



# HP Lifecycle Services

Services for every stage of the device lifecycle

# Comprehensive services tailored to your business needs

HP Lifecycle Services provides a broad portfolio of services for every stage of the hardware lifecycle, from planning and design to configuration and deployment, to workforce support and secure eco-friendly end of use services. Let HP simplify how to equip your organisation with the right services that improve user and IT performance, agility and cost predictability.

*“With HP as the prime contractor for our new clients, we get all the services we need from the same supplier. This means that the time it takes from ordering to receiving our personalised clients is now much shorter.”*

—**Marcel Funk**, head of corporate IT operations, Helvetia Versicherungen

## DISCOVER AND DESIGN

Take advantage of professional services to get the most from your IT investments.

- Assessment and strategy for Windows 10
- Image architect, build and update

## RECOVER AND RENEW

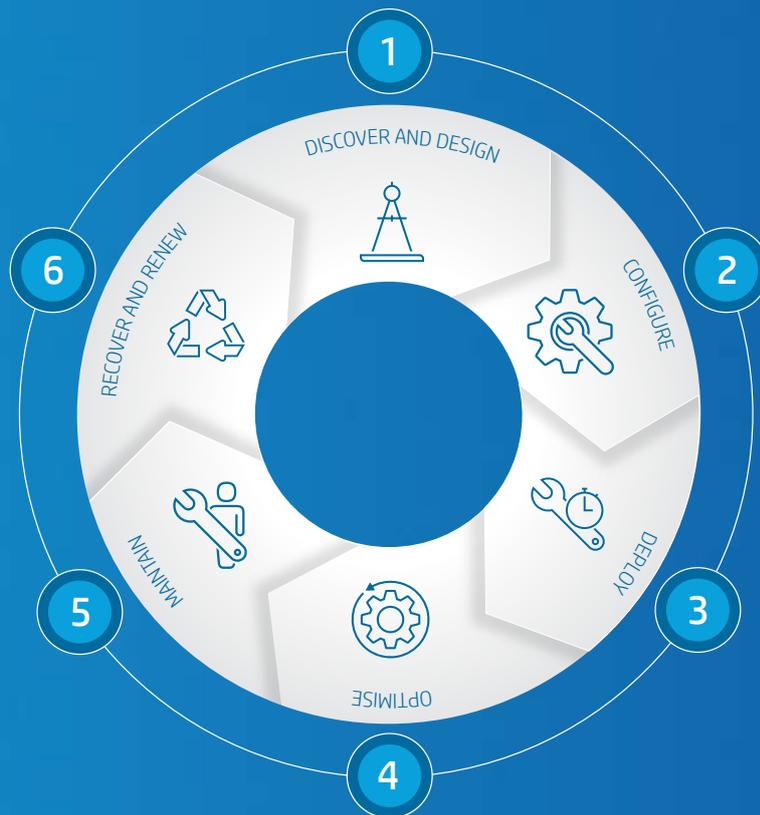
HP will securely recover and repurpose or recycle your end-of-use devices.

- Secure device recovery
- Device deinstallation
- Data sanitation
- Recycling programmes

## MAINTAIN

Get support, repair and replacement services in the workplace and on the road.

- Next-business-day onsite support
- Accidental damage protection
- Travel services
- Secure retention of defective media



## CONFIGURE

Get your PCs expertly configured and ready to use out of the box.

- Image and application preinstallation
- Custom system settings
- Labeling and tagging
- Integration and packaging

## DEPLOY

Let HP make the delivery, staging, installation and setup of your devices easy.

- Logistics and delivery
- Installation and setup
- Data migration

## Optimise

Your trusted, global partner to improve user productivity and IT manageability.

- Windows 10 migration expertise
- Enterprise-class priority support
- Staff augmentation



# Discover and Design

Take advantage of professional services to get the most from your IT investments.

*"I was looking for rationalisation of the service; economies of scale and logistical benefits. We were aiming for continuous service improvement with the benefit of someone who is a leader in the hardware field."*

—Neil Wales, director and head of distribution and estate management, workplace & user experience, Barclays



From consulting to assessment and solution design services, HP Discover and Design Services can help you make the best IT decisions and investments.

## Featured solutions

### [HP Assessment and Strategy Service for Windows 10 Service](#)

Prepare for Windows 10 the easy way with a customised strategy for making a seamless transition with the Assessment and Strategy Service for Windows 10. HP will collect information about your hardware and applications to assess the readiness of your organisation, and then recommend a migration strategy.

