

# HP Factory Express



“We needed a partner with sophisticated integration and fulfillment capabilities who could do great work in terms of developing a set of standard specs, designing and installing the imaging, and delivering ready-to-deploy solutions to our specifications to each location. We knew from previous experience that HP could deliver.”

Mike Salzgeberg, Manager of Windows Enterprise Architecture Group,  
International Paper

## Get more from your IT investment

In most organizations these days, IT staffs are under tremendous pressure to do more with less. Cost-effectively getting your solution up and running to peak performance is critical to your business's success. Customization, configuration, and integration of IT hardware are key elements in making this happen. But in the process, you are faced with a host of challenges—including configuration complexity, resource coordination, solution stability, and budget planning. All this greatly impacts time, money, and resources.

HP Factory Express is designed to help you get more from your technology investment and extend your valuable resources. A pre-defined and pre-priced portfolio of configured, customized, and integrated factory solutions and deployment services, Factory Express can accelerate your business results. It provides predictable, trusted, and tested IT solutions designed to enhance your productivity. With Factory Express, you can customize hardware to your exact specifications at the HP factory—helping you plan and meet budget goals, cut costs, speed deployment, and free up internal resources.

Solutions for the adaptive enterprise.



“When the equipment arrived, it only needed to be moved into the computer room and plugged in—it was incredibly straightforward.”

Elbie Yaworsky, Chief Technology Officer  
The Pittsburgh Public Schools



#### **Collaborate with HP experts**

Our factory is your factory, and our engineers are your engineers. HP offers open access to dedicated experts and engineering resources. At every stage of solution development, you have easy access to our factory. Together we will plan, design, and implement the best solution for your business.

- HP experts collaborate with you on your configuration needs, meeting your exact specifications, so you have a seamless experience from planning to implementation.
- HP provides configuration expertise on the industry's newest technologies for quick and easy adoption.
- HP delivers expert onsite deployment assistance for easy setup and installation.

#### **Flexible and robust choices**

HP offers an extensive Factory Express portfolio of more than 50 services across its desktops, notebooks, workstations, handhelds, tablet PCs, thin clients, imaging and printing devices, servers, storage, software, and qualified third-party products. The portfolio supports HP products with Microsoft® Windows®, Linux®, and HP-UX 11i.

You have the flexibility to choose from off-the-shelf products, configured and integrated products, complex engineered solutions, and deployment services. With HP Factory Express, you choose the solution that is right for your business. You decide how your solution is built, tested, integrated, shipped, and deployed.

#### **Confidence, quality, and efficiency**

Enjoy a predictable, hassle-free experience with HP Factory Express. The systems, processes, and people behind Factory Express deliver accurate, reliable results. Your solution is built to your exact specifications in HP factories with the highest quality standards—then delivered according to your expectations.

- HP configures, customizes and integrates millions of units per year.
- HP products are configured in an ISO 9000:2000 registered environment, providing quality processes that lead to consistent and more stable configurations.
- HP follows IT Service Management (ITSM) methodology for deploying solutions.

#### **Accelerate your deployment**

Factory Express drives faster time to solution, accelerated results, and reduced costs. With Factory Express, your IT personnel and operations can become more efficient, giving you more time to focus on your core business.

- Receive a fully integrated and tested solution and onsite installation to accelerate your project implementation.
- Get ready-to-deploy solutions delivered directly where you need them—to one central location or throughout a distributed environment.

#### **For more information**

To learn more about HP Factory Express, contact your HP sales representative or visit our Web site at:

[www.hp.com/go/factory-express](http://www.hp.com/go/factory-express)

## Offering at a glance

### Software image management

- Image development
- Image recovery
- Image qualification

### System customization

- Custom system settings
- Hardware integration
- Rack integration and cable management
- Software application load
- Special packaging
- Asset tagging and labeling

### Solution services

- Project management
- Engineering
- Onsite setup and turn-on

## An up-close look at HP Factory Express

For specific product service details, contact your HP sales representative.

