HP Lifecycle Services

The most reliable and trusted way to keep devices working optimally and employees happy, because when the PC isn't working, neither is the employee.

Comprehensive services tailored to your business needs

HP Lifecycle Services for every stage of the device lifecycle. Choose from a wide range of global services designed to make your IT environment easier to manage, starting with an exceptional out of box experience for users that gets them up and running fast. Realize world-class service with fast response to resolve problems quickly and accurately onsite or remotely. And, when it's time to retire your end of use devices, HP can help with secure and environmentally responsible services.

"We have been really impressed by the quality of the HP devices and the close relationship and excellent service the company provides. From the start of the project, HP has used its experience to help meet all our needs."

— **Andrea Rodriguez,**
Director of Information Systems, Colegios El Valle

DISCOVER AND DESIGN

Take advantage of professional services to get the most from your IT investments.
• Assessment and strategy for Windows 10
• Image architect, build, and update
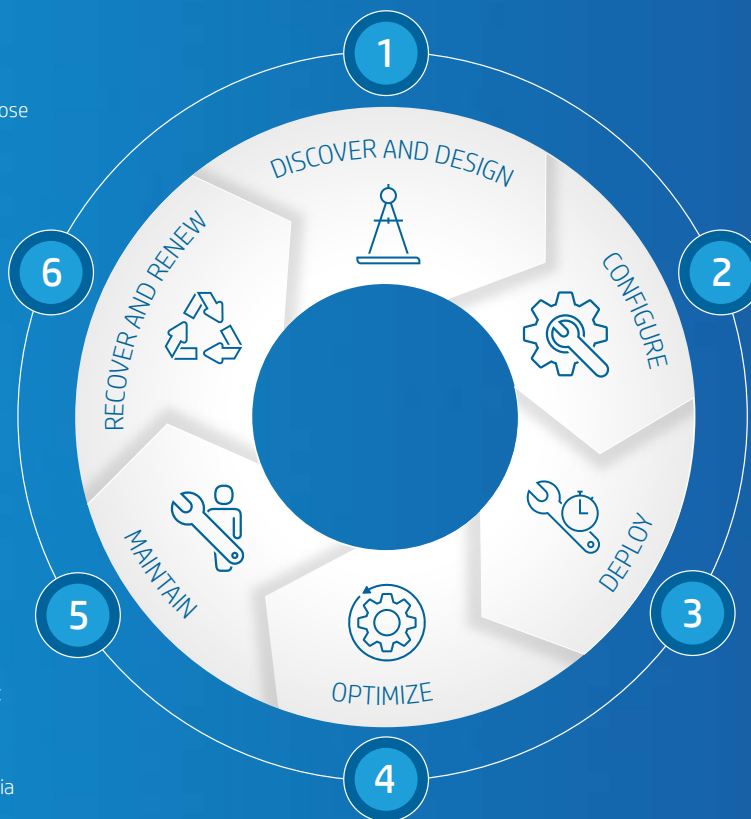
RECOVER AND RENEW

HP will securely recover and repurpose or recycle your end-of-use devices.
• Secure device recovery
• Device deinstallation
• Data sanitation
• Recycling programs

CONFIGURE

Get your PCs expertly configured and ready to use out of the box.
• Device provisioning preinstallation
• Image and application preinstallation
• Custom system settings
• Labeling and tagging

MAINTAIN

Get support, repair, and replacement services in the workplace and on the road.
• Next-business-day onsite support
• Accidental damage protection
• Travel services
• Secure retention of defective media

DEPLOY

Let HP make the delivery, staging, installation, and setup of your devices easy.
• Logistics and delivery
• Installation and setup
• Data migration

OPTIMIZE

Your trusted, global partner to improve user productivity and IT manageability.
• Windows 10 migration expertise
• Enterprise-class priority support
• Staff augmentation

DISCOVER AND DESIGN
CONFIGURE
DEPLOY
OPTIMIZE
MAINTAIN
RECOVER AND RENEW

1 2 3 4 5 6

hp

Discover and Design

Take advantage of professional services to get the most from your IT investments.

"Working with HP creates predictability. We gain standardization across all platforms, which enables us to focus on the movie business instead of focusing on technology management."

— **Kate Swanborg,** Senior Vice President of Technology Communications and Strategic Alliances, DreamWorks Animation

From consulting to assessment and solution design services, HP Discover and Design Services can help you make the best IT decisions and investments.

Featured solutions

HP Discover, Design, and Integration Planning Workshop

Work with HP technology experts to define your architecture requirements and the integration points necessary to achieve your future workplace goals.

HP PC Image Architect, Build, and Update Service

Let HP take on the technical complexity and help you migrate to Windows 10 with a comprehensive service. With the HP PC Image Architect, Build, and Update Service, our experts will host an onsite workshop to gather requirements and then build and test your image or provisioning solution, and update it, if desired.

Configure

Get your PCs expertly configured and ready to use out of the box.

"We turn over a lot of inventory, and HP PC Configuration Services has saved us hundreds of hours a year on asset tagging and inventory data."

— **Chris Saxon,** Supervisor of Technology Field Services, Cherokee County School District

Save time and increase your IT organization's productivity when HP custom-configures your devices to your specifications right at the factory.

