

# Ready Deploy Service

HP Deployment Services



## Service benefits

- Experience end-to-end delivery, installation, and deployment
- Get devices up and running quickly
- Benefit from HP expertise
- Receive services that meet your specific needs

## Service highlights

- Detailed implementation plan tailored to fit your needs
- Desk-side delivery, unpacking and waste removal
- Third-party hardware integration

## Service overview

Let HP experts ease your burden with a streamlined suite of logistics, installation, and deployment services. We will get your organization business-ready and up and running quickly—on your terms.

Feature	Specification
Appointment scheduling and implementation planning	HP, or its authorized service provider, will contact the person listed on your order and schedule an appointment to plan implementation.
Desk-side delivery	HP will pick up products from your receiving or staging area and deliver them to the specified location (e.g., an enduser's cubicle, office, lab, or room).
Unpacking and waste removal	HP will inventory the shipment against the packing list and unpack all delivered products. HP will also remove packaging materials to on-premise locations in the same building where the products are delivered.
Power on/boot up	HP will turn on the device and execute initialization procedures with the installed image.
Third-party hardware integration service	HP will procure and integrate HP or non-HP hardware components into HP units to help ensure that the devices are delivered to your site business-ready. HP will manage the logistics and inventory in HP's systems, execute defective on arrival (DOA) processes with suppliers, and complete system-level integration testing to improve the user experience from the time that the devices are received. This service also provides the structuring of PC hardware devices in an HP database management system and the procurement and storage management of third-party hardware devices.



Feature	Specification
HP software and tools service	<p>HP offers several service choices that provide flexibility and help ensure that devices arrive tailored to your IT and business needs:</p> <ul style="list-style-type: none"> <li>Initial receipt from a customer: Once you provide all necessary information, your requirements will be accessed by an HP Engineer for initial evaluation</li> <li>Customer data validated and tested: Depending on the order type, the HP software may be installed to a test machine and new drivers added. HP software may also be checked with a virus scanner to ensure the integrity of the software after installation onsite</li> <li>Retirement of old revisions: Depending on your requirement, the old version of HP software may be kept for subsequent orders, or you may request that the data be deleted</li> <li>Application installation: Provides setup and installation of HP Software and Tools. HP will identify and apply additional configuration settings to help ensure that applications load</li> </ul>
Setup	HP will place the device in your designated location and physically connect peripherals, network cables, and power cords.
Security settings	HP will configure the basic parameters (BIOS password, computer name, administrator name, administrator password, user account/ name, and user password).
Network connection and authentication	HP will physically connect the device to your network and join the domain. This assumes that the network is already set up, configured, and operational.
Deployment tracking and reporting	HP will report the unit serial number and, if attached to the PC, the PC asset tag number by location (e.g., cubicle or room number) on a Microsoft® Excel spreadsheet.
End-to-end coordination	<p>Depending on your needs and what is included in your final SOW, the Coordinator can provide an initial environmental assessment to gain an understanding of your installation needs and requirements. State-of-the-art tools are used to provide this service, which includes:</p> <ul style="list-style-type: none"> <li>Site and customer readiness assessment for deployment and potential migration</li> <li>Methodology, processes, and tools to specifically manage a PC deployment assessment and provide the same user experience worldwide</li> <li>Gathering of requirements and documentation to scope PC Deployment Project Management Services and any hardware configuration or offsite staging requirements</li> <li>Validation that the site and, if applicable, the factory or staging center, is appropriately prepared, and confirmation that power, network connectivity, the workspace, and other factors are set up and ready for hardware deployment</li> <li>A detailed implementation plan</li> </ul>



