Data sheet

OS Migration Service for Windows 10: Onsite, Remote, and Remote+

HP Optimise Services

Service benefits

- Achieve a trouble-free migration to the Windows 10 environment
- Understand the time scale and any required resources to complete the migration
- Select the delivery method of your choice: Onsite, Remote, or Remote+
- Reduce the disruption to operations during migration
- Migrate employees seamlessly to their new environment

Service feature highlights

- Service planning
- Preparation
- Deployment project plan
- Infrastructure/system changes
- Production deployment: Onsite, Remote, or Remote+
- Onsite migration (Onsite only)
- End-user orientation (Onsite only)
- Customer acceptance

Service overview

The release of Windows 10 represents a major ecosystem change for enterprises. It involves moving to delivery of software as a service at the desktop, and it integrates with a number of other Microsoft® solutions in the areas of system management, mobile device management, security, and licensing. These changes create a number of challenges for companies. HP provides a range of services to address each important phase of the migration process— dealing with the infrastructure, systems, and applications. The final phase of the migration focuses on the deployment activity itself.

To help organisations like yours generate maximum value from your adoption of this new ecosystem, HP has developed the OS Migration Service for Windows 10, with Onsite, Remote, and Remote+ delivery options. HP will work with you in the planning phase to assess and strategise the best course of action. You then choose how you want the service delivered.

With Onsite OS Migration, HP will send an engineer to your place of business. After you've received your new Windows 10-based image and applications, this onsite resource will physically migrate your employees' PCs to the new environment. He or she will also provide employees with a 15-minute basic orientation training of the new OS.

Remote OS Migration Service also builds on work covered in the assessment and strategy phase to complete the solution technical design, create an execution plan for the previously built deployment architecture plan, and carry out migration tasks remotely. The result is a completed migration for the agreed-upon number of users and locations.

Remote+ OS Migration Service offers an additional layer of support on top of the Remote OS Migration Service through access to an expert who can assist you, either by phone or onsite, with migration questions and issues as they arise.

Depending on your specific environment and migration requirements, you can choose to move forward with your preferred delivery method or any combination of the three service options.

Key service elements can include:

- Completion of the functional specification plan that outlines the in-scope services, processes, and configuration settings
- A proof of concept to validate the identified processes, configuration settings, and application compatibility before production deployment
- Execution of the agreed-upon production deployment architecture plan via Onsite, Remote, or Remote+ delivery (prepared during the assessment and strategy phase)
- All project and project completion documentation
- An HP engineer or authorised service provider who is available either remotely or onsite to provide assistance with any issues or employee questions regarding the migration (Onsite and Remote+ only)

Specifications

Table 1. Service features

Feature	Delivery specifications
Service planning	HP or its authorised service provider will work with the Customer to plan all the necessary activities, including the identification of any prerequisites for the service, and define a delivery schedule for the service with the identified Customer stakeholders. HP or its authorised service provider will work with the Customer to schedule an appointment.
Preparation	HP or its authorised service provider will receive the image/applications to load to the PC in a format requested by HP, and a separate license key needs to be provided. If the Customer has purchased image design and application transformation services from HP, then HP will already have the image/applications; otherwise, the Customer will need to provide these to HP.
Deployment project plan	The HP service specialist or authorised service provider will build a plan that outlines the project tasks, dependencies, and resource utilisation.
Infrastructure/system changes	The HP service specialist or authorised service provider will use the audit data from the assessment phase and identify any necessary infrastructure and system updates to allow the migration to proceed. The Customer will be responsible for completing any such upgrades or updates.
Production deployment	The HP service specialist or authorised service provider will execute the agreed-upon production deployment architecture plan and complete all project documentation.
Onsite migration (Onsite only)	The HP service specialist or authorised service provider will arrive at the Customer's site on the agreed-upon date/time to execute the OS migration.
End-user orientation (Onsite only)	This service provides the Customer-identified key operator with a basic overview on the functionality of the new OS.
Customer acceptance	HP or its authorised service provider will obtain Customer signoff for the Certificate of Acceptance/Project Completion form.

