



# HP Deployment Services: Installation Service

## HP PC Services

### Service benefits

- Installation of PCs that are IT and user ready
- Standard installation worldwide
- Easy to order

### Service overview

With HP Installation Service, an HP service agent will come to your site, deliver products to your specified location, set up devices and peripherals, and remove packaging materials once the installation is complete. This is the basic installation service available to customers within the broader category of HP Deployment Services, which focus on the distribution, delivery, installation and decommissioning of HP assets. These services are designed to help reduce the amount of time IT teams spend on rollout and refresh projects.

### Specifications

#### HP Installation Service

In this basic version of the installation service, an HP service agent will install the new device at a designated location (cubicle, office, lab or room) within the Customer's premises. This service includes the collection of the units from a central collection point within the Customer's premises, installation of the unit at the designated location and removal of the packaging material from the work area. The service does not include the configuration of the PC with a user profile, network configuration or software installation.

HP Installation Service includes the following:

- **Customer contact:** HP or its authorised service provider will contact the Customer to make an appointment. HP will contact the person listed on the Customer order and schedule an appointment with one person per site. Unless otherwise requested and/or scheduled, the standard practice is to start all installation services within one week after delivery of the hardware at the Customer's dock or door. Delivery completion times are subject to HP and its authorised service providers' availability. The Installation Service will attempt completion in a single visit.
- **Desk-side delivery:** HP will pick up products from the Customer's receiving or staging area and deliver them to the specified Customer location (e.g., an end user's cubicle, office, lab or room). The Customer's receiving or staging area must be in the same building as the cubicle, office, lab or room where the products will be delivered.
- **Unpacking:** HP will inventory the shipment against the packing list and unpack all delivered products. HP will also remove packaging materials to on-premises Customer-designated locations, which must be in the same building as the cubicle, office, lab or room where the products will be delivered.
- **Setup:** HP will place the PC in the Customer's designated location and physically connect peripherals, network cables and power cords. Peripherals are limited to a monitor, docking station, keyboard and mouse. The service does not include wall mounting.
- **Power-on/boot-up:** HP will turn on the PC and execute initialisation procedures with the installed image.
- HP or its authorised service provider will then obtain signoff for the Certificate of Acceptance/Project Completion form.
- HP or its authorised service provider will not postpone an installation invoice based upon execution of the Certificate of Acceptance/Project Completion form.

## Customer responsibilities

### Site and product access

The Customer must ensure access to the building, floor, individual cubicles, offices, labs and rooms where the service will be delivered on the date and at the time that the delivery is scheduled. Further, the Customer will provide working space and facilities within a reasonable distance of the products, as well as access to and use of information, Customer resources and facilities, as is reasonably determined necessary by HP, to provide the deployment service for the products and to allow the HP service agent to help with the installation of the new units.

Customer resources include site representative and contact to identify the cubicles, offices, labs and rooms where the installations are to take place.

### Cleared space

The desk or tabletop location where the new PC will be installed must be unencumbered and clear of any old, existing equipment. As necessary, the Customer will clear the space where the new PC is to be installed or order HP Decommission Services if the Customer requires HP to clear the space. While the old equipment (PC, docking station, monitor, keyboard and mouse) must be cleared from the desktop or tabletop where the new equipment is to be set up and installed, it must be left in the cubicle, office, lab or room if the Customer has ordered HP On-site Image Installation Service.

### Appointment booking

Hardware and service orders will be placed per Customer site. It is the buyer's responsibility to provide the Customer site contact name, email and phone number as part of the hardware service order process. HP's authorised service provider will schedule the appointment with the provided site contact and clarify the required service details. The Customer contact will either possess native language (site specific) skills (written and spoken) or be able to speak, read and write English.

### Project management

Overall project management will be provided by the Customer or ordered as a separate managed service from HP or a third party. HP or its authorised service provider will schedule an appointment with one person per site. It will be the responsibility of the Customer to contact or inform its end users.

It is the Customer's responsibility to provide a detailed installation/de-installation plan (building, floor, pillar, desk, user, new device model, etc.) to the HP authorised service provider to enable desk-side delivery. Additional parameters such as BIOS password, computer name, domain name, administrator name, administrator password, user account/name and user password are required for security settings, network connections, and authentication and imaging services.