Service	Definition
<b>Software image management*</b>	
<b>Image development</b>	
Image loading	HP will process and load HP-designed and customer-provided images at HP factories prior to delivery.
Image modification and loading	HP will modify an existing HP or customer-provided image and process the image to be loaded at HP factories prior to delivery.
Image design and loading	HP will create a new custom image based upon a customer's functional needs and specifications and process the image to be loaded at HP factories prior to delivery.
Cross-platform image design and loading	HP will create a new single custom image supporting multiple PC platforms based upon a customer's functional needs and specifications and process the image to be loaded at HP factories prior to delivery.
Image consulting and support	HP will consult with the customer to develop a custom image solution.
<b>Image recovery</b>	
Recovery media design	HP will develop a single specialized restore solution capable of recovering a custom image.
Recovery media design and duplication	HP will develop a specialized restore solution capable of recovering a custom image and ship a copy of the specialized media with each unit.
<b>Image qualification</b>	
Advanced image qualification	HP will perform additional comprehensive testing and provide a standard report outlining configurations tested prior to image loading.
Customer-defined qualification	HP will perform customer-defined testing and provide a custom report outlining configurations tested prior to image loading.
<b>System customization</b>	
<b>Custom system settings</b>	
Change BIOS setting	HP will set standard or non-standard BIOS values at the factory.
Unit customization	HP will customize systems with settings that are common to a group of units.
Unit personalization	HP will customize systems with settings that are unique to each individual unit.
Customer-defined solution test	HP will perform additional factory testing.
Customer-defined firmware revision	HP will load and verify customer specified revisions of appropriate HP supported firmware.
Remote access	Customers can remotely access their server and storage solution through a virtual private network while the systems are still located in the HP factory.
Electronic asset tag creation	HP will electronically record a specified asset tag number into the system BIOS and provide reporting upon request.

## An up-close look at HP Factory Express (continued)

Service	Definition
Partitioning	HP will configure virtual partitions within the customer's operating environment.
HP standard physical asset tagging and labeling	HP will create a standard physical asset tag and/or label (user defined fields on a standard label), affix it to a system, and provide reporting upon request.
Custom services	HP will perform additional factory customization as needed.
<b>Hardware integration</b>	
Component installation	HP will install and test additional component hardware.
Component integration	HP will integrate and test additional component hardware.
Rack integration	HP will integrate server and storage products into a rack and can support customer-specified arrangement.
Customer-defined cable labeling and management within rack	HP will route, manage, and label cables based upon customer server and storage specifications.
Revision control	HP will lock customer-specified vendor component revisions in the system bill of materials (BOM) to prevent substitutions during manufacturing.
<b>Software application loading</b>	
HP/Third-party application loading	HP will develop a single specialized restore solution capable of recovering a custom image.
Recovery media design and duplication	HP will develop a specialized restore solution capable of recovering a custom image and ship a copy of the specialized media with each unit.
<b>Image qualification</b>	
Advanced image qualification	HP will load HP software applications or HP-supported third-party software applications per customer instructions.
<b>Special packaging</b>	
Drop-in-the-box	HP will insert customer-specified items into system packaging.
Box consolidation	HP will place individual components into a single over-pack box to minimize the total box count for shipments.
Custom packaging	HP will provide customer-specified packaging and logistical services.
<b>Asset tagging and labeling</b>	
Electronic asset tag creation	HP will electronically record a specified asset tag number into the system BIOS and provide reporting upon request.
Customer-furnished physical asset tagging and labeling	HP will affix a customer-supplied physical asset tag and/or label to a system, component, or box and provide reporting upon request.
HP standard physical asset tagging and labeling	HP will create a standard physical asset tag and/or label (user defined fields on a standard label), affix it to a system, and provide reporting upon request.
Customer-defined physical asset tagging and labeling	HP will create a custom physical asset tag and/or label, affix it to a system, and provide reporting upon request.
<b>Solution services</b>	
Project management	HP will provide a single point of contact to manage the building of your solution.
Engineering	HP will provide expert advice for customers who want help in designing and optimizing the configuration of their solution.
Onsite setup and turn-on	HP will provide onsite installation.

\*Factory Express supports HP products with Microsoft® Windows®, Linux, and HP-UX 11i.

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