Image and Application Services

Let HP manage your PC image—so you can focus on your business

Services overview

Image and Application Services leverage HP technical resources and factory capabilities to deliver PC devices that contain imaging based on customer-specific requirements. HP provides several service choices that provide you with flexibility and help ensure that devices arrive tailored to your organization's IT and business needs. Imaging and Application Services are available globally on most HP commercial notebooks, workstations, thin clients requiring an operating system, desktops, and retail point-of-sale (RPOS) systems.

Imaging and Applications Services options include:
• PC Image Load Service
• PC Image Modification and Load Service
• PC Image Build and Load Service
• Multi-Platform PC Image Service
• PC Applications Load Service
• Backup Media Design and Replication Service

Specifications

PC Image Load Service
PC Image Load Service will validate and install a customer-provided PC software image on HP PC products during the manufacturing process. This provides customers with a consistent image loaded on an agreed-upon list of PC products that are manufactured in any HP factory around the world.

This service:
• Applies the customer-specific image to the device
• Provides a secure repository for direct image upload or information to ship your image to an HP location for processing
• Archives the software image during the lifecycle of the hardware product
• Provides systematic validation of the image by HP prior to mass distribution
• Provides the Customer with notification if the supplied image fails validation tests
• Adapts the image to accommodate the HDD size
• Provides an antivirus scan and a boot test as part of the validation process
• Requires that the Customer provide HP with the PC software image using one of the following media: CDR/CDRW or DVD, or USB key, or uploaded to HP using the online repository
• Requires that the PC software image is properly validated and generated using an HP-supported tool prior to submission to HP
• Encourages the Customer to not put any personal information in your image that is not encrypted
• Requires that the image signature files be provided (SHA256)

Service limitations
- Only supports single HDD configurations
- Only supports Ghost, Wim, & Vhdx image file formats
- No support for factory image post processing
- Image testing beyond boot image is not included with this service. For full image testing and modification, refer to PC Image Modification and Load Service
- This service is available only for PC models that are currently within their service life
- Image modification is not part of this service
- Image creation from a master on an HDD is not provided with this service
- Any changes to the customer-provided images (e.g., drivers, service packs, and applications) are not provided with this service. If modifications to a customer-provided image are needed, refer to PC Image Modification and Load Service for more information

PC Image Modification and Load Service
With PC Image Modification and Load Service, HP technical experts will modify and install a customer-provided PC software image on HP PC products according to the Customer's requirements during the manufacturing process. This transfers the complexity to HP so that customers can avoid the cost and time of redesigning and shipping an image to HP for installation on PC devices at the factory. The service therefore provides the Customer with business-ready PCs.

This service:
- Provides the ability to add or modify up to 3 operating system configuration settings as defined in the Customer's requirements
- Archives the software image during the lifecycle of the hardware product and provides systematic validation by HP prior to mass distribution
- Provides the Customer with notification if the supplied image fails validation
- Adapts the PC software image to the HDD size
- Provides an antivirus scan and a boot test during the validation process
- Creates the PC software image from a master on an HDD
- Adds up to 6 HP standard drivers as needed during the image modification process
- Updates the Customer's PC software image once per quarter
- Allows existing images to be migrated to the replacement model
- Requires hardware configuration stability once the setup is completed
- Provides the PC software image loaded on an HDD
- Requires the Customer to complete the service requirements process provided by HP for each PC Image Modification and Load Service request (for each image)
- Requires that the Customer provide HP with the PC software image using one of the following media: CDR/CDRW or DVD, or USB key, or uploaded to HP using the online repository
- Requires the Customer to define, during the requirements-gathering process, any request for installing applications (a maximum of three; excludes Microsoft® service packs), as well as to provide a silent install package with no application conflict
- Requires that the image is compatible with the BIOS setting requested for deployment (HP default or custom)
- Encourages the Customer to not put any personal information in your image that is not encrypted
- Requires the image be on HP-supported media
- Requires that the image signature files be provided (SHA256)
- Requires the Customer to provide the technical specifications for the PC image build
- Requires the administrator login for master modification

Service limitations
- Legacy product older than the current shipping version is not included with this service
- Migration onto older models than the current shipping model is not provided with this service
- This service is available on current supported shipping models only
- No support for factory image post processing
- This service is not applicable on multiple PC model software images

PC Image Build and Load Service

PC Image Build and Load Service builds and validates a PC master software image based on the Customer's requirements and installs it on HP PC products at the factory. HP technical experts will manage the complexity so that the Customer receives business-ready PCs right out of the box.

