



HP Modern Management Services

With HP Modern Management Services, deployment becomes simple and straightforward, so you can focus on your business

HP Modern Management services leverage technical expertise and factory capabilities to deliver essential pre-deployment solutions, enabling users to get up and running with new devices quickly.

HP offers a range of service options designed to give you the flexibility you need. Whether you want to benefit from HP's powerful pre-provisioning processes, simply elect for the post-factory device registration in your tenant or want to keep control of the registration by managing it yourselves, HP has the service you need.

What's more, if you need a specific image for your devices, it's worth examining all the imaging services from simple to very advanced that HP offers.

HP Provisioning Connect Service

OFFER DESCRIPTION

With HP Provisioning Connect (AY155AV), IT professionals can easily pre-provision Windows devices for delivery to employees, whether they're working from home or in the office. It ensures that everyone has the latest corporate image and that your new HP devices are up to date with the latest software and security settings. Provisioning Connect gets your workforce up and running fast by delivering the corporate device persona using your cloud-based endpoint management solution or by extending your network topology into our HP facilities with enterprise-class security.

Service highlights

- HP pre-provisions your devices at an HP second-touch facility ahead of end-user product delivery
- Devices are automatically registered in your tenant before the pre-provisioning process
- Supports most modern device management platforms
- Supports Windows 11 version 23H2 or later; required in one of the following editions:
 - Pro
 - Pro for Workstations
 - Education
 - Pro Education
 - Enterprise

Service benefits

- Reduces the dependency on network bandwidth at corporate offices or end-user remote working locations
- End-users are productive within a few minutes of turning on their PCs
- Reduces the need for internal IT resources and logistics, thus removing the need for on-premises staging
- Simplifies or reduces the need to create, test and maintain a "golden image"
- Effectively decreases priceless IT support time, multiple touchpoint requirements and overall IT costs, thereby streamlining new device deployments into a modern IT environment

Service limitations

- The service applies only to HP PCs and is delivered through an HP second-touch facility.
- 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
- This service may not be available in all locations. Customers should confirm availability with their HP sales representative.

Customer responsibilities

- The customer must first provide consent to HP to register their devices via the established Microsoft process⁶
- The customer must provide all necessary and required information to HP before ordering (i.e. tenant details, group tag strategy and specifications).⁷

HP Device Registration Service

OFFER DESCRIPTION

HP Device Registration Service¹ (AY777AV) streamlines device registration in your preferred tenant within 2 business days of the order shipment date. The service supports one or multiple tenants, with or without group tags. The service must be purchased at the time of hardware purchase and requires a corresponding service SKU for each individual HP PC. It can be combined with other HP Configuration Services. This service is available globally where HP does business.

SERVICE HIGHLIGHTS/BENEFITS

- HP registers your new devices directly in your preferred tenant using group tags that you provide.
- Devices are registered within 2 working days from the order shipment date so the user's profile can be assigned before the unit is delivered to them.²
- This service can be purchased with or without additional HP Configuration Services as it can be combined with any of our other services for pain-free device roll-outs.³
- Autopilot user profiles and settings can be applied from Intune for a simplified end-user out-of-the-box experience upon delivery of the device.⁴
- This service supports one or multiple tenants and fixed group tags, or dynamic group tags are available for direct customer only.⁵
- With automation designed to ensure fast and accurate registration, HP provides dedicated reporting for enhanced monitoring and efficient data management, through secure access to registration data.

Aftermarket Modern Management Services

OFFER DESCRIPTION

HP aftermarket Standalone Device Registration Service allows customers and partners to register HP Windows Commercial PCs in their own tenant after hardware purchase and is ideal for managing customer fleets or partner-held inventory. Two other options also support Hardware Hash or PKID reporting, enabling customers to self-register or their designated authorized partners to register devices on their behalf.

SERVICE HIGHLIGHTS/BENEFITS

HP Standalone Device Registration Service (AY228AA)

- Registers Windows HW in channel inventory or customer fleets with HP
- Fast replies via the HP inbox: device.registrationservices@hp.com
- Outsources this time-consuming task and focuses IT cycles on higher-value added work

HP PKID Reporting Service (AY229AA)

HP Hardware Hash Reporting Service (AY230AA)

- Enables customers that want to self-register their devices to do so
- Partners can use this information to support their own device registration offerings
- Fast replies via the HP inbox: device.registrationservices@hp.com

SERVICE FEATURES AND DELIVERY SPECIFICATIONS

HP Standalone Device Registration Service (AY228AA)

- Request registration of your serial numbers via the HP device registration services inbox: device.registrationservices@hp.com
- Each request must include all needed information in a .CSV file,⁶ including:
 - a. Serial numbers of all devices
 - b. Tenant ID/Tenant domain
 - c. Group tags by serial number if applicable
 - d. Original HW PO number if available
 - e. HP sales order or service PO number that confirms service was purchased in matching serial number quantities
- HP will reply confirming successful registration of serial numbers provided or failed registration of some or all serial numbers. In the latter case, customers will need to resubmit valid serial numbers within two working days to complete the service or the service PO will be considered closed.
- Service POs can only be submitted once per request and must match the quantity of serial numbers requested for the service requested.

