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 organization 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 personalized 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.
• Device Recovery Service
• Device deinstallation
• Data sanitation
• Recycling programs

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

MAINTAIN

Get support, repair, and replacement services in the workplace and on the road.
• Next business day onsite support and one time battery replacement service
• Accidental damage protection
• Travel services
• Secure retention of defective media

DEPLOY

Let HP make the delivery, staging, installation, and setup of your devices easy.
• Logistics and delivery
• Installation and setup
• Data migration

OPTIMIZE

Your trusted, global partner to improve user productivity and IT manageability.
• Windows 10 migration expertise
• Enterprise-class priority support
• Staff augmentation
• Helpdesk

Discover and Design

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

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 customized 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 organization, 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.[1]

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 Hislaire**, client systems manager, GlaxoSmithKline Vaccines

Save time and increase your IT organization'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 Labeling and Tagging Services

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

HP Integration and Packaging Services[2]

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 personalize 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 center 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[2]

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 customized to your exact needs.

HP Data Migration Services[2]

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

Optimize

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

"The rollout of the new workstations was also to be standardized as far as possible. But we soon realized 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 center 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 organization. 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[3]

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

HP Staff Augmentation Services[3]

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.

HP Helpdesk

Receive technical expertise around the clock, covering multiple brands, devices, and operating systems. Choose from a variety of coverage options that offer immediate assistance with issues that include configuration, syncing, operation, software usage, and more.

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[3]

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.

One Time Battery Replacement Service

To be offered together with Hardware Support Onsite Service, this is a combination of two separate services that we have thoughtfully combined to offer you more for your HP hardware. One Time Battery Replacement Service includes and supports complex battery replacement process in the instant of cell failure or when battery capacity drops below 50%.

HP Accidental Damage Protection[2]

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

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[3]

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 Tech Café

Deliver simple, efficient IT support for employees with HP Tech Café. HP Tech Café Walk-up Center offers a customized on-site 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 for 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 Sanitization 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 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 optimize your technology investment.

Learn more at hp.com/go/services