Customer responsibilities

Onsite OS Migration activities

Site and product access

The Customer must ensure access to the building, floor, individual cubicles, offices, labs, and rooms where the service will be delivered on the date and time that the delivery is scheduled. Further, the Customer will provide working space and facilities within a reasonable distance of the products, as well as access to and use of information, Customer resources, and facilities, as is reasonably determined necessary by HP, to provide the OS Migration Service for the products and to allow the HP service agent to help with the migration. The PC to be migrated must be working as defined by HP. Customer resources include a site representative and contact to identify the cubicles, offices, labs, and rooms where the migrations are to take place.

Working/bootable image/application access
The Customer must ensure that the new bootable image and applications, as well as data migration and configuration instructions, are provided to HP when requested, in a way that it acceptable for HP, to allow HP to migrate the PC correctly.

Cleared space
The area where the PC will be migrated must be unencumbered. Sufficient space must be available for the HP service specialist or authorised service provider to execute the migration.

Appointment booking
Orders will be placed per Customer site. It is the buyer's responsibility to provide the Customer site contact name, email, phone number, and the asset number as part of the service order process. HP's authorised service provider will schedule the appointment with the provided site contact and clarify the required service details. The Customer contact will either possess native language (site-specific) skills (written and spoken) or be able to speak, read, and write English.

Project management

Overall project management will be provided by the Customer or ordered as a separate managed service from HP or a third party. HP or its authorised service provider will schedule an appointment with one person per Customer site. It will be the responsibility of the Customer to contact or inform its end users. It is the Customer's responsibility to provide a detailed plan (building, floor, pillar, desk, user, new device model, asset tag serial number, etc.) to the HP authorised service provider to enable service delivery. Additional parameters such as BIOS password, computer name, domain name, administrator name, administrator password, user account/name, and user password are required for security settings, network connections, and authentication and imaging services. The Customer will grant all approvals; provide information such as IP addresses; and ensure the availability of all hardware, firmware, and software that the HP service specialist will need to deliver this service.

If the Customer's project management or deployment coordination is performed in non English-speaking countries, then the Customer's contact will either possess native language (site specific) skills (written and spoken) or be able to speak, read, and write English.

Licenses

The Customer must provide licensed software with valid keys, where applicable, for HP to perform the installations. It is not HP's responsibility to verify licensing or the validity of software provided by the Customer for any installations.

Printer network setup

The Customer is responsible for programming IP address and network settings, as well as verifying network printer functionality.

General responsibilities

Data backup

It is the Customer's responsibility to back up all Customer files, data, or programs before the start of any migration services and to be able to reconstruct lost or altered Customer files, data, or programs. The Customer must maintain a separate backup system or procedure.

Hazardous environment

The Customer must notify HP if it is discovered that the working area allocated to HP poses a potential health or safety hazard to HP or service agent employees. HP may postpone the onsite OS migration until the Customer remedies such hazards.

Authorised representative

The Customer must have a representative present when HP service specialists or authorised service providers are providing onsite OS migration services at the Customer's site. The Customer's representative will either possess native language (site specific) skills (written and spoken) or be able to speak, read, and write English.

Specific requirements

The Customer must fulfill the above responsibilities for the specific services acquired.

Remote OS Migration activities

In addition to project management responsibilities outlined above, the Customer who purchases the Remote OS Migration Service will:

- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist HP in facilitating delivery of the service
- Permit the necessary remote access to allow the delivery of the service
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP
- Ensure the participation of agreed-upon key stakeholders during critical stages of the service delivery such as the proof of concept (POC)
- Meet any prerequisites identified in planning sessions before delivery of the service

Remote+ OS Migration activities

Customer responsibilities for Remote OS Migration also apply to Remote+ delivery. If onsite assistance is required through the Remote+ offering, the Customer will:
- Allow HP full and unrestricted access to all locations where the service is to be delivered
- Provide a suitable work area for service delivery

General provisions/Other exclusions

Operational hours
Onsite, Remote, and Remote+ OS Migration Services are performed during local standard HP business hours on normal business days excluding local HP public holidays.

Subcontracting
HP may (a) subcontract the performance of any of its obligations (in whole or in part) to a third party, including HP authorised service providers, or (b) assign or transfer this Service Agreement to another HP entity at any time subject to written notice.

Delivery location
Migrations occur in the country the service has been ordered.