### [HP PC Image Architect, Build and Update Service](#)

Let HP take on the technical complexity and help you migrate to Windows 10 with a comprehensive service. With the HP PC Image Architect, Build and Update Service, our experts will host an onsite workshop to gather requirements and then build and test your image or provisioning solution and update it, if desired.<sup>1</sup>



# Configure

Get your PCs expertly configured and ready to use out of the box.

*“Because HP is loading the image in the factory, the post configuration time is cut from two hours to about 20 minutes. Multiply that by 300 machines every month and multiply that by the average cost of an IT person and it's a considerable saving.”*

—Ivan Hilaire, client systems manager, GlaxoSmithKline Vaccines



Save time and increase your IT organisation's productivity when HP custom-configures your devices to your specifications right at the factory.

## Featured solutions

### HP Image and Application Services

Save IT time and resources with our broad range of device imaging solutions so that your new PCs arrive tailored to your needs and are ready to use out of the box.

### HP Custom System Setting Services

Go beyond factory default settings and accelerate your workforce productivity with PCs that are ready for your users and IT environment, upon arrival.

### HP Labelling and Tagging Services

Protect your investment and manage and track your assets with physical and electronic tagging.

### HP Integration and Packaging Services<sup>2</sup>

Deliver complete solutions to your users with HP and third-party hardware, accessories and custom documents delivered as one package.

### HP Dynamic Configuration

Get your new PCs up and running fast. Conveniently extend your imaging environment and dynamically configure and personalise each user's PC with HP factory imaging.



# Deploy

Let HP make the delivery, staging, installation and setup of your devices easy.

*“Our idea of mass PC deployment with standard processes was not always possible. HP was always open to change, responded very constructively and we had efficient change management processes. Furthermore, the HP project manager knew exactly what was happening at the individual locations, enabling him to be proactive.”*

—Hendrik Lüder, head of competency centre workplace, ContiTech Information Technology



Get your users up and running quickly with comprehensive deployment solutions that include delivery, installation and data migration services to help reduce time, risks and costs.

## Featured solutions

### HP Logistic Services<sup>2</sup>

Make PC deployments faster, easier and on your terms, with flexible delivery options. Just pick the day and the location and HP can take care of the rest.

### HP Installation Services

Put our expertise to work for you with services that make PC installations and setup easy and affordable. Services can also be customised to your exact needs.

### HP Data Migration Services<sup>2</sup>

Minimise user disruptions and maintain productivity when you deploy your new devices by allowing HP to migrate the data from your old PCs.

### HP Conferencing Implementation Service<sup>3</sup>

Bring unified communications to your meeting rooms and huddle spaces and enable greater collaboration with your HP conferencing solutions and Skype for Business.



# Optimise

Your trusted, global partner to improve user productivity and IT manageability.

*“The rollout of the new workstations was also to be standardised as far as possible. But we soon realised that, due to capacity and complexity, neither we nor the IT staff at Veyance would be able to complete this task alone. We needed support from an experienced external service provider.”*

—**Hendrik Lüder**, head of competency centre workplace, ContiTech Information Technology



Let HP help you increase user productivity through fast resolution of device issues, migrating to a new OS and optimizing your PC environment through consultation services.

## Featured solutions

### HP Windows 10 Migration Services

Make it easy to roll-out Windows 10 across your organisation. In addition to Discover and Design services, HP offers a full suite of services to successfully migrate to Windows 10 including configuration, deployment and optimization services.

### HP Priority Access and Priority Management Services<sup>3</sup>

HP provides your organisation with premium-level global support for your IT staff around the world.

### HP Staff Augmentation Services<sup>3</sup>

Take advantage of our dedicated, skilled IT experts who can quickly assist your team, onsite or remotely, when you need additional IT help for short or long-term projects.



# Maintain

Get support, repair and replacement services in the workplace and on the road.

*“HP offered best-in-class prices and, more importantly, warranty service terms that enable us to use the equipment to its full potential.”*

—**Evgeny Zhebrik**, head of IT systems operation and maintenance, Santorin



HP offers a wide range of services to assist in achieving the desired coverage, protection and support to ensure optimal uptime for users and better cost predictability for IT.

## Featured solutions

### HP Hardware Support Onsite Service<sup>3</sup>

Get the support you need with the flexibility to choose between multiple service-level options featuring several onsite response or call-to-repair time and coverage window combinations.

