

# Ready Deploy Plus Service

HP Deployment Services



## Service benefits

- Experience end-to-end delivery, installation, and deployment
- Get devices up and running quickly
- Benefit from HP expertise
- Work with a single point of contact for deployment
- Rely on 30-day post deployment support

## Service highlights

- Detailed implementation plan tailored to fit your needs
- Desk-side delivery, unpacking, and waste removal
- Third-party hardware integration
- Data migration of the end-user's files
- Old device disposal options either to recycle or reuse

## Service overview

Ready Deploy Plus delivers business-ready HP devices through end-to-end deployment, data migration, and old device disposal.

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 end-user'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 an on-premise location in the same building where the product is delivered.
Power on/boot up	HP will turn on the device and execute initialization procedures with the installed image.
Third-party hardware integration service <sup>1</sup>	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.

Feature	Specification
End-to-end coordination	<p>Depending on your needs and what is included in your final scope-of-work, 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>
Single point of contact for deployment	HP's single point of contact coordinates with HP's professionally trained workforce to monitor the delivery of hardware to the designated sites/staging area, the installation and/or migration of the hardware according to the planned schedule, delivery to the employee's desk, and decommissioning of the old hardware as planned.
Data migration	HP will move end-user data files and folders from the end-user's old PC to the newly installed PC.
HP deinstallation service	HP will remove assets from end-user locations (cubicle, office, lab, or room) to an on-premise location. The service includes packing and stacking the old hardware, plus a deinstallation register in Microsoft® Excel format that includes the product description, serial number, and, if present, the asset tag number. The equipment to be deinstalled can include a PC, monitor, docking station, keyboard, and/or mouse that must be in the same office, cubicle, office, lab, or room where the new hardware was installed.
Old device disposal logistics	HP will make arrangements for materials to be loaded for transport and picked up at your location. A bill of lading will be prepared by the logistics team.
Recycling and HDD destruction <sup>2</sup>	HP Recycling Service will collect and remove old, deinstalled assets from centralized collection areas and transport them to a disposal and recycling center of HP's choosing. Recycling includes the disposal and/or destruction of the retired, removed assets, including HDD destruction. HP will make sure materials are received at the HP facility, check them against the bill of lading, and follow up on any discrepancies. Once your equipment has been disposed of, a recycling certificate will be provided upon request within one month of when the material was processed.
Recovery value through reuse including data wipe <sup>2</sup>	<p>HP experts give you peace of mind by securely disposing of all of your IT devices, regardless of brand, and helping you comply with local policies and regulatory requirements. For any material that will be remarketed, Sanitation Service will wipe all accessible hard drives using industry standard software and a three-pass wiping process.</p> <p>HP will forward the receipt reports to designated contacts after equipment is received and processed. An audit and settlement report will also be provided with processing and financial details. Service charges and hardware resale payments will be in accordance with regional and local regulations. Data wipe and Logistics fees will be deducted separately from the Reuse value of the old unit.</p>

## Delivery specifications

### 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
- 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
- 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
- Data migration requires:
  - An upfront legal clarification in case of data loss
  - Less than 10 GB of data (no operating system or applications); data size requirements greater than 10 GB are available via our HP Get More Services
  - The provision of correct end-user passwords

### 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
- Packing and shipping pre-consolidated, pre-palletized devices to an HP location for disposal
- Providing 30 days post deployment support
- Performing secure data wipe in case of reuse option and HDD destruction in case of recycle
- Remarketing, reusing or recycling devices in an environmentally responsible way

- Determining the devices included in recycling or reuse options
- Providing return labels for remote users to ship their old equipment to an HP disposal facility

### Customer responsibilities

- Contacting an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
- Acknowledgment of onsite installation and deployment, data migration and old device disposal services received from HP
- Scheduling a validation review of the pre-deployment phase and validating pre-deployment results
- Assigning a designated person from their staff who will grant all approvals, provide information, and is otherwise available to assist HP in facilitating the delivery of this service
- Adhering to licensing terms and conditions regarding the use of any HP service tools to facilitate the delivery of this service, if applicable
- 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 end-user 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 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. You will also need to make certain that all deinstalled equipment waiting collection, are located in a safe working environment
- Providing any special materials such as bags or corrugated boxes that you want deinstalled assets or removed HDDs to be placed in
- Acknowledgment of onsite installation and deployment, data migration and old device disposal services received from HP
- 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

- 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
- Data migration service is limited to Microsoft Windows® operating systems and does not apply to encrypted machines unless the end-user is present with the correct keys to decode them
- Ready Deploy Plus Service is recommended in multi-country, multi-site deals with more than 300 devices that will require over one month to be deployed
- Although reasonable measures will be taken to provide secured transportation, HP cannot be held liable for unexpected equipment losses during transportation
- HP assumes no liability for assets placed in the customer-designated deinstallation location in case of damage, theft, fire, and so on
- HP will not be able to return units once they have been picked up or delivered
- For device reuse, your device must be in a good working order
- HP is subject to local shipping availability, restrictions and fees
- 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

## 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 reserves the right to re-price this service if the customer does not schedule and provide for subsequent delivery within 90 days of purchase
- HP's ability to deliver this service is dependent upon your full and timely cooperation, as well as the accuracy and completeness of any information and data you provide



## For more information

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

## Coverage

This service may not be available in every location. Please contact your local HP sales representative for country-specific coverage and limitations. PC Deployment Project Management Services are available for notebooks, desktops, thin clients, workstations, retail point-of-sale

(RPOS) systems, and attached peripherals, including monitors, docking stations, keyboards, and mice. Recycle or Reuse Services are not available in all countries, and some restrictions may apply in each country.

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<sup>1</sup> Third party hardware integration is only for monitors, printers, and headsets.

<sup>2</sup> Devices selected for recycling cannot be concurrently selected for reuse and vice versa. The net recovery value may differ from the original quote to the extent and the variance in the expected equipment quantity conditions and specifications.

HP Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. 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 your HP Product.

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