Supported hardware
HP and non-HP desktops, notebooks, thin clients, workstations, retail point-of-sale devices, and tablets are supported with this service.

Additional charges
HP reserves the right to charge, on a time and materials basis, for any additional work over and above the quoted service pricing that may result from work required to address service prerequisites or other requirements not met by the Customer.

Cooperation
HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.

Specifications/Statement of Work
The service will be delivered using a combination of onsite and remote delivery techniques as agreed upon with the Customer in the planning stage. HP will determine most appropriate OS Migration Service details based on the Customer's requirements and will include that information in the proposed Statement of Work (SOW) to the Customer.

These services:
• Will be mutually agreed upon through the SOW submitted by HP to the Customer
• Will be limited to the deliverables, timelines, and terms and conditions provided in the SOW
• May be executed by an HP authorised service provider

Service limitations

Any services not clearly specified in this document are excluded from this service.

Service responsibilities

Table 2 lists service activities and prerequisites as they relate to the roles and responsibilities of HP and the Customer.

Table 2. Service responsibilities

Activity	HP	Customer
The Customer requests the OS Migration Service		X
The sales team collects the Customer's requirements	X	
The sales team informs the Customer that their requirements will be analysed by a solution architect/service expert	X	
A solution architect/service expert is assigned to analyse the Customer's requirements and organise the planning meetings	X	
Assign solution experts to describe the Customer requirements and answer HP's questions, and define criteria for the Customer's acceptance		X
One or more planning meetings with key stakeholders are held to reach agreement on the service scope, priorities, and timelines	X	X

Activity	HP	Customer
Based on Customer agreement, software tools are deployed to collect required information	X	
Propose a SOW that includes the Customer's acceptance criteria, timeline, and pricing and engagement terms and conditions, and provide purchase order (PO) details to the Customer	X	
Accept SOW timeline, pricing and engagement terms and conditions and PO details		X
Submit PO to HP for service setup according to terms and conditions stated in the SOW and send the service order to HP		X
Begin service delivery setup only upon receipt of the Customer PO	X	
Inform the Customer and communicate project start/ end date based upon timeline mentioned in the SOW	X	
Initiate regular communication with the Customer on the project status	X	
If the Customer chooses Onsite OS Migration: Schedule an appointment with the Customer/employee; and deliver and complete Onsite OS delivery	X	
If the Customer chooses Remote/Remote+ OS Migration: Complete a proof of concept (POC) covering the agreed-upon number of users and applications to verify that the solution and deployment processes work as planned	X	
If the Customer chooses Remote/Remote+ OS Migration: Upon successful completion of the POC, sign off is required to authorise the move to the production deployment phase		X
If the Customer chooses Remote/Remote+ OS Migration: Execute the remote migration		X
If the Customer chooses Remote/Remote+ OS Migration: Schedule a validation review of service delivery	X	X
If the Customer chooses Remote/Remote+ OS Migration: Accept the HP solution		X
If the Customer chooses Remote+ OS Migration: Provide an onsite engineer or a phone number where the Customer can reach a remote engineer.	X	
If the Customer chooses Remote/Remote+ OS Migration: Communicate the remote migration status to the Customer until the migration is completed	X	
Accept complete service delivery		X

Ordering information

All Onsite, Remote, and Remote+ OS Migration Services can be ordered as standalone services. To ensure that the services are validated, communicated to the delivery source, and deployed successfully, Customers must provide HP with complete requirements using the process provided by HP, and allow for appropriate setup time before the service can be executed.

The minimum volume requirement for the Remote and Remote+ OS Migration service is 2,000 PCs. Prerequisites for Remote/Remote+ include the HP Assessment and Strategy Service, HP Web App Accelerator Service for Internet Explorer 11, HP Windows Application Transformation Service for Windows 10, and HP PC Image Design and Build Service for Windows 10.

Services can be ordered in two different ways, depending on requirements:

• As a product—the Customer will receive product numbers and an invoice for immediate payment. Service product numbers will be provided in the SOW.

• As a service contract—the Customer will be invoiced over the life of the contract. For staged delivery, invoices will be issued as services are delivered.

For more information

hp.com/go/configureanddeploy

Sign up for updates
hp.com/go/getupdated

Share with colleagues