



Managed Deployment HP Installation Services



Refer to the Managed Deployment service description for more information

Service overview

HP Installation Services is part of a comprehensive set of Managed Deployment service offerings that provide professional on-site setup and installation of your IT hardware, such as desktops, laptops, servers, networking, mobile and printing devices. Included in this service is the physical unpacking and setup of hardware equipment, integration of Windows devices to your directory services infrastructure, data migration, asset tracking and customised end-user orientation services.

For streamlined management, a HP project manager will coordinate the implementation of all on-site activities by experienced HP engineers to ensure minimal user impact and a quicker return to productivity for all your end-users.

Service benefits

This service offering will allow you to:

- Lower risks, reduce costs and minimise re-work through highly optimised integration and deployment schemes.
- Reduce the time and resources required to configure, integrate and deploy new IT technologies.
- Reduce deployment costs through efficient and effective project management utilising HP's proven project methodology.
- Maximise integration and configuration capabilities for Windows devices and other hardware such as servers, printers, networking and IP telephony equipment.
- Efficiently track the status of deployed IT assets through asset tracking and entitlement services.

Service feature highlights

An experienced HP consultant will work with your organisation and will:

- Establish an understanding of your on-site setup, integration, data migration and user orientation needs.
- Implement HP's Global Method project management methodology to co-ordinate, report and manage the on-site installation process.
- Implement the tools, standards and processes to manage your on-site installation and deployment needs.
- Incorporate the on-site setup and installation of IT hardware with HP's asset tracking system for up-to-date status and entitlement information.

Customer profile

This service is suitable if your business wants to:

- Introduce efficiencies and lower costs through delivery of professionally tailored installation, project management and deployment services.
- Reduce the time and effort invested in internal resources performing repetitive physical setup and installation activities.
- Seamlessly integrate newly deployed Windows devices to your directory services and security infrastructure.
- Streamline the process of migrating end-user data to newly deployed Windows devices.
- Provide effective and informative end-user orientation services for newly deployed technology.

Service limitations

HP Installation Services does not include:

- Technical support services for installed hardware.
- Comprehensive operating system and application training.

Customer responsibility

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

- Have commitment from key stakeholders to participate in questionnaires and interviews.
- Provide environment and system access, as required.

Pricing

Pricing for HP Installation Services varies depending upon scale, complexity and the optional components included. 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.
- Asset Auditing.
- HP Integration Services.
- Desktop Support Services.
- SOE Image Build.

Specifications of service

Features

Delivery specifications

Service overview

This service is offered by experienced HP consultants. They will:

Conduct a consulting exercise to understand your installation requirements.

Employ HP's Global Method project management methodology for status reporting, communication and for the co-ordination and management of installation activities.

Utilise tools, standards and operational processes to facilitate the streamlined setup and installation of desktop, laptop, mobile, server, networking and printing devices.

Migrate end-user data to newly deployed Windows devices.

Provide user-orientation services for productivity and efficiency gains utilising new technology.

Service deliverables

A full range of on-site installation services are offered by HP to meet your unique installation requirements.

On-site setup: HP engineers will unpack and physically setup your IT hardware according to your requirements and specifications. For Windows devices, the hardware will be unpacked, connected and powered on at the end-user's workspace without any user involvement. Equipment for retirement or disposal will be placed in a temporary storage location.

Enterprise integration: Windows devices will likely require integration within your IT environment to facilitate directory services membership, security enforcement and effective network administration. HP engineers can complete the integration process upon setup and ensure device readiness to facilitate a smooth transition from existing to new Windows hardware for the end-user.

Asset tracking: Asset tracking and entitlement information is maintained throughout the entire lifecycle of the managed deployment process for all devices, from initial procurement through to integration, installation and asset recovery. The information can be provided to you in the form of customised reports on a scheduled or ad-hoc basis.

Data migration: User data and personality settings are migrated from existing to newly deployed Windows devices by HP engineers utilising automation tools for efficient, fast and accurate data migration.

User orientation: HP provides on-site user orientation services upon deployment, setup and migration of end-user Windows devices. This minimises preparation time and facilitates a quicker return in productivity for end-users. SOE images designed and built by HP also provide user guides and reference materials embedded within the solution to further assist end-users in their day to day operations.

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

© 2007 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

4AA1-4473EEAU Document version: 1.0