### HP Travel Services

Travel worry-free, stay productive and reduce downtime—wherever you go—with local language telephone and onsite support in select countries.

### HP Defective Media Retention Service<sup>3</sup>

Keeping your hard drive when it requires replacement is critical to maintaining control of your sensitive data and ability to disposition it in a way that meets your security standards.

### HP Accidental Damage Protection<sup>2</sup>

Be protected in the event of unexpected device damage and avoid out-of-pocket repair or replacement costs.

### HP Tech Café

Deliver simple, efficient IT support for employees with HP Tech Café. HP Tech Café Walk-up Centre offers a customized onsite space for face-to-face support. HP Tech Café Market is an anytime, self-service vending and device staging solution.



# Recover and Renew

HP will securely recover and repurpose or recycle your end-of-use devices.

*“Essentially, we were looking not so much for a hardware vendor as for a reliable partner capable of ensuring uninterrupted operation of hardware throughout its service life.”*

—**Evgeny Zhebrik**, head of IT systems operation and maintenance, Santorin



Help protect your business and personal data with our secure end of use services and prepare for a technology refresh with recycling that supports environmental sustainability.

## Featured solutions

### HP Device Recovery Service

Securely retire your end-of-use devices with expert data erasure services, receive residual value and help enable the circular economy for greater sustainability.

### HP Deinstallation Service

Deploy your new devices fast when our team takes care of all the deinstallation tasks.

### HP Sanitisation Service

Secure your information and get peace of mind when we completely erase the data from your devices or permanently destroy the storage media in accordance with the latest industry standards.

### HP Recycling Service

Smoothly transition to new devices while adhering to your policies for end of use and supporting social initiatives and environmental directives.



# HP PREMIER CARE SOLUTIONS

The right protection, support and service levels you need for HP EliteBook and HP ZBook devices.

Choose from three levels based on your user's specific needs, each designed to complement their devices.



Safeguard your investment and Optimise productivity for your HP EliteBooks and HP ZBooks with HP Premier Care Solutions<sup>2,3</sup>, a comprehensive suite of services for device protection, support and repair specifically tailored for mobile business users.

## Essential Care

### Essential support and protection for notebook users.

Experience optimal uptime when working in the office, remotely and on the road with the HP Essential Care suite of coverage, protection and support services.

## Expanded Care

### Expanded service levels for users on the go.

Secure your information and get peace of mind when we completely erase the data from your devices or permanently destroy the storage media in accordance with the latest industry standards.

## Enhanced Care

### Higher-level response for business-critical users.

Stay up and running with HP Enhanced Care<sup>4</sup> that builds on HP Expanded Care services and adds premium service levels designed for the highest business and travel demands.

#### Plans at a glance

Services	Essential Care	Expanded Care	Enhanced Care
HP Next Business Day Onsite Response Service	✓	✓	*
HP Next Business Day Support for Travellers	✓	✓	✓
HP Defective Media Retention	✓	✓	✓
HP One Time Battery Replacement		✓	✓
HP Accidental Damage Protection <sup>5</sup>		✓	✓
HP Recover and Restore		✓	✓
HP Priority Access <sup>5</sup>			✓
HP Hardware Support Onsite Call to Repair <sup>2</sup>			✓

\* HP Hardware Support Onsite Call to Repair replaces HP Next Business Day Onsite Response Service for Enhanced Care.

[hp.com/go/premiercare](http://hp.com/go/premiercare)

HP Lifecycle Services is the right choice to help simplify and enhance device lifecycle management. And whether you're looking to purchase select lifecycle services or ready for a flexible HP Device as a Service (DaaS) plan, you can rely on HP to deliver expert solutions to Optimise your technology investment.



Learn more at [hp.com/go/services](https://hp.com/go/services)

Please contact your HP representative or authorised HP reseller for details. Device support may vary by country. Features vary among Standard, Enhanced and Premium HP Device as a Service plans. HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customers 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.

1. The service can be ordered with or without update services.

2. Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit [hp.com/go/cpc](https://hp.com/go/cpc). HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customers 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.

3. HP Premiere Care Solutions are available for HP EliteBooks and HP ZBooks only.

4. HP Enhanced Care requires a per-seat minimum. Seat minimum may vary by device and region. Conditions and restrictions apply. Please contact your local HP representative for complete details.

5. Availability pending in EU countries.

6. Available in select countries..

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