDPR) is an EU-wide regulation for the protection of European citizens' data that came into force in 2018 and provided rules relating to the protection of and processing of personal data. Rules relating to the free movement of personal data can be found at <https://gdpr-info.eu/art-1-gdpr/>. Currently there is no certification or license required or available for GDPR.

Q: What is HP's approach to GDPR?

A: HP has a long-standing history of industry leadership in privacy and data protection. Together with our robust portfolio of products and services, we can support our customers' and partners' efforts in protecting personal data. With respect to the HP DaaS Proactive Management service, HP acts as a Data Processor. Please refer to the Data Processor section on [HP Privacy Central](#). As a global company, it is possible that any information you provide may be transferred to or accessed by HP entities worldwide in accordance with the [HP Privacy Statement](#) and on the basis of the International Privacy Programs listed in the International Data Transfers section. The HP DaaS Proactive Management service is certified by the International Standards Organization (ISO), a third party, and has received ISO 27001:2013 certification. ISO provides a framework that is used to enable companies to achieve GDPR compliance.

For more information about data protection, please refer to the [Data Management FAQ](#).

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