

# Empower your connected government workforce

Unlock the value of your technology investments and accelerate digital transformation

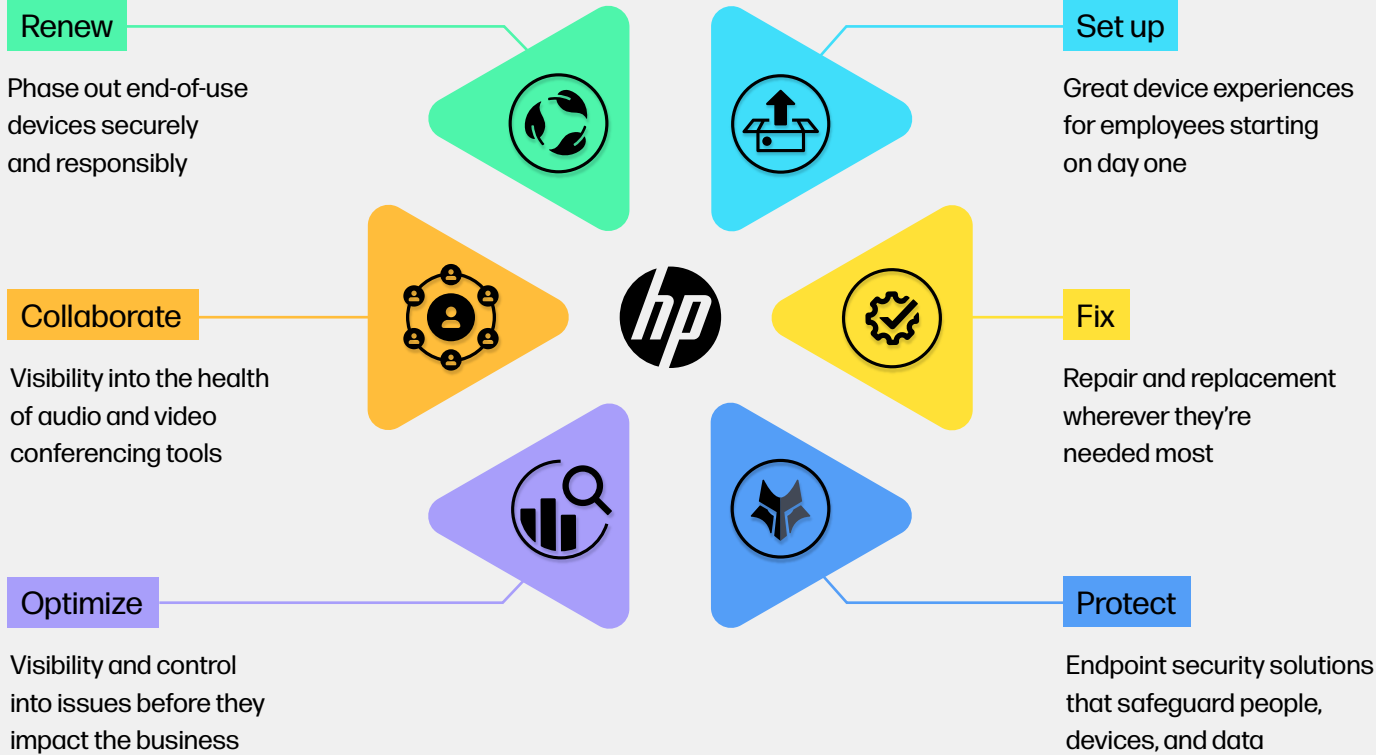
 **SERVICES**



# Your computing environment is mission-critical

HP Services helps IT teams deliver a secure, seamless computing experience, from the time a new device comes out of the box until it returns to a box for recycling or repurposing. Our digital and cloud-based solutions automate and simplify previously manual processes, helping create more productive workdays for government employees and fewer to-dos for IT.

## HP Services



### Can state and local government IT services support modern hybrid work?

50% of users work from more than one location<sup>1</sup>

By 2025, 78% of organizations plan to incorporate the majority of key hybrid work technologies<sup>3</sup>



# Give employees great device experiences from day one

Preparing, maintaining, and updating devices are time- and labor-intensive tasks. But what if you could give employees a positive new-PC experience, right out of the box? Make updating and maintaining older devices less labor-intensive for IT? HP configuration, deployment, and cloud-based, zero-touch setup services get and keep PCs and people up and running faster—with less hassle for IT.

