



HP Desktop Lifecycle Solutions

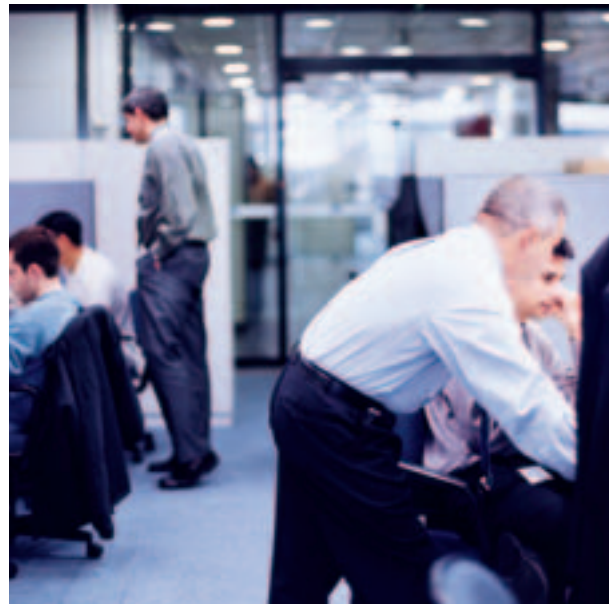
End-User Workplace Solutions

IT support services and tools to help you manage your complex end-user client devices and applications throughout their functional life



“The services solution from HP helps reduce the complexity of our IT environment and improves control of our overall costs.”

Gary Rowan, Information Systems Operations Manager, National Power



The long-term costs of ongoing service and support

HP Desktop Lifecycle Solutions are point services which enable you to out-task the lifecycle management of your HP and multivendor desktops, laptops, and workstations, including acquisition, access, system/network management, and support and maintenance. These solutions maximize user satisfaction and productivity and allow your IT staff to focus on your core business initiatives.

Given the harsh reality of today's economic environment with its tight IT budgets and staff downsizing, your IT department may be severely hampered in its ability to provide added-value IT services and support for your company. Like many IT managers, you could also be facing a number of urgent IT issues:

- Do you have an older equipment environment that's reaching end of service life or the end of a lease, and do you require new technology to gain a competitive advantage—or to achieve business goals and increase worker productivity?

- Do you lack the relevant internal skills or expertise to support a deployment, or to manage and maintain ongoing operating-system and application changes?
- Are you considering a transition to outsourcing or out-tasking for any portion of your IT support operations?
- Are you investigating new ways to finance and bundle hardware, tools, and services that could eliminate the need for a capital acquisition?
- Are you considering consolidating service providers?
- Are you looking for tools that can simplify and improve deployment and management processes and increase end users' satisfaction and service levels?
- Is your workplace moving away from a typical office environment to a more mobile environment?

If you're challenged by any of these problems, you're not alone. To compensate for fewer resources and reduced budgets, many IT managers have concentrated exclusively on purchasing low-priced end-user hardware—without considering the long-term costs of providing service and support, which typically consumes 60–70% of an IT budget.



HP Desktop Lifecycle Solutions: the precise services you need— throughout each stage of the product lifecycle

We know that every IT department has its own unique set of challenges and requirements when it comes to managing and supporting client devices. That's why we have introduced HP Desktop Lifecycle Solutions.

These flexible offerings provide the people, process, and technology that can enable your IT department to give high-quality service and support for both HP and non-HP products in your client environment. You can obtain the precise level of support you need at any individual phase of the desktop lifecycle—planning, deploying, managing, or transitioning. If your needs are more comprehensive, we offer complete solutions that cover all phases of the lifecycle.

It doesn't matter if your problem is small or large—HP Desktop Lifecycle Solutions let you draw on the expertise of a trusted support provider as your requirements dictate. The result: your IT department can be more responsive to supporting your end users and can give your company the business agility it needs to compete. Plus, these cost-effective solutions can help you reduce total cost of ownership (TCO) and increase your IT return on investment (ROI) by helping you save on the most costly portion of your IT budget: ongoing service and support.

At HP, we've found that reducing long-term support costs and improving service requires a holistic approach involving a combination of people, process, and technology. HP Desktop Lifecycle Solutions provide the following benefits:

People with the training and skills necessary to provide the best, most capable support, creating a more proactive IT organization.

- Provide end-user and IT training
- Enhance or augment your IT resources with HP expertise
- Offer consistent global service delivery through our 67,000 trained professionals

- Consolidate all of your service providers with HP Services
- Offer HP service and support in a heterogeneous hardware environment
- Offer expertise to consolidate image management and change control
- Improve PC management without costly manual labor for desk-side support

Process, enabling IT work to be performed efficiently and cost-effectively, through simplification and standardization.

