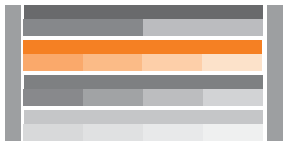




Managed Deployment HP Integration Services



Refer to the Managed Deployment service description for more information

Service overview

High-volume, large-scale or repetitive deployments can be extremely complex, costly and introduce unnecessary risk to your business. HP Integration Services provides custom and cost-optimised professional services for staging, image load automation, integration, personalisation and configuration of IT technology for deployment to your business environment.

A range of integration services are provided through an HP Factory or HP Integration Centre, based upon your business requirements. Together with HP's experience in asset management, asset tracking, logistics and shipping, you can be confident in HP's ability to deliver noticeable efficiencies and cost savings for all your deployment needs.

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 highlights

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

- Establish an understanding of your staging, integration, personalisation and logistics needs and identify potential efficiencies and optimisations that can be realised.
- Implement HP's Global Method project management methodology to co-ordinate, report and manage the integration and deployment process.
- Implement technology, standards and processes to manage and address your integration and deployment needs.
- Establish an asset tracking and entitlement repository for the management of deployed IT assets for customer visibility and review.

Customer profile

This service is suitable if your business wants to:

- Lower costs and minimise risk through delivery of professional customised integration and deployment services.
- Introduce efficiencies in the staging and deployment of Windows devices through automation and standardisation practices.
- Reduce time and effort invested in internal resources performing repetitive staging and integration activities.
- Introduce efficiencies in the logistical management of IT technology, including shipping, handling, scheduling and off-site storage.

Service limitations

HP Integration Services does not include:

- On-site setup and installation of deployed IT assets at customer premises.

Customer responsibility

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

- Have commitment from key stakeholders to participate in consultative workshops and interviews.
- Provide environment and system access, if required.

Pricing

Pricing for HP Integration 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.
- Asset Auditing.
- HP Installation 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 determine your integration and deployment requirements.

Employ HP's Global Method project management methodology for status reporting, communication and for the co-ordination and management of integrated and deployed IT assets.

Implement and customise the necessary infrastructure, technology and operational processes to support the provision of integration and deployment services that directly addresses your requirements and business drivers.

Provide you with pertinent information and management reports concerning asset tracking and entitlement information.

Service deliverables

A specification document will be delivered detailing customer requirements and the agreed integration and deployment services that will be supplied.

A selection of the following integration services will be provided through the HP Factory or HP Integration Centre facilities:

- **HP Factory**

Image load: Installation of a customer specific SOE image to HP Windows devices. The SOE image can be provided by your organisation or designed and built by HP using the SOE Image Build service.

Asset identification: Asset tags are placed on all IT equipment for identification and tracking purposes.

- **HP Integration Centre**

Custom configuration: Configuration of a range of multi-vendor hardware including desktops and laptops, networking equipment, IP telephony, printers, servers and storage.

Image load and personalisation: Installation of a customer specific SOE image to multi-vendor Windows devices. The SOE image can be provided by your organisation or designed and built by HP using the SOE Image Build service. Personalisation services include the installation and configuration of software applications specific to your unique business requirements for end-users.

Bundling: Consolidation of additional hardware components, user manuals, flyers, delivery sheets or other documentation, all packaged in a single box for dispatch to your premises.

Asset management: Application of custom asset tags for quick and easy identification of your corporate IT hardware. The tagged hardware is scanned and tracked prior to shipping and facilitates the co-ordination of entitlement and supply chain services for the movement of technology from the procurement phase to delivery.

Logistics and shipping: HP provides logistical services for the shipping, handling and scheduled delivery of IT technology to your premises. Based on your requirements, HP can also organise for the storage of buffer stock for immediate deployment and distribution as required.

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

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