## Delivery specifications

- The contact provided to HP must either possess native language (site specific) skills (written and spoken) or be able to speak, read, and write English
- Your device data must be in standard Microsoft folders with Microsoft files, such as Microsoft Office (e.g., Excel, PowerPoint, etc.) and Microsoft Outlook Mail and Calendar
- Unless otherwise requested and/or scheduled, installation services will start within one week of hardware delivery
- Delivery completion times are subject to HP's and authorized service providers' availability
- Your receiving or staging area must be in the same building as the cubicle, office, lab, or room where the products will be delivered
- Any safety changes to the HP device required of HP by a governmental or regulatory entity ("Engineering Changes") will be made at no additional charge at the time that the service is performed
- Third-party hardware integration service requires:
  - Components that fit inside the selected products
  - Devices with available slots to support the service request
  - Specification if a mechanical adapter is needed to support the component
  - Verification that the components to be integrated are not hazardous or prohibited materials with documented proof of Restriction of Hazardous Substances
  - (RoHS) compliance (via letter or email) for all non-HP components
  - Requested products that have documented proof of Energy Using Products (EuP) Lot 6 compliance (via letter or email), Microsoft® certified (signed) Windows® drivers, and appropriate internal/external power supplies (connector/amps)
  - Included sample units
  - Volume projections for each hardware device that will be integrated

## HP responsibilities

- Providing onsite or dispatched technicians
- Troubleshooting and determining issue or cause of failure
- Replacing parts, if necessary, to bring the device to a functional condition

- Testing for device hardware functionality
- Documenting the steps, work performed, parts used and other specific work performed
- Cleaning up work area of any materials used to provide the service

## Customer responsibilities

- Ensuring access to the building, floor, and individual cubicles, offices, labs, and rooms where the service will be delivered on the date and time that the delivery is scheduled
- Showing or escorting the HP technician to the enduser desk or work site
- Providing 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 deployment service for the products and to allow the HP service agent to help with the installation of the new units
- Providing second- or third-level support to HP technicians for customer developed software application or networking support, as needed
- Providing a detailed installation plan (building, floor, pillar, desk, user, new device model, etc.) to the HP authorized service provider to enable desk-side delivery
- Ensuring that the LAN and WAN networks are ready and operational prior to the start of domain join or data transfer as needed
- Ensuring that the PCs to be installed will either have a bootable image already installed on them, or ordering the On-site Image Installation Service
- Backing up all files, data, or programs prior to the commencement of any installation services, being able to reconstruct them if lost or altered, and maintaining a separate backup system or procedure
- Notifying HP if the working area poses a potential health or safety hazard to HP or service agent employees. HP may postpone deployment services until such hazards are remedied
- Ensuring that equipment is free from contamination by chemicals, biological agents, or other substances that are not integral to the original new equipment or otherwise associated with a normal office environment
- 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 unauthorized 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

- Each party shall comply with their respective obligations under applicable data protection legislation. HP does not intend to have access to personally identifiable information in providing services. To the extent HP has access to personal identifiable information stored on a system or device of yours, such access will likely be incidental and you will remain the data controller of personal identifiable information at all times. Any personal identifiable information HP has access to will only be used for purposes of delivering the services ordered. You are responsible for the security of your proprietary and confidential information

## For more information

For additional information on Ready Deploy Service in your region, visit [hp.com/go/services](http://hp.com/go/services)

## Service limitations

- Services are performed during local standard business hours on normal business days, not including local public holidays. Any services provided outside of HP standard business hours may be subject to additional charges
- HP's ability to deliver this service is dependent upon your full and timely cooperation with HP, as well as the accuracy and completeness of any information and data you provide
- HP may apply travel charges; onsite coverage is restricted to certain locations
- Peripherals are limited to a monitor, docking station, keyboard, and mouse. The service does not include wall mounting
- The service applies to PCs only (does not apply to tablets, USB devices, or other storage media)
- Waste removal is limited to empty boxes, cartons, inserts, and cushions
- HP may subcontract the performance of any of its obligations (in whole or in part) to a third party, including HP authorized service providers, or assign or transfer this service agreement to another HP entity at any time subject to written notice
- Services must be received/executed in the country of ordering
- You may cancel your order for this service prior to appointment booking/delivery at no charge

## Coverage

This service may not be available in every location. Please contact your local HP sales representative for country-specific coverage and limitations.

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