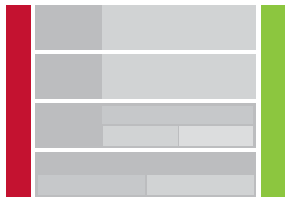


Desktop Support Portfolio Desktop Multi-vendor Support Service



Refer to the Desktop Support Services Portfolio Overview for more information about the Desktop Support Services Portfolio.

Service overview

The Desktop Multi-vendor Support Service is designed to enable your organisation to simplify the management of your IT desktop environment, align desktop service management with business needs, and reduce the costs of management.

The service reduces the complexity of support management enabling a more adaptive desktop infrastructure – one that is able to respond rapidly to changes in business requirements

Service benefits

The Support Service Agreement will allow you to:

- Consolidate your entire multi-vendor desktop support contracts and processes to a single point of accountability and contact.
- Reduce the current speed on desktop maintenance and support services through simplification and single point of contact.
- Enhance the quality of desktop support through integrated people, processes, and technology, all aligned with business process priorities and agility needs.
- Reduce the investment needed to manage suppliers.
- Enhance the control over desktop IT assets.

Service feature highlights

HP will work with your organisation and will:

- Establish a more stable desktop infrastructure that is not constrained by individual vendor capabilities.
- Establish a desktop infrastructure that is better controlled, with simplified management yielding predictable support costs.
- Simplify the management of your desktop support environment.
- Eliminate redundancies in terms of resources and processes, while reducing overall operational support costs.

Customer profile

This service is suitable if your business:

- Is dissatisfied with internally or externally provided desktop support.
- Wants to reduce desktop related IT costs.
- Is struggling with complexity and value simplicity.
- Requires additional IT expertise in Desktop Support,
- Is not ready for or are not interested in full outsourcing services.

Specifications of service

Features

Delivery specifications

Service overview

As part of this service HP will:

Conduct initial interviews, meetings and questionnaires

Assist the customer in determining desktop assets suitable for this service

Assist the customer to identify key business drivers, benefits, and risks

Conduct a workshop to confirm the multi-vendor asset baseline

Deliver chosen elements from the Desktop Support Services offering to the multi-vendor assets

Service deliverables

The HP Desktop Multi-vendor Support Service will provide the customer with:

Service levels on the agreed fleet of multi-vendor desktop assets

Single point of contact and accountability regardless of vendor

Management of hardware break/fix warranty and non-warranty calls

Regular performance review meetings

Multi-vendor asset hardware performance reports

Recommendations based on hardware performance reports

Service limitations

A minimum number of 500 multi-vendor desktop assets must be identified in order for the service to be effective. Additionally, there may be restrictions to the services that can be provided especially in regional or remote locations. Your HP representative will discuss these, if applicable, once multivendor assets have been identified.

Customer responsibility

To ensure the engagement is successful, HP requires you to:

- Provide personnel who have appropriate knowledge to participate in the consultative process.
- Provide an accurate asset list stating vendor, models, serial numbers, locations, and required Service Levels.
- Provide warranty status/details for multi-vendor assets intended for the HP Multi-vendor Support Service.

Pricing

Pricing for the HP Desktop Multi-vendor Support service varies depending upon desktop products installed, service levels required, and equipment locations. The price will be finalised once the scope of works and deliverables are confirmed.

Related services

The HP Desktop Multi-vendor Support Service is only one element of a broad spectrum of services offered by the Desktop Support Services Portfolio.

Please refer to the following service descriptions for more information:

- Desktop Support Services Portfolio Overview.
- Service Desk.
- Remote Support.
- Onsite Support Service.
- Hardware Break/Fix Service.

Looking to lower cost and have a streamlined process to support your IT requirements? Contact your Account Team or HP Services today and realise a better managed IT environment immediately.

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