Branch in a Box
Access on demand
An innovative branch solution for streamlined acquisition, implementation, management, and support

Deriving the utmost business value from your technology investments gets more challenging all the time.

Branch environments are becoming more complex, with corporate acquisitions, diverse hardware vendors, multiple configurations, running different operating systems and an ever-growing number of applications at multiple-version levels.

With all this complexity, it’s increasingly vital to define and manage a technology refresh strategy. This strategy should include technology procurement, enterprise-wide deployment, and defined software with license tracking. Ongoing management should include a reliable method of asset tracking, management, and reporting.

Equally critical is managing the relentless change across your branch environment. Acquisitions, technology, business goals, and customer expectations can combine to make your branch technology assets obsolete well before they’re fully depreciated.

Perhaps most important is the challenge of containing the costs of acquiring and operating servers, PCs and mobile devices — including soaring maintenance, administration, IT staffing, training, and user-support expenses. Large populations of older PCs in particular can mean steeply rising support costs, hidden productivity costs, and decreased ROI, as well as potentially serious security risks.

HP Branch in a Box is designed to help you meet all these tough challenges. This alternative to traditional ownership and services contracting aligns the branch costs to the branch. This relieves you of the burdens associated with purchasing, deploying, managing, optimizing, and upgrading your branch environment.
Convenient, cost-effective access to leadership technology
and services suited to your IT and business goals
Branch in a Box offers a complete solution for acquisition,
management, and support. It gives you convenient one-stop
shopping for high-performance servers, desktops,
portables, and thin client platforms, software, and services
— all at a single, predictable per-branch monthly price.
There are no large up-front capital outlays.

No matter how basic or all-encompassing your solution may be, our people partner with yours through a uniquely collaborative approach that always puts your needs first.

Scalable for environments of all sizes and descriptions, Branch in a Box provides a set of products and services tailored to your environment, support requirements and your style of IT operations. You can start with a minimal Branch in a Box configuration and build a solution with your choice of optional services. You can implement a fully outsourced environment-wide lifecycle solution or opt for anything in-between.

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Expert program management
An HP Program Manager acts as your single point of contact for solution delivery. This experienced professional supervises the entire implementation process, coordinating key activities such as equipment procurement, staging, integration, and installation planning. They help keep your project on schedule and within budget; and update you via regular status reports.

HP Program Management means dependable, “no-surprises service” that is unsurpassed by any other vendor.

Best-practices support
Your HP Program Manager helps ensure the application of internationally accepted best practices and industry-standard service tools, policies, and processes. Studies consistently confirm the value of best practices in substantially reducing total ownership costs. Branch in a Box allows you to leverage these proven problem-solvers without having to make large investments in time, money, and resources that are normally required.

Building on solid, standardized products and services
Though Branch in a Box generally involves varying degrees of customization, several foundation elements are common to every solution. These “base-level” components typically include:

- Procurement: Standardized user platforms with your choice of desktops, portables, or thin clients — loaded with Microsoft Windows operating software.
- Deployment: Hardware services include unpacking, inspection, installation, connection to external devices, user orientation, and, at the end of the desired term, system disconnection and packaging for shipment.
- Help desk: Access to a single point of contact for logging requests for all covered services, plus issue escalation and resolution.
- Asset reporting: Asset and inventory reports help you keep tabs on your client-computing infrastructure.
- Hardware maintenance: Service coverage aligned with the criticality of your needs including problem diagnosis, labor, and materials.

Complete solutions spanning the client-computing lifecycle
When your needs extend beyond the scope of a minimal configuration, Branch in a Box offers virtually unlimited flexibility to accommodate them. From planning and implementation…to integration management, and support…to technology refresh and retirement, HP delivers a full portfolio of end-to-end services tailored to your technology and business requirements.

