

GetMore Services

HP Configuration and Deployment



Specifications/Statement of Work

HP will determine most appropriate service based on Customer 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

Services overview

Your company has unique needs when it comes to your commercial PC products, and HP enables you to tailor a services program to meet them. With GetMore Services, you can submit requirements that exceed your existing service offers. You can also submit requirements for new service areas and HP will create a service offer that meets those requirements.

This service leverages the HP factory and field expertise to further enhance the business-ready experience when receiving your new HP products.

GetMore Services when ordered as a part of HP Configuration Services are available globally on most HP commercial notebooks, workstations, thin clients with an operating system, desktops, and retail point-of-sale (RPOS) solutions.

GetMore Services when ordered as a part of HP Deployment Services are available on all commercial devices:

- Notebooks
- Tablets
- Desktops
- Thin clients
- Workstations
- Retail point-of-sale (RPOS) systems
- Attached peripherals, including monitors, docking stations, keyboards, and mice

Service responsibilities

The table that follows lists service activities and prerequisites as they relate to Customer and HP roles and responsibilities.

Table 1. Service responsibilities

Activity	HP	Customer
The Customer requests features that are not part of the standard services portfolio		X
Sales team collects the Customer's requirements	X	
Sales team informs the Customer that requested features fall into the GetMore project-based approach	X	
A technical consultant/expert is assigned to analyse the Customer's requirements	X	
Assign solution experts to describe the Customer requirements and answer HP's technical questions		X
Propose a Statement of Work (SOW), 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
HP Delivery operations initiates a formal project request in HP's system	X	
Submit PO for service setup according to terms and conditions stated in SOW		X

Activity	HP	Customer
Commence 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 SOW	X	
Start service delivery development	X	
Initiate regular communication with the Customer on the project's status	X	
Complete service delivery development	X	
Schedule a validation review of service delivery setup	X	X
Review and validate HP solution		X
Accept the HP solution		X
Inform HP that an order will be placed for PC units integrated with the solution		X
Productise the solution for delivery	X	
Enable ordering (special SKU or shopping basket/catalogue setup) of the PC units integrated with the solution	X	
Place order		X
Start mass deployment	X	

General responsibilities

Order cancellation

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 of ordering.

Confidentiality

Customer is responsible for the security of its proprietary and confidential information. Information exchanged under this Agreement will be treated as confidential if identified as such at 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 3 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 obligation 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 personally identifiable information ("PII") of Customer in providing services. To the extent HP has access to Customer PII stored on a system or device of Customer, such access will likely be incidental and Customer will remain the data controller of Customer PII at all times. HP will use any PII to which it has access strictly for purposes of delivering the services ordered. Customer is responsible for the security of its proprietary and confidential information, including PII.

Ordering information

All GetMore Services must be ordered with hardware. To ensure that all services are validated, communicated to the delivery source, and ready for implementation on devices, Customers must provide HP with complete requirements using the process provided by HP, and allow for appropriate setup time before orders can ship with services scheduled to be applied.

GetMore Services can be ordered per Unit or by Project for HP Configuration Services and per Unit for HP Deployment Services.

Lead times will be provided in the SOW after the requirements are received and internalised by HP.

GetMore Services, part of HP Configuration Services

- Per Unit (AY116AV)
- Project - Image (AY117A),
- Project - High Touch (AY118AV)

GetMore Services, part of HP Deployment Services

- Per Unit (YW081AA/YW082AV)

Learn more at
hp.com/deploy

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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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