If the Customer's project management or deployment co-ordination is performed in non-English-speaking countries, the Customer's contact will either possess native language (site specific) skills (written and spoken) or be able to speak, read and write English.

### Accessory compatibility

If the Customer is requesting that existing legacy accessories, such as a monitor, docking station, keyboard and mouse, be connected to a newly ordered PC (desktop, notebook, thin client or workstation), then the Customer is responsible for and must ensure that the existing accessories are compatible with the new PC. The Installation Service does not include any logical configuration of the peripheral at the operating-system level, including monitor or mouse settings.

### **Cabling preparations**

The Customer will ensure that the power and network cabling at the designated desk is complete before the start of installation services.

### **Product collection point**

The Customer will ensure that all products to be installed are in a centralised collection point and that the distances between the centralised collection point and the designated cubicles, offices, labs and rooms where the installations are to take place are acceptable. The Customer's centralised collection point must be in the same building as the cubicle, office, lab or room where the products will be delivered.

The centralised collection point can be the building lobby or loading dock (door or dock) where the products were delivered by the logistics carrier. If the Customer wants the centralised collection point to be someplace else and wants HP to place the products in a centralised collection location other than the lobby or loading dock (door or dock), then the Customer must order the Value-added Logistics Service for Inside Delivery, which is a separate standalone service.

### **Site access**

Access to the collection point must be clear of obstacles (e.g., restricted access, locked doors, etc.). It is the Customer's responsibility to provide special equipment, such as forklifts and stair walkers, as well as their respective operators. If elevators are present, the Customer will help with elevator access for the movement of units across different floors.

The Customer must inform HP or its authorised service provider about required security clearance or passports to access military or public areas, laboratories and so on.

### **Licences**

The Customer must provide licensed software with valid keys, where applicable, for HP to perform the installations. It is not HP's responsibility to verify licensing or the validity of software provided by the Customer for any installations.

### **Bootable image**

Either the PCs to be installed must have a bootable image already installed on them, or the Customer must have ordered the On-site Image Installation Service.

### **General responsibilities**

#### *Data backup*

It is the Customer's responsibility to back up all Customer files, data or programs prior to the commencement of any Deployment Services and to be able to reconstruct lost or altered Customer files, data or programs. The Customer must maintain a separate backup system or procedure.

#### *Hazardous environment*

The Customer must notify HP if it's discovered that the working area allocated to HP poses a potential health or safety hazard to HP or service agent employees. HP may postpone Deployment Services until the Customer remedies such hazards.

#### *Authorised representative*

The Customer must have a representative present whilst HP service engineers are providing Deployment Services at the Customer's site.

The Customer's representative will either possess native language (site specific) skills (written and spoken) or be able to speak, read and write English.

#### *Specific requirements*

The Customer must fulfil the above responsibilities for the specific services acquired.

## General provisions

### Operational hours

HP Deployment Services are performed during local standard HP business hours on normal business days, excluding local HP public holidays.

### Subcontracting

HP may (a) subcontract the performance of any of its obligations (in whole or in part) to a third party, including HP authorised service providers, or (b) assign or transfer this Service Agreement to another HP entity at any time subject to written notice.

### Delivery location

Installations occur at ship-to locations only.

### Supported hardware

HP desktops, notebooks, thin clients, workstations, retail point-of-sale devices and tablets are supported with this service.

### Geographic coverage

These services may not be available in every location. Please contact your local HP sales representative for country-specific coverage and limitations.

## Ordering information

HP Deployment Services may be ordered only if a new PC (desktop, notebook, thin client or workstation) is purchased. Deployment Services are limited to a PC, monitor, docking station, keyboard and mouse. The service needs to be ordered only for the PC; it includes the connection of these accessories. The service is generally limited to PCs and the accessories ordered with services; however, HP will connect the aforementioned existing accessories to a newly ordered PC pursuant to the Customer responsibilities noted in this document.

HP Deployment Services will be limited to a maximum of 1,000 units per order and are subject to the following installation capacities:

- Site orders with fewer than 10 units must have all units installed at the same time.
- Site orders with more than 10 units require that a minimum of 10 units be installed per day.
- Overall service is intended to be complete eight weeks after delivery of the hardware. Orders for more than 1,000 units can be fulfilled through HP GetMore Services.

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