

# Managed Deployment HP Asset Recovery Services



## Service overview

Many companies have IT equipment that no longer meets their needs. In today's rapidly changing environment, it is not unusual for companies to have outpaced the investment they made several years back. Companies are also consolidating their IT environments, leaving them with redundant equipment. Whatever the reason, when you have assets you no longer need, your goal is to remove the technology, while maximising the investment you made in that technology. We share that goal.

HP Asset Recovery Services includes an extensive suite of programs to help you transition away from existing infrastructure, acquire new HP technology, manage that technology lifecycle, and then retire the technology at the end of its useful life.

## Service benefits

This service offering will allow you to:

- Dispose of your aging and unused IT equipment.
- Recover value from your aging IT equipment allowing an increased return on investment.
- Reduce the cost of disposal through packaging and collection of aging IT equipment from your site.
- Avoid storage costs for unused hardware.
- Manage your equipment efficiently to reduce internal costs.
- Perform specialised data security processes on equipment, from data wiping to physical destruction of hard drives.
- Recycle your IT hardware in an environmentally responsible manner.

## Service feature highlights

An experienced HP consultant will work with your organisation to tailor a solution comprising one or more of the following programs:

- **HP Total Lifecycle Management** – Complete management of your inventory pool, equipment returns, specialised data security processes, storage and redeployment.
- **HP Planet Partners Recycling** – Disposition of used computing equipment in an environmentally responsible manner.
- **HP Trade-in** – Trade-in of used IT products for cash rebates when new HP technology is purchased.
- **HP Buy-back** – Buy-back of multi-vendor IT equipment for fair market value. As part of this service, HP will collect, test, wipe or destroy disk drives and refurbish IT products for resale. Quotations are provided prior to collection.
- **HP Pack and Ship** – Logistics services to assist you in the disposal of existing equipment, return of leased assets or the movement of equipment from one location to another.

## Customer profile

This service is suitable if your business wants to:

- Dispose of aging and unused IT equipment in a cost effective manner.
- Receive the best possible return on disposed equipment e.g. via cash rebates.
- Demonstrate a commitment to the environment.
- Implement a solution that is compliant with environmental requirements while maximising the return on your initial investment.



Refer to the Managed Deployment service description for more information

### Service limitations

HP Asset Recovery Services do not include:

- De-installation of equipment for disposal.

### Customer responsibility

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

- Have commitment from key stakeholders to participate in consultative questionnaires and interviews.
- Provide appropriate audit information, as required.

### Pricing

Pricing for HP Asset Recovery Services varies depending upon scale, complexity and the level of customisation required. The price will be finalised once the scope and deliverables are confirmed.

### Related services

Refer to the following service descriptions for more information:

- Managed Deployment Overview.
- HP Integration Services.
- HP Installation Services.
- Asset Auditing.

## Specifications of service

### Features

### Delivery specifications

#### Service overview

This service is offered by experienced HP consultants and their partners. They will provide:

A single point of contact for the complete HP Asset Recovery Services portfolio.

Logistics, including packing, pick up and freight.

Data wiping or physical destruction of hard disk drives.

Removal of customer asset identification.

Off-site/On-site asset audit and reporting.

Fair market value recovery and cash payments for recovered value.

Equipment warehousing and management of redeployment pool.

Operating system re-imaging.

Recycling services.

#### Service deliverables

The HP Asset Recovery Services team will deliver:

**Service specification:** A comprehensive document with service specifications and deliverables based upon your requirements.

**Logistics:** HP can collect your IT equipment from any major city within the Asia Pacific/Japan region and can offer packing services. HP can also co-ordinate collections from multiple locations and has the expertise to manage a product roll out schedule to meet your individual needs.

**Data wiping or physical destruction of hard disk drives:** HP offers a range of data destruction services. All equipment requiring a data wipe follow standard data destruction processes using industry standard software or complete destruction. HP's data security processes meet the standards of the US Department of Defense (DOD) Standard 5220.22-M and up to a seven pass disk overwrite can be provided. Certification that assets have undergone a data security process can be provided.

**Removal of customer asset identification tags:** HP will clean the assets to ensure all references linking the assets to your organisation are removed.

**Off-site/on-site asset audit and reporting:** Complete equipment such as PCs, printers, servers etc. (not including cables or loose items) will be serialised with a barcode sticker and entered into an asset audit management system. An audit report will be provided to you, listing the asset details, configuration and the fair market value of the assets. If required, an HP consultant or authorised partner will be deployed on-site to help you understand the hardware you are currently managing.

**Fair market value recovery and cash payment of recovered value:** All redundant IT equipment with value in the second hand market will be purchased from your business at fair market value. This can be paid via a cash rebate or HP can offer a revenue share of the recovered sale proceeds. HP may also off-set the cash rebate against any charges payable for services provided.

**Equipment warehousing and management of redeployment pool:** If you wish to keep your products in storage for future redeployment to other sites, HP can organise logistics, refurbishment and re-imaging until the products are ready for use again.

**Recycling:** All used equipment without value in the second hand market is recycled to meet current legal requirements and HP's company-wide environmental standards.

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.

Web: [www.hp.com.au/services/manageddeployment](http://www.hp.com.au/services/manageddeployment)

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