## Services that go beyond hardware

Enable onboarding experiences that are simple, intuitive, and hassle-free—for both IT and employees—with services that enable:

- Pre-provisioned devices
- Intuitive out-of-the-box PC experiences
- Faster onboarding

## Configuration services<sup>4</sup>

- Custom System Settings
- Device Provisioning<sup>5</sup>
- Dynamic Configuration
- Image and Application
- Integration and Packaging
- Asset Labeling and Tagging

## Deployment services

- Logistics<sup>6</sup>
- Installation and Data Migration<sup>4</sup>
- Deployment and Project Management<sup>6</sup>





## HP Chrome Device Management Enrollment Service<sup>7</sup>

Have your Chrome OS devices pre-provisioned and registered for subsequent enrollment into your Google Admin console using the power of zero-touch enrollment (ZTE), with no IT intervention required. Ready-to-go devices can help you save time and money.

## HP Custom System Settings Services

Go beyond factory default settings and accelerate your workforce productivity with PCs that are ready for your users and IT environment upon arrival. We can further secure your devices by configuring HP security features on the device.

## HP Deployment Project Management Service

Get the experience you need with our qualified project managers, who will customize and complete a plan for state or local government organizations to provide a successful and seamless PC deployment.

## HP Device Provisioning Services

Simplify device provisioning with a comprehensive suite of modular services that help lower costs, improve the user experience, optimize productivity, and enable faster deployments for today's modern IT environment.

## HP Dynamic Configuration Service

Extend your imaging environment into HP's factories or staging centers through a secure VPN connection. Directly control key configuration activities for your new PCs just before shipment, including images, applications, domain join, HDD encryption, BIOS settings, and end-user device personalization.





## 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 right out of the box.

## HP Installation and Data Migration Services

Put our expertise to work for you with services that make physical PC installations and setup easy and affordable. Services can also be customized to your exact needs with options for data migration from your old PC to your new one, configuration of user settings, and connecting your new device to the network.

## 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.

## HP Labeling and Tagging Services

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

## HP Logistics Services

Make PC deployments faster, easier, and on your terms with flexible delivery options that include door or dock, inside delivery, and home delivery—with plenty of additional options, too. Just pick the day and the location, and we can take care of the rest.





# Ensure rapid repair and replacement—wherever they're needed

Supporting devices is a never-ending job, leaving your IT teams playing catch-up as they troubleshoot issues they couldn't have anticipated—or could they? HP Services delivers fast, reliable device support even across your geographically distributed state and local government. Employee device issues get resolved with minimal impact to workers and IT teams.

## Services that bypass long wait times

Enable faster fixes and streamlined issue resolution that meet the needs of your distributed workforce.

- Faster help-desk ticket resolution
- Remote workforce support
- Specialized coverage options

## HP Active Care Service

Achieve optimal uptime and fast resolution support on HP devices. With remote technical support, predictive device health analytics, remediation services, and Next Business Day Onsite Response, HP Active Care keeps your employees up and running in the office or on the go.

## HP Priority Services

Enhance enterprise IT performance with premium global support from agents who work with your IT staff to address the technological challenges you face today, so your organization can quickly get back to business.





## Hardware Support Exchange Service

Don't waste time on unexpected hardware defects or issues with delivery of replacement products or parts within a specified time.

## Hardware Support Offsite Return Service

Enjoy high-quality return-to-HP service levels with remote telephone support and offsite repair for eligible products at an HP-designated repair center. The service includes offsite repair or replacement, materials and parts, labor, and the cost of the return shipment.

## Hardware Support Onsite Service

Maximize productivity with next-business-day onsite support from a trained HP support technician who travels to your employees' locations.

## Post-Warranty Services

Extend equipment availability and productivity beyond the warranty until you are ready to replace it.

## Additional Protection Coverage Service

Safeguard your hardware investment against accidental damage, loss of equipment, or loss of sensitive data.

ONLY

# 30%

of IT departments said they have everything they need to support remote workers<sup>8</sup>





# Safeguard every endpoint

Does any government IT team have the time and capabilities needed to fend off cybercriminals who are more sophisticated, organized, and determined than ever? Fortify your first line of defense with multilayered HP Wolf endpoint security solutions that protect people, devices, and data—no matter where, how, or when they need to work.

