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) delivers a modern service model that simplifies how organizations source, support, and manage IT with insightful analytics and reports from HP TechPulse. With HP DaaS, HP partners work with customers to increase user productivity, operational efficiency, and cost predictability.

Key benefits of HP DaaS are:

- A broad selection of best-in-class, multi-operating system devices and accessories delivered as a service from HP so you can shorten refresh cycles and keep users happy.

- More insightful and proactive device management with HP TechPulse analytics and reports that can identify issues before they become a problem and help optimize IT assets and budgets.

- Reduce the day-to-day workload on IT so they can focus on other priorities. With plans that include unified device management performed by HP Service Experts and a portfolio of lifecycle services from deployment to end-of-use and everything in between, businesses can maximize their resources.

- Flexible plans that include device support, repair or replacement services, endpoint security and management, and other lifecycle services tailored to your business needs with one-price-per-device flexible payment terms and the ability to easily scale your plan up or down.

Q: What value does HP DaaS offer customers?

A: HP Device as a Service (DaaS) helps commercial organizations, of all types and sizes, optimize IT assets and resources with a complete solution that combines hardware, insightful analytics, proactive management, and services for every stage of the device lifecycle. It's a modern alternative to purchasing and managing technology though several different vendors. With our specialized Service Experts and teams dedicated to satisfaction and business outcomes, customers have a trusted, global partner with HP.

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:

- **Predictive and insightful analytics for more proactive management and planning 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. The insightful reports identify device health, security, and software issues allowing proactive mitigation of issues before they become a problem. The one-stop dashboard also allows incident integration with the ServiceNow IT service management system with an optional add-on service.

- **Specialized Service Experts that lighten the administrative load on IT.** Highly trained Service Experts use HP TechPulse analytics and modern, cloud-based unified endpoint management tools to monitor and manage multi-vendor, multi-OS device environments for customers. HP DaaS Enhanced and Premium plans allow customers to offload day-to-day device management so they can focus on other priorities and potentially reduce costs versus licensing and administering device management solutions themselves.

- **Simplicity and flexibility for your business.** HP DaaS offers simple, curated plans that can be tailored with other device lifecycle services, from HP or partners, all with one, predictable price per device payment model and flexible terms ranging from 1 to 5 years with the ability to scale up or down so you don't pay for more than you use.

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 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 a 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 Organiztion (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.