HP PKID Reporting Service (AY229AA)

HP Hardware Hash Reporting Service (AY230AA)

- Request hardware hashes or PKIDs for your serial numbers via the HP Device Registration Devices inbox: device.registrationservices@hp.com.
- Each request must include all needed information in a .CSV file to provide the PKIDs or HW hashes, including:
 - a. Serial numbers of all devices.
 - b. HP sales order or service PO number that confirms the service was purchased in matching serial number quantities.
- HP will reply with all matching HW hashes or PKIDs for each serial number or confirming failure of some or all serial numbers to have a valid HW hash or PKID. In the latter case, customers will need to resubmit valid serial numbers within two working days to complete the service or the service PO will be considered closed.
- Service POs can only be submitted once per request and must match the quantity of serial numbers requested for the service requested.

Coverage and HP responsibilities

- HP will cover requests from customers and partners globally where HP does business.
- Requests will generally be answered within two working days of delivery to the HP Device Registration Services inbox (device.registrationservices@hp.com) provided that all required information is submitted.

- Coverage by the HP Contact Centre is provided 5 working days per week and 17 hours per day, globally. The only language supported is English.
- For AY228AA - HP Standalone Device Registration Service, the HP Contact Centre will reply to a completed request with confirmation of successful registration or issues found with the submission, including invalid serial numbers or missing information.
- For both AY229AA - HP PKID Reporting Service or AY230AA - HP Hardware Hash Reporting Service, HP will reply to each request with a .CSV file that will contain either the PKIDs or the hardware hashes for each of the serial numbers requested.
- HP will also indicate the quantity of invalid serial numbers requested that could not be successfully processed for PKID or hardware hashes.
- All HP replies will be to the email address from which the request originated.

Customer/Partner responsibilities

- The customer must first give consent to HP to register their devices via the established Microsoft Process (instructions below). This is applicable only to the HP Standalone Device Registration Service - AY228AA.⁷
- Purchase the requested service from HP directly or your partner that matches the quantity of serial numbers requested. This must be an exact match with the HP sales order number provided.
- Partners may purchase the service through authorised HP distributors or directly from HP post-purchase. Submit the requested service via device.registrationservices@hp.com.
- Partners requesting any of the aftermarket services listed here on behalf of their customers will be responsible for providing the information HP needs to deliver the service.

Service limitations

- Services can only be provided for valid serial numbers, and invalid serial numbers cannot be credited after purchase, but HP will advise of any failed or invalid serial numbers, missing or invalid information and provide an opportunity within two working days for the customer or partner to remedy the situation by resubmitting corrections.
- After two working days, the current service PO will be considered closed if no further corrections, additions or remediations are received from the submitter.
- Services do not apply to renewed/remarketed products and serial numbers sent to the Contact Centre for these products will be considered invalid.

Exclusions

- HP's aftermarket Device Registration Services only cover what is stated in this data sheet and no other information or services.

Terms and conditions

For purchases from HP through hp.com, this data sheet is governed by the terms of sale applicable to your purchase, as made available on the website where you made the purchase.

For all other purchases from HP, this data sheet is governed by HP's Portfolio Customer Terms for the country of the HP affiliate accepting the order ("Lead Country"). A copy of these terms for all countries where HP has a direct presence can be found at <https://www8.hp.com/us/en/hp-information/end-user-agreement/terms.html?show>. However, if the customer has a separately signed agreement with HP ("Custom Agreement"), the Custom Agreement will govern in the Lead Country. If the customer has a Custom Agreement and places orders or accepts delivery in countries other than the Lead Country, HP's Portfolio Customer Terms for such country take precedence over the Custom Agreement only to the extent that they reflect local law or business practice.

For purchases from an authorised HP partner, this data sheet is governed by your terms with the HP partner.

For more information

Contact any of our worldwide sales offices or resellers or visit <http://hp.com/go/configuration>



Legal disclaimers

1. This service does not provide reports containing hash ID or PKID values for customer self-registration or partner-managed devices, decommissioned device deregistration, support for non-paid device registration (such as customer self-registration, partner managed or similar), missing devices, tenant- or group tag-related questions, registration- and deregistration-related questions, any error in this context or break-fix deregistration and reregistration.

2. Profiles can be assigned by the customer before device delivery. Device information must be available.

3. Except Provisioning Connect, which already includes HP Device Registration.

4. Managed by the customer.

5. Dynamic group tags may be supported in limited indirect scenarios. Such cases are evaluated on a case-by-case basis and are subject to HP approval. Defined during project setup.

A template to provide the information needed for AY228AA is available from the Contact Centre on request.

6. Microsoft requires customer consent for HP Inc. to register devices for Autopilot. Consent is only required once per tenant and applies for all subsequent orders/requests.

HP Inc. requests permission to register your devices to your Azure tenant.

Link to the Microsoft Support page describing the OEM Direct API method that HP Inc. will use:

<https://docs.microsoft.com/en-us/mem/autopilot/registration-auth#oem-authorization> under the header "OEM authorisation".

Specific link for you to authorise HP Inc. to register devices for you:

Note: User with Global Admin permission is required to accept relationship <https://admin.microsoft.com/Adminportal/Home?invType=OEM&partnerId=0b93bfb7-4fed-471a-8e89-0d2a608adec6#/partners/invitation>

7. Please provide:

- Confirmation once you have completed these authorisations (Microsoft does NOT send OEMs any confirmation)
- Your tenant ID
- Your tenant domain name (usually a "xxx.onmicrosoft.com address")
- Group tag preferences (if this varies according to device(s), please specify requested schema)

HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. The 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 an HP product.

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