## HP Wolf Enterprise Security<sup>9</sup>

HP Wolf Enterprise Security implements a zero-trust approach to your endpoint security to stop even undetectable threats. Defense-grade, hardware-enforced isolation and containment technology helps security-mature organizations stay ahead of modern threats.

## HP Wolf Protect and Trace<sup>10</sup> Service

Reliably protect data, track your fleet of high-end HP devices, and keep unauthorized users from accessing your files and documents on your network. Powered through HP TechPulse,<sup>11</sup> HP Wolf Protect and Trace provides a complete hardware-enforced find, lock, and erase service.







# Get ahead of issues—before they become problems

Anticipate, identify, and resolve endpoint problems with artificial intelligence and automation that give IT more visibility into and control over issues—before they impact productivity.

## Services that go beyond data dashboards

Get relevant, AI-driven insights that bring clarity and guide better decision-making.

- Cloud-based device telemetry
- Analytics on device health, application usage, and more

### HP Adaptive Endpoint Management Service<sup>12</sup>

Decrease your reliance on on-premises IT infrastructure and optimize the employee experience by moving your endpoint management and legacy apps to the cloud with an HP managed service.

### HP Proactive Insights<sup>13</sup>

Leverage HP's global expertise in PC health analytics to optimize device performance, security compliance, and satisfaction. Employee satisfaction surveys can be correlated with PC performance data to surface IT improvement opportunities.





# Stay in contact with your conferencing tools

Avoid communication disruption with collaboration services that give IT proactive visibility into the health of your HP audio and video conferencing tools.

## Services that go beyond troubleshooting

Provide proactive awareness for IT and hassle-free meetings for employees, every time.

- Real-time proactive device monitoring
- Advance notifications
- Rapid issue resolution

### HP Conferencing Implementation Service

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

### HP Presence Manager<sup>14,15</sup>

Manage updates and know the health of devices with real-time monitoring.

### HP Presence Insights<sup>15,16</sup>

Get real-time visibility into room experiences and utilization via a single dashboard.





# Securely recover, repurpose, or recycle end-of-use devices

Phase out end-of-use devices securely and responsibly with HP recover and renew services, providing options that benefit both your organization and the environment.

## Services that go beyond device retrieval

Explore options for recovering, repurposing, or recycling devices, helping maintain a healthier planet for all and a better world for future generations.<sup>17</sup>

### HP Deinstallation Services

Let HP experts handle the deinstallation of your PCs, displays, and peripherals and prepare them for transport so your IT staff can focus on higher-priority projects.

### HP Sanitization Services

Protect your confidential data before removing your old devices. 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 Services<sup>17,18</sup>

Take advantage of efficient recycling of old devices. We are committed to improving our planet by reducing waste and environmental impact through our recycling policies and standards.

### HP Device Recovery Service

Securely retire your end-of-use devices with expert data erasure services, receive residual value,<sup>17,18</sup> and help enable the circular economy for greater sustainability.





# Worry-free computing experiences for anywhere, anytime work

When IT is at its best, so are your people. Give your workforce the smooth, continuous endpoint experiences needed for anytime and anywhere productivity with comprehensive support from HP.

LEARN MORE AT [HP.COM/HP-SERVICES](https://hp.com/hp-services)



<sup>1</sup> HP Proprietary Research, May 2021.

<sup>2</sup> HP Proprietary Research, September 2020, n = 568 end users; US, UK, France, Australia, China.

<sup>3</sup> FACILITY EXECUTIVE, "The Evolving Hybrid Workplace: Tech Implementation Is Key" OCTOBER 19, 2022, <https://facilityexecutive.com/evolving-hybrid-workplace-tech-implementation-key>

<sup>4</sup> Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit [hp.com/go/cpc](https://hp.com/go/cpc)

<sup>5</sup> Each service sold separately. Some deals will require the creation of a bundled SKU which will increase the setup lead time. Device Provisioning supports Windows 10 and 11. Please consult with your HP Representative for more detail.

<sup>6</sup> Some region restrictions may apply.

<sup>7</sup> Google, Chrome, and the Google Logo are registered trademarks of Google LLC. Must accompany a Chrome Enterprise or Chrome Education Upgrade license.