Featured solutions

HP Device Provisioning Services

Simplify device provisioning with a comprehensive suite of modular services that helps lower costs, improves the user experience, optimizes productivity, and enables faster deployments for today's modern IT environment.

HP Image and Application Services

Save IT time and resources with our broad range of device imaging solutions so that your new PCs arrive tailored to your needs and are ready to use out of the box.

HP Custom System Setting Services

Go beyond factory default settings and accelerate your workforce productivity with PCs that are ready for your users and IT environment, upon arrival.

HP Labeling and Tagging Services

Protect your investment and manage and track your assets with physical and electronic tagging.

HP Integration and Packaging Services

Deliver complete solutions to your users with HP and third-party hardware, accessories, and custom-documents delivered as one package.

Deploy

Let HP make the delivery, staging, installation, and setup of your devices easy.

"HP's service helped us manage logistics across all of our locations and then complete a high-touch installation. It was exactly what we needed."

— **Bryce Maybury,** Head of Information Technology, Southern Cross Austereo

Get your users up and running quickly with comprehensive deployment solutions that include delivery, installation, and data migration services to help reduce time, risks, and costs.

Featured solutions

HP Logistic Services

Make PC deployments faster, easier, and on your terms, with flexible delivery options. Just pick the day and the location, and HP can take care of the rest.

HP Installation Services

Put our expertise to work for you with services that make PC installations and setup easy and affordable. Services can also be customized to your exact needs.

HP Data Migration Services

Minimize user disruptions and maintain productivity when you deploy your new devices by allowing HP to migrate the data from your old PCs.

HP Conferencing Implementation Service

Bring unified communications to your meeting rooms and huddle spaces and enable greater collaboration with your HP conferencing solutions.

Optimize

Your trusted, global partner to improve user productivity and IT manageability.

"HP has been extremely responsive in terms of support times. We now have a direct line to HP, with service agreements for replacing parts and equipment. We're much happier because everything runs much more smoothly than before."

— **Óscar Mauricio Poveda Vasquez,** Vice President of Technology at SaludVida EPS

Let HP help you increase user productivity through fast resolution of device issues, migrating to a new OS, and optimizing your PC environment through consultation services.

Featured solutions

HP Windows 10 Migration Services

Make it easy to roll-out Windows 10 across your organization. In addition to Discover and Design services, HP offers a full suite of services to successfully migrate to Windows 10 including configuration, deployment, and optimization services.

HP Priority Access and Priority Management Services

HP provides your organization with premium-level global support for your IT staff around the world.

HP Staff Augmentation Services

Take advantage of our dedicated, skilled IT experts who can quickly assist your team, onsite or remotely, when you need additional IT help for short or long-term projects.

Maintain

Get support, repair, and replacement services
in the workplace and on the road.

"Using HP Tech Café has been a major innovation. Incidents can be resolved in a few hours, whereas it used to take weeks."

— **Pablo Corona,** Chief Information Officer, Walmart, Chile, and Argentina

HP offers a wide range of services to assist in achieving the desired coverage, protection, and support to ensure optimal uptime for users and better cost predictability for IT.

Featured solutions

HP Hardware Support Onsite Service

Get the support you need with the flexibility to choose between multiple service-level options featuring several onsite response or call-to-repair time and coverage window combinations.

HP Accidental Damage Protection

Be protected in the event of unexpected device damage and avoid out-of-pocket repair or replacement costs.

HP Travel Services

Travel worry-free, stay productive, and reduce downtime—wherever you go—with local language telephone and onsite support in select countries.

HP Defective Media Retention Service

Keeping your hard drive when it requires replacement is critical to maintaining control of your sensitive data and ability to disposition it in a way that meets your security standards.

HP Tech Café

Deliver simple, efficient IT support for employees with HP Tech Café. HP Tech Café Walk-up Center offers a customized on-site space for face-to-face support. HP Tech Café Market is an anytime, self-service vending and device staging solution.

Recover and Renew

HP will securely recover and repurpose or recycle your
end-of-use devices.

"We chose HP because of its global delivery solution, its technology, and commitment to innovation, along with the strategic relationship and importantly, the shared goals on sustainability and ethical business."

— **Gavin Cockburn,** Global Service Leader for
Workplace and Automation, Arup

Help protect your business and personal data with our secure end-of-use services and prepare for a technology refresh with recycling that supports environmental sustainability.

Featured solutions

HP Device Recovery Service

Securely retire your end-of-use devices with expert data erasure services, receive residual value, and help enable the circular economy for greater sustainability.

HP Deinstallation Service

Deploy your new devices fast when our team takes care of all the deinstallation tasks.

HP Sanitization Service

Secure your information and get peace of mind when we completely erase the data from your devices or permanently destroy the storage media in accordance with the latest industry standards.

HP Recycling Service

Smoothly transition to new devices while adhering to your policies for end of use and supporting social initiatives and environmental directives.

HP Lifecycle Services is the right choice to help simplify and enhance device lifecycle management. And whether you're looking to purchase select Lifecycle Services, or ready for a flexible HP Device as a Service (DaaS) plan, you can rely on HP to deliver expert solutions to optimize your technology investment.

"Through this collaboration, Panasonic IT staff can better source, support, and manage technology. With HP DaaS, we are able to increase user productivity, operational efficiency, and business flexibility."

— **Gary Tan,** Business Development Head, Panasonic System Solutions Asia Pacific

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we solve IT

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