Integration and Packaging Services

HP Configuration Services

Enhance your out-of-the-box device experience

Services overview

Integration and Packaging Services, part of HP Configuration Services, leverage HP's industry-leading factory, logistics and integration processes to seamlessly add content to device packaging. This enhances packaging efforts and reduces packaging to support environmental initiatives. Additionally, you can get HP to procure and integrate third-party hardware components at the factory during the manufacturing and build process to help ensure that devices are delivered ready to use.

Integration and Packaging Services include:
• Drop-In PC Packaging Service
• Device Model Management Service
• Third-Party Hardware Integration Service

Specifications

Drop-In PC Packaging Service
With the Drop-In PC Packaging Service, customers can leverage HP's logistics and inventory capabilities at the factory to add custom documents, such as instructions for activating devices, that will improve the end-user setup experience. This service can also be extended to small items, such as cables or small accessories, that fit into the original device system packaging. Additionally, this service can be used to remove packaged documents and instructional materials. This results in decreased packaging, which supports green initiatives and reduces the need to manage multiple packages that support a single device.

This service:
• Requires the customer to purchase one service per HP PC product, regardless of the number of items that are dropped into or removed from the PC packaging. The following items are examples of those included: client-provided instructions/documents, cables, materials, letters and flyers.
• Includes the option to have HP purchase items on behalf of the customer, which includes the procurement costs of those items.
• Requires the customer to ensure the availability of sufficient inventory for customer-sourced items in HP factories (including a 1% yield) to support ordering requirements.
• Provides HP's assurance that validated items will fit into the system packaging or will involve HP working with the customer to make adjustments as needed.
• Requires the customer to verify that items to be integrated are not hazardous or prohibited materials.

Service limitations
• This service is not compatible with the Desktop Bulk Packaging Service.
• Hazardous or prohibited materials may cause HP to decline to provide the service.

Device Model Management Service
The Device Model Management Service builds a customer-specified PC device with requested HP device models during an agreed-upon manufacturing time frame. This service enables customers to select the device models on which to standardise throughout an agreed-upon manufacturing time frame. This reduces the cost of supporting configuration differences and brings stability to business applications.

This service:
- Maintains customer-selected device models on PC products throughout an agreed-upon manufacturing time frame.
- Is available for ordering once its capability for a device is validated by HP.
- Is applicable per platform model and not per unit.
- Provides device firmware and device hardware revision controls.

Service limitations
- This service does not include device firmware Flash control.
- This service is limited to one identified supplier device per service purchased.
- This service is limited to a prespecified volume, unless the service is otherwise extended through the purchase of additional service quantities.

Third-Party Hardware Integration Service

The Third-Party Hardware Integration Service procures and integrates HP or non-HP hardware components into HP PC units to help ensure that devices are delivered to the customer's site business ready. HP manages the logistics and inventory in HP's systems, executes defective on arrival (DOA) processes with suppliers and completes system-level integration testing to improve the user experience from the time devices are received by the customer.

This service:
- Requires that the components fit inside the selected products.
- Requires that devices have available slots to support the service request.
- Requires the customer to specify if a mechanical adapter is needed to support the component.
- Provides the structuring of PC hardware devices in an HP database management system.
- Provides the integration of customer-selected PC hardware devices.
- Provides system-level testing at the factory.
- Provides procurement and storage management of third-party hardware devices.
- Requires the customer to verify that the components to be integrated are not hazardous or prohibited materials by providing documented proof of Restriction of Hazardous Substances (RoHS) compliance (via letter or email) for all non-HP components.
- Requires that requested products have documented proof of Energy-Using Products (EuP) Lot 6 compliance (via letter or email).
- Requires that requested products include Microsoft® certified (signed) Windows® drivers.
- Requires that requested products have appropriate internal/external power supplies (connector/amps).
- Requires that sample units be included.
- Requires the customer to provide HP with volume projections for each hardware device that will be integrated.
- Requires that devices have an image.

Service limitations
- OS/application-level testing is not included with this service.
- RAID configuration is not included with this service.
- This service is not applicable for wireless WAN (WWAN) and modem devices.
- ENERGY STAR® qualification of revised configuration is not included with this service.

Roles and responsibilities

Table 1 provides a brief overview of the roles and responsibilities to help ensure Integration and Packaging Services are conducted successfully.

Table 1. HP and customer roles and responsibilities

Activity	HP	Customer
Provide process for collecting the customer's requirements	•	
Define and submit requirements and specifications		•
Validate capabilities and functionality of the services	•	
Complete testing and obtain the customer's acceptance	•	
Provide final acceptance of and approval for implementation prior to deployment		•

Setup time frame

Table 2. Setup lead time for HP Integration and Packaging Services

Service	Business days
Drop-In PC Packaging Service	9
Device Model Management Service	12
Third-Party Hardware Integration Service	10

Note: Setup lead time measures from the time requirements are submitted until an order can be placed. They exclude service requirements gathering and catalogue activation times, which vary by project.

General responsibilities

Order cancellation
The customer may cancel orders for this service prior to appointment booking delivery at no charge.

Service delivery
Services must be received/executed in the country in which the order was placed.

Confidentiality
The customer is responsible for the security of their proprietary and confidential information. Information exchanged under this Agreement will be treated as confidential if identified as such on disclosure or if the circumstances of disclosure would reasonably indicate such treatment. Confidential information may only be used for the purpose of fulfilling obligations or exercising rights under this Agreement and shared with employees, agents or contractors with a need to know such information to support that purpose. Confidential information will be protected using a reasonable degree of care to prevent unauthorised use or disclosure for three years from the date of receipt or (if longer) for such period as the information remains confidential. These obligations do not cover information that: i) was known or becomes known to the receiving party without duty of confidentiality; ii) is independently developed by the receiving party; or iii) where disclosure is required by law or a governmental agency.

Personal information
Each party shall comply with their respective obligations under applicable data protection legislation. HP does not intend to have access to the customer's personally identifiable information ("PII") when providing services. If HP has access to customer PII stored on a system or device belonging to the customer, such access will likely be incidental and the customer will remain the data controller of customer PII at all times. HP will use any PII to which it has access strictly for the purpose of providing the services ordered. The customer is responsible for the security of their proprietary and confidential information, including PII.

Ordering information

All Integration and Packaging Services must be ordered with HP hardware. To ensure that all services are validated, communicated to the factory and ready for implementation on devices during the manufacturing process, customers must provide HP with complete requirements using the process provided by HP and allow for appropriate setup time before orders can be dispatched with the custom settings applied.

These services can be ordered using the following part numbers:
• AY115AV for Drop-In PC Packaging Service
• AY104AV for Device Model Management Service
• AY105AV for Third-Party Hardware Integration Service

For more information
hp.com/go/deploy

Sign up for updates
hp.com/go/getupdated

Share with colleagues