<sup>8</sup> May 2022, Tech Republic, "Security, employee compliance biggest challenges when supporting remote workers," <https://www.techrepublic.com/article/security-compliance-challenges-remote-workers/>

<sup>9</sup> HP Wolf Enterprise Security is an optional service and may include offerings such as HP Sure Click Enterprise and HP Sure Access Enterprise. HP Sure Click Enterprise requires Windows 10 and Microsoft Internet Explorer, Google Chrome, Chromium or Firefox are supported. Supported attachments include Microsoft Office (Word, Excel, PowerPoint) and PDF files, when Microsoft Office or Adobe Acrobat are installed. HP Sure Access Enterprise requires Windows 10 Pro or Enterprise. For full system requirements, please visit <https://support.bromium.com/s/article/System-Requirements-for-Bromium-Isolation-and-Monitoring>

<sup>10</sup> HP Wolf Protect and Trace is sold separately and is compatible with select HP 400, 600, 800, 1000 series Windows based Laptops, select 800 desktops, and Z1 G8 Workstations. The HP WPT features and functions are activated by remote access to the target device and therefore for the desired outcome the device should be powered on and connected to the Internet. HP Wolf Protect & Trace requires the HP TechPulse agent to be installed by customer manually via a one-click download at [hp.com/active-care](https://hp.com/active-care), which enables collection of information related to the Device.

<sup>11</sup> HP TechPulse is a telemetry and analytics platform that provides critical data around devices and applications and is not sold as a standalone service. HP TechPulse follows stringent GDPR privacy regulations and is ISO27001, ISO27701, ISO27017 and SOC2 Type2 certified for Information Security. Internet access with connection to TechPulse portal is required. For full system requirements, please visit <http://www.hpdaas.com/requirements>. Available from your HP authorized sales representative.

<sup>12</sup> HP Adaptive Endpoint Management requires separately purchased Microsoft 365 Enterprise (E3 or E5), Azure Subscription, and PowerBI licenses. Some HP security features must be provisioned separately using the HP Manageability Integration Kit. Contact your HP account representative or authorized HP reseller for more information. Other third-party software may be required.

<sup>13</sup> HP Proactive Insights and/or included components may vary by region, by operating system, or by authorized HP service partner. Please contact your local HP representative or authorized partner for specific details in your location. HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

<sup>14</sup> HP Presence Manager uses HP TechPulse, a telemetry and analytics platform that provides critical data around devices and applications. HP TechPulse follows stringent GDPR privacy regulations. HP TechPulse is ISO27001, ISO27701, ISO27017 and SOC2 Type2 certified for Information Security. Internet access with connection to TechPulse portal is required. For full system requirements, please visit <http://www.hpdaas.com/requirements>. HP Presence Manager and HP Presence Insights are licensed by the terms of the HP Presence Insights Terms of Service <https://www.hpdaas.com/terms-and-conditions/>

<sup>15</sup> HP Presence Manager and HP Presence Insights use HP TechPulse, a telemetry and analytics platform that provides critical data around devices and applications and HP TechPulse follows stringent GDPR privacy regulations. HP TechPulse is ISO27001, ISO27701, ISO27017, and SOC2 Type2 certified for Information Security. Internet access with connection to TechPulse portal is required. For full system requirements, please visit <http://www.hpdaas.com/requirements>. HP Presence Manager and HP Presence Insights are licensed by the terms of the HP Presence Terms of Service <https://www.hpdaas.com/terms-and-conditions/>

<sup>16</sup> HP Presence Insights is included through December 31, 2022, and functionality will then revert to HP Presence Manager. Purchase of 1-5-year license is required thereafter. HP Presence Manager and HP Presence Insights are licensed by the terms of the HP Presence Insights Terms of Service <https://www.hpdaas.com/terms-and-conditions/>

<sup>17</sup> Fair market value will be assessed based on age and condition of the device. Not all devices may have any residual value. If not, they will be responsibly recycled.

<sup>18</sup> Vendors warrant that they and their suppliers will comply with all applicable laws and regulations, including environmental regulations, as well as committing to conformance with HP's own strict recycling standards. They are regularly audited by third-party auditors for compliance with these regulations and standards.

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