Branch in a Box lifecycle solutions may include:

Design

- Planning — expert desktop/LAN evaluation, interoperability testing, comprehensive solution planning and development, and more
- TCO assessment — helping you compare your current ownership costs with industry benchmarks and identify resource optimization strategies
- Product acquisition — sourcing of the hardware, software, business applications, and network devices of your choice, including multivendor equipment
- Image Certification — HP can review and test your software images and manage the creation of standard images for deployment in your environment
Build

• Enhanced program management — including problem management, service-performance management, change management, and service usage and performance reporting
• Equipment staging and installation — expert offsite and onsite services to help you “get it right the first time”
• Start-up services — complete multivendor technology rollouts delivering the precise support levels you need to get your Branch in a Box solution up-and-running rapidly and with minimal business disruption
• Custom image loading — services to simplify deployment through factory pre-imaging of each system

Integrate

• Comprehensive integration services — experienced HP consultants help ensure that all Branch in a Box hardware and software components fit seamlessly within your existing infrastructure and work smoothly with equipment already in place

Manage

• Custom help desk support — HP has a full range of help center services to meet your branch support needs.
• Deskside support — for expert onsite resolution of software problems that cannot be resolved remotely
• Expanded asset management and tracking — a full spectrum of services to help you optimize environment-wide asset utilization, maximize control, pinpoint cost-intensive problem areas, better align user capabilities with your strategic business requirements, and more
• Ongoing support — industry-leading proactive and remedial maintenance services covering all or any portion of your multivendor hardware, software, and network infrastructure

Evolve

• Transition management — collaborate with HP specialists to execute your transition plans efficiently and in the shortest possible timeframe.
• Moves, adds, and changes — maximize business agility with a full range of installation, de-installation, and relocation services for HP and non-HP client devices and software.
• Software updates and upgrades — enhance end-user productivity and maintain enterprise-wide consistency with HP software fulfillment and distribution services.
• Data migration — HP moves your data safely and efficiently to your newly installed Branch in a Box platform.
• Asset recovery — environmentally responsible material recovery and disposal services covering multivendor computer and electronic products
• Technology refresh — replacement of HP-supplied hardware and software with next-generation products at the end of your Branch in a Box term

HP — today’s client-computing partner of choice

HP is uniquely qualified to deliver the lifecycle solutions you need to make the most of your technology investments today and tomorrow.

We have over a decade of successful outsourcing experience, and we rank among the top five desktop outsourcing service providers. A recent InformationWeek survey of IT professionals rated HP the #1 outsourcer in terms of overall customer satisfaction.

With the world’s largest and best-trained Microsoft support staff, HP has been endorsed as a Worldwide Prime Integrator for Windows 2000, Windows XP, Exchange 2000, and BizTalk Server 2000. We support and manage more than 600,000 Windows desktops and laptops worldwide.

HP is today’s leading provider of multivendor services for open IT environments. And our expertise is buttressed by solid partnerships with other leading service providers around the globe.
Sample Branch in a Box solution
We offer a single, predictable monthly payment per branch over a three-year term that includes the procurement, deployment, project management, help desk, reporting, and hardware maintenance.

The typical branch configuration includes a server, 10 desktops, and two printers. The solution includes the following:

Procurement
• Preloading your specific image on the units
• Asset tagging
• Staging
• 3rd-party sourcing if needed

Deployment
• Centralized project management
• Staging
• After hours installation
• De-installation of existing PCs
• Recycling and offsite data wiping and residual value assessment

Support
• Next Day onsite support
  – Printers
  – PCs
• Same Day onsite support
  – Branch Server
• Help desk support
  – 2nd-tier call center to call center support

Also included
• Training
  – Onsite help center agent training on troubleshooting new hardware
• Technology refresh at the end of term
  – End of term pick-up and shipping
• Project management and reporting
  – Single point of contact for reporting, quality, coordination, solution, and delivery

For more information
To learn more about Branch in a Box solutions, contact your local HP sales representative or visit
http://www.hp.com/hps/ondemand/