This service:
- Provides the design and build of a PC image based upon the Customer's technical specifications
- Supports more than 3 applications, 3 OS settings, and/or 6 driver updates on a customer provided image
- Provides a custom-designed PC image that is ready for loading on a single model that has a single-boot OS
- Provides the PC software image loaded on an HDD
- Archives the image during the lifecycle of the hardware product
- Ensures that the PC software image is systematically validated by HP prior to mass distribution
- Provides the Customer with notification if a test failure occurs during the validation process
- Adapts the PC software image to the HDD size
- Provides an antivirus scan and a boot test during the validation process
- Creates the PC software image from a master on an HDD
- Includes adding HP standard drivers as needed during the image modification process
- Requires the Customer to review and approve the image before mass deployment
- Requires the Customer to ensure the purchase or ownership of software licenses for selected applications
- Encourages the Customer to not put any personal information in your image that is not encrypted
- Requires that HP be notified if the operating system loaded is interacting with the BIOS settings
- Requires that the image be on HP-supported media
- Requires that the image signature files be provided (SHA256)
- Requires that the Customer provide the technical specifications for the PC image build
- Requires the administrator login for master modification

Service limitations
- This service is not applicable on multiple PC model software images
- This service is limited to current supported models only
- This service does not include an HDD build process

Multi-Platform PC Image Service

Leveraging worldwide technical expertise and factory capabilities, Multi-Platform PC Image Service delivers a custom-built PC software image that is ready for multiple PC platforms. This provides the Customer with a "one-fit-for-all" software image, which reduces the cost and technical complexity of supporting multiple images. This service supports images in excess of 20 gigabytes and archives the images for later use. HP provides a dedicated technical single point of contact to collaboratively work with the Customer, helping to ensure that the service is managed to meet the Customer's requirements.

This service:
- Provides the design and build of a PC image based upon the Customer's technical specifications; the PC image supports multiple PC platforms
- Allows the customer to provide their base image for modification to support multiple device platforms

• Supports an on-disk recovery partition solution
• Supports dual boot OS design (no Linux support)
• Archives the multiplatform PC image during the lifecycle of the hardware product
• Includes systematic testing based on HP's test plan for the multiplatform PC image
• Includes updating the image once per quarter and up to a maximum of four times per year
• Includes the assignment of a dedicated service project manager
• Supports Windows® operating systems
• Allows up to five additional applications to be installed in a language that is different than the OS language (e.g., OS in English, five non-English applications); the five applications can be in the same language or a mix of languages
• Supports current shipping platforms only
• Requires the Customer to verify that customer-specific deliverables are functional and compatible to prevent project delays or holds
• Requires the Customer to order an initial PC unit, which will be used for testing and validation, or to perform remote testing
• Requires the Customer to review and approve the PC image before mass deployment
• Encourages Customer to not put any personal information in your image that is not encrypted
• Requires the Customer to ensure the purchase or ownership of the software licenses included in the software image

Service limitations
• The service is deployed on current supported PC models only
• No changes to the specifications can be accepted during the image development phase to avoid a redesign of the PC image and delay of the project
• Non-HP PC products are not supported
• HDD encryption is not part of this service
• Does not support Linux operating systems
• Does not support network connections to customer domains during manufacturing

PC Applications Load Service

PC Applications Load Service installs software applications on an HP PC software standard image at the factory. This provides the Customer with a ready-to-use PC, reducing time and application integration costs.

