



SOE Services Portfolio Design and Consulting Service



Service overview

The SOE Design and Consulting service is a flexible service offering which can be tailored to suit your business IT requirements and can vary in scope from small-scale single engagement consulting activities to large-scale project-managed solution designs. HP SOE consultants will provide design and consulting services for all aspects of Windows automated deployment, integration and management solutions. Design and consulting is available across the entire spectrum of the SOE Services Portfolio.

Service benefits

This service offering will allow you to:

- Review your current IT and business practices within your organisation.
- Identify and understand the business benefits of an SOE solution through consultation.
- Understand the design recommendations for a viable SOE solution to address your business and IT requirements.
- Leverage HP's experience to plan and design Windows automation and management components and solutions.

Service feature highlights

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

- Establish an understanding of your IT and business practices through consultation.
- Conduct applicable SOE design reviews.
- Apply industry best practice during planning and analysis.
- Formulate recommendations for providing professional services for the implementation of SOE Services.
- Provide your business with a strategic roadmap for the future of your SOE.

Customer profile

This service is suitable if your business wants to:

- Understand how an SOE solution can improve and optimise business and IT practices.
- Understand business and IT efficiencies through Windows automated deployment, integration and management solutions.
- Receive assistance from experienced consultants to plan and design SOE related services and solutions.



Refer to SOE Services Portfolio Overview for information about the SOE Services Portfolio.

Specifications of service

Features	Delivery specifications
Service overview	<p>This service is designed to cover the entire spectrum of the SOE Services Portfolio. Design and consulting can be performed for one or more of the SOE components listed below:</p> <ul style="list-style-type: none">• SOE Image Build: Planning and requirements gathering encompassing automation, operating system, core application and security configuration.• Managed Deployment: Analysis and planning for SOE image deployment, data migration and personalisation services for end-user Windows devices.• Client Management Toolset: Consultation, design and planning for a client management toolset implementation, including integration requirements with your directory services environment.• Client Application Management: Consultation and requirements gathering for packaging of desktop applications, application lifecycle management and package distribution utilising client management toolsets.• Mobile Device Management: Consultation and design of mobility solutions for Windows mobile devices (PDAs and mobile phones), encompassing automatic build and configuration, remote management and security services.• Enterprise Integration: Design and consulting for development, integration and management of directory services infrastructure into your existing IT business. The SOE Design and Consulting service specialises in the integration of core SOE components with directory services and security infrastructure for the provision of remote support, resource management and security across the IT enterprise.
Service deliverables	<p>For each SOE component selected, an experienced HP SOE consultant will:</p> <ul style="list-style-type: none">• Conduct meetings or workshops to gain an understanding of your IT environment and requirements.• Perform analysis and planning activities for the selected components.• Present and discuss the solution design, recommendations or functional specifications document.

Service limitations

The Design and Consulting service does not include the implementation of any solution proposals, findings or recommendations.

Customer responsibility

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

- Provide personnel who have appropriate knowledge to participate in the consultative process.

Pricing

Pricing for the Design and Consulting service varies depending upon the selection of service(s) within the SOE Services Portfolio. The price will be finalised once the scope and deliverables are confirmed.

Related services

The SOE Design and Consulting service encompasses a broad spectrum of services offered by the SOE Services Portfolio. Refer to the following service descriptions for more information:

- SOE Services Portfolio Overview
- SOE Image Build
- Managed Deployment
- Client Application Management
- Client Management Toolset
- Mobile Device Management

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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