



## Managed Desktop Services

End-user workplace management solutions for your distributed-client computing environment





## Managing your distributed-client computing environment

If your IT organization is like others worldwide, you are probably being called on to support a heterogeneous distributed-client computing environment, which may include desktops, mobile and wireless access devices, printers, LANs, and WANs. At the same time, you have undoubtedly been mandated to reduce operating costs while still meeting service-level requirements and responding to ever-increasing demands for new applications and services. Outsourcing this aspect of your operations can allow you to meet these considerable challenges while optimizing your use of in-house IT resources.

### The HP Services response

HP Services Managed Desktop Services reduce the complexity of managing a multivendor end-user environment, both from your perspective and that of your users. This flexible solution focuses on providing the speed and agility you need to be in alignment with—and even anticipate—fast-changing technology and business requirements. HP provides complete lifecycle management and user support services geared to continuous, consistent technology delivery and improved employee productivity across your entire computing environment.

### Features at a glance

HP Services Managed Desktop Services offer a comprehensive portfolio of components that can be easily customized to meet your specific requirements and managed to service-level agreements (SLAs). Equally important, the HP Services approach enables you to make informed decisions about current and future technology and financial issues.

- **Complete lifecycle management**—manages a lifecycle of services from planning and procurement through support and disposal
- **Global managed infrastructure based on standard ITSM processes**—enables rapid, global implementation and efficient operations; provides the foundation for continuous improvement
- **Flexible, scalable solution**—customized to meet your current business requirements, quickly adaptable to change
- **Multivendor support**—seamlessly supports a heterogeneous, multivendor desktop and mobile environment
- **Transition and transformation methodology**—enables a smooth transition to new technologies and applications without service disruption
- **Single point of contact and accountability**—flows through a dedicated Account Management Office (AMO)
- **Selective outsourcing**—provides as much or as little ongoing management as your business requires



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## Single point of responsibility improves management focus and control

HP Services Managed Desktop Services provide a single point of accountability and frees your staff from the day-to-day tasks of management and support—allowing them to focus on core competencies. Managed Desktop Services offers a number of key benefits:

### **Lower total cost of ownership (TCO)**

Control the direct and indirect costs associated with the desktop and mobile environments—reducing TCO and maximizing return on your IT assets.

### **Increased productivity**

Boost employee satisfaction and productivity through improved IT service levels and consistent, high-quality support.

### **Business agility support**

Align IT with business requirements by deploying technology and support consistent with employee and enterprise needs.

### **Improved control**

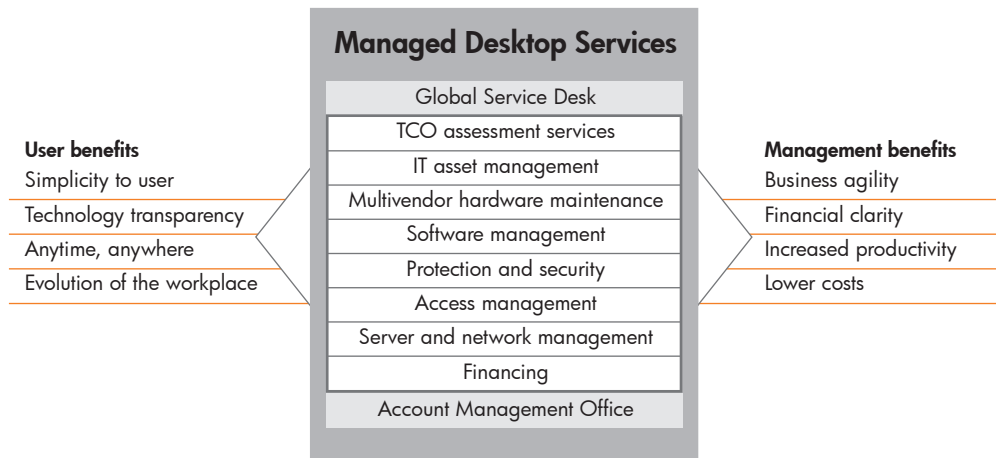
Gain better understanding and control over the IT environment and facilitate rollout of new programs or technology.