This service:
• Supports a limited number of applications
• Validates applications on the target operating system
• Installs applications on an HP PC loaded with standard HP operating systems
• Provides systematic validation by HP of the image prior to mass distribution
• Requires that the software applications are hardware independent
• Requires the Customer to ensure the purchase or ownership of all software application licenses
• Requires the Customer to provide an unattended application installation package
• Requires the Customer to validate that software applications are installed and functioning on the target operating system
• Requires the Customer to provide the component installation sequence

Service limitations
• This service is not available on non-HP standard software images
• This service is limited to HP platform products
• Silent installation packages with no applications will conflict with this service

Backup Media Design and Replication Service

Backup Media Design and Replication Service delivers a restorable image on DVD or USB media that is built and replicated at an HP factory. HP will ship backup media with each PC product, enabling the Customer to restore and/or recover the PC image at any time. The backup media is systematically validated by HP prior to mass distribution. This service helps reduce productivity loss by enabling quicker recovery in case of image damage.

This service:
- Replicates one backup DVD or USB media and includes one copy with each unit
- Procures backup media from Authorized Replicator
- Includes storing and archiving on recovery media during the lifecycle of the product
- Provides systematic validation by HP of the recovery media prior to mass distribution
- Provides backup media to support the product ordered only—is not interchangeable with other products/platforms
- Requires the Customer to complete the service requirements process provided by HP for each backup media
- Requires the Customer to ensure the purchase or ownership of the restore utility/tool
- Requires that the Customer order the service for each unique device configuration
- Requires the Customer to purchase the Image Load Service

Service limitations
- This service is available on current shipping models only
- For USB media requests, there will be a media lead-time delay of up to 5 weeks globally to account for SLAs quoted to HP by authorized USB replicators
- This service does not provide delivery of the recovery media without an HP PC
- This service is not available on platforms that do not have an operating system (i.e., some thin clients are not supported)

Roles and responsibilities

Table 1 provides a brief overview of the roles and responsibilities to help ensure a successful Image and Application Service.

Table 1. HP and Customer roles and responsibilities

Activity	HP	Customer
Provide online tool for collecting the Customer's requirements	•	
Define and submit requirements and specifications		•
Validate capabilities and functionality of the service	•	
Complete testing and obtain the Customer's acceptance	•	
Provide final acceptance of and approval for implementation prior to deployment		•

Setup timeframe

Table 2. Setup lead time for Imaging and Application Services

Service	Business days
PC Image Load Service	6
PC Image Modification and Load Service	9
PC Image Build and Load Service	13
Multi-Platform PC Image Service	On Quote
PC Applications Load Service	7
Backup Media Design and Replication Service	16

Note: Setup lead time measures from the time requirements are submitted until an order can be placed. They exclude service requirements gathering and catalog activation times which varies by project.

General responsibilities

Confidentiality

Customer is responsible for the security of its 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 for the purpose of fulfilling obligations or exercising 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 3 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.

Personal Information

Each party shall comply with their respective obligations under applicable data protection legislation. HP does not intend to have access to personally identifiable information ("PII") of Customer in providing services. To the extent HP has access to Customer PII stored on a system or device of Customer, such access will likely be incidental and Customer will remain the data controller of Customer PII at all times. HP will use any PII to which it has access strictly for purposes of delivering the services ordered. Customer is responsible for the security of its proprietary and confidential information, including PII.

Ordering information

All Image and Application Services must be ordered with HP hardware. To ensure that all images are validated, communicated to the factory, and ready for implementation on devices during the manufacturing process, customers must provide HP with complete requirements using the process and tools provided by HP and allow for appropriate setup time before orders can ship with the Configuration Services included.

These services can be ordered using the following part numbers:
• AY100AV for PC Image Load Service
• AY101AV for PC Image Modification and Load Service
• AY102AV for PC Image Build and Load Service
• AY119AV for Multi-Platform PC Image Service
• AY120AV for PC Applications Load Service
• AY107AV for Backup Media Design and Replication Service

For more information

For more information on HP Services, contact your HP Sales Representative or visit our website: hp.com/go/configuration

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