### **Reduced complexity**

Standardize hardware, software, and configurations across the distributed-client computing environment to significantly reduce operational complexity and improve levels of service.

### **Heightened security**

Protect your company's information assets infrastructure and business processes from natural and man-made disasters.



## A solution overview

HP Services Managed Desktop Services are crafted to your unique requirements. HP leverages modular solution design, proven technologies, processes, and shared infrastructure to achieve rapid implementation—and we scale your solution to adapt to a rapidly changing business and technology landscape. At your option, HP can manage all or part of your distributed-client computing environment onsite or from one of the HP Services support and operations centers throughout the world.

HP Services Global Service Desk, as the focal point of our End User Workplace Management Solutions, plays a vital role in communication, coordination, and change management. As the hub for Managed Desktop Services delivery and end-user support, the Global Service Desk provides your employees with a single point of contact for access to all IT services—and maximizes the efficiency of the support environment.

Key elements of HP Services Managed Desktop Services include the following service modules:

- **TCO assessment**—creates a baseline for understanding direct and indirect costs of the IT assets in your environment and identifies potential cost reductions
- **IT asset management**—encompasses the complete hardware and software lifecycle, including planning, procurement, deployment, management, retirement, and license management and tracking, implementing best practices for all processes and procedures

- **Multivendor hardware maintenance (break/fix)**—provides standard warranty service plus any purchased add-on coverage
- **Software management**—provides the mechanisms to control software standards, including packaging and distribution as well as workstation and software standards management
- **Protection and security**—offers consistently high levels of protection for your environment, securing valuable business data from certain viruses, file or system failures, and a host of disasters
- **Access management**—provides secure network access to a customer’s corporate network, both at the office and from a remote location such as an employee’s home or hotel, enabling secure remote access to corporate applications and data
- **Server and network management**—focuses on the planning, design, implementation, and daily operations of the managed desktop environment infrastructure; can extend to include your entire data center to ensure a stable infrastructure
- **Financing**—delivers a total “acquire-to-retain” suite of offerings that simplifies the entire IT financial lifecycle management process, from flexible acquisition alternatives to end-of-life solutions that maximize the value of your assets

**Account Management Office**—The Account Management Office is the focal point of all Managed Desktop Services. It closes the loop on responses to your requests and matches completed activities and performance against the metrics HP has committed to. Your account manager will meet with you regularly and work closely with you to ensure that your needs and issues are addressed effectively. Your account manager will also assist you in anticipating and addressing evolving requirements and working proactively to drive improvement back into your IT environment.

## End User Workplace Management Solutions

Managed Desktop Services are part of and complementary to HP Services End User Workplace Management Solutions—a suite of outsourced services for managing distributed computing environments. HP Services End User Workplace Management Solutions include the following:

This flexible solution focuses on providing the speed and agility you need to be in alignment with—and even anticipate—fast-changing technology and business requirements.

- **Managed Desktop Services**—efficiently manages the desktop environment
- **Global Service Desk**—provides legendary HP global end-user support
- **Global Service Desk with eSupport**—built on the foundation of Global Service Desk; provides IT support for enterprise-class clients' internal users
- **Managed Messaging and Collaboration**—manages both the messaging and collaboration infrastructure and specific applications
- **Managed Mobility Services**—offers end-to-end mobility infrastructure management

## Why HP?

When you choose to partner with HP Services in managing your end-user workplace management environment, you are leveraging HP's proven experience in implementing complex distributed-client computing technologies and delivering superior managed services. HP Services Managed Desktop Services are part of a portfolio of complementary access and support services that address every aspect of your distributed-environment client computing environment—from security to adaptive infrastructure design.

Ranked #1 in reliability and ability to meet service-level agreements (SLAs) by a 2002 *InformationWeek* survey, HP has demonstrated expertise in supporting heterogeneous, multiservice computing environments. If your IT organization is facing the challenge—and the rewards—of contributing to enterprise agility, HP Services is ready to provide the optimum solution.

For more information about HP Services, contact any of our worldwide sales offices:

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