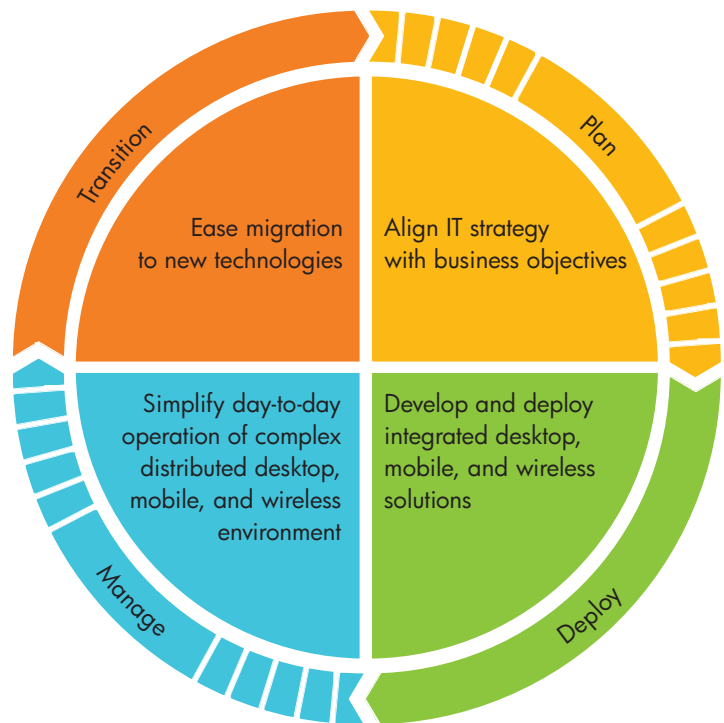
- Shorten deployment time for your systems and applications to get a better return on investment on any new technology investments
- Simplify your end-user client hardware support environment
- Improve PC management
- Increase the quality of service provided to your end users with fast, responsive support
- Take advantage of complete hardware service and end-user device outsourcing
- Increase end-user productivity through HP's Integrated Learning methodology

Technology, including a solid infrastructure, effective hardware, and automated management tools to monitor how resources are utilized and deployed.

- Reduce downtime and boost end-user and IT productivity with advanced hardware and tools
- Standardize and simplify your hardware environment
- Offer value-added support tools for fault notification and Web-enabled hardware inventory
- Offer Web-based end-user service-desk support tools to reduce downtime and increase IT help-desk call-handling efficiency

Full desktop modular solutions for your client devices

Managing IT assets throughout their lifecycle involves understanding that every product and application has a functional life. HP Desktop Lifecycle Solutions are built on the idea that, during the functional life of products and applications, each customer has a unique set of challenges in planning, deploying, managing, and transitioning products, printers, applications, and support. HP recognizes that no single solution fits all customers, and that's why HP has designed its Desktop Lifecycle Solutions to allow you the ultimate flexibility to choose from a set of modular services or more comprehensive solutions for complex multivendor support; utility computing priced per seat, per month; or even hardware and service outsourcing.



Immediate—and long-term—benefits

Whether you're deploying new systems or reassigning old systems, we can help you identify and develop a plan to tackle your most immediate and long-term IT challenges. Our goal is to work with you to understand your problems *before* we recommend a solution.

We'll examine the people, process, and technology in your client environment, including any multivendor PCs, workstations, laptops, and printers. Furthermore, we'll review the most cost-effective approaches to managing

or replacing these devices, depending on which lifecycle stage they've reached. Then, we'll design a custom support solution that's either comprehensive or individual:

- **Comprehensive support** addresses IT service and support challenges across the entire product lifecycle.
- **Individual support** focuses on a single IT challenge identified in specific lifecycle phases.

With these solutions, we can supply the time, staff, tools, and processes to help your IT department provide the best, most cost-effective support. You gain the added advantage of working with one service provider in your multivendor environment—with one point of contact, one service contract, and one point of accountability for supporting your hardware and applications.



The modular flexibility of individual solutions at each lifecycle phase

If you need specific support expertise for any of the four individual product lifecycle phases—planning, deploying, managing, or transitioning—HP Desktop Lifecycle Solutions offers a variety of individual services you can tailor and customize to your IT needs.

Procurement and provisioning

- **Total Cost of Ownership Snapshot** provides self-assessment tools that allow you to perform a high-level evaluation of how your IT operations compare with Gartner best practices. You can then understand your current expenses and best practices and determine ways to reduce costs and improve IT efficiency.
- **Gartner Total Cost of Ownership Assessment** gives you a more elaborate, more in-depth study of your IT costs and processes and may uncover capital-draining service and support problems. Detailed reports and graphical analysis give you specific recommendations on how to lower TCO through people, process, and technology improvements.
- **Early Evaluation Program** allows you to try out beta versions of hardware and software so that you can assess new technology, accelerate image development, and experience a gradual transition.
- **HP Factory Express** enables you to get more from your technology investment and extend your resources. A comprehensive portfolio of configured, customized, and integrated factory solutions and deployment services, Factory Express can accelerate business results. It provides predictable, trusted, and tested IT solutions designed to enhance your productivity. With Factory Express, you can customize hardware to your exact specifications at the HP factory—helping you cut costs, speed deployment, and free up internal resources.
- **Education Services** can decrease downtime and skillset costs—and increase the skillset and proficiency of your IT staff and end users—through the renowned HP Integrated Learning methodology, which provides both classroom and online instruction on new technologies.
- **Project Management Services** provide you with a single HP Services project manager who can oversee projects and guide any new or existing migrations through all lifecycle phases, providing you with a single point of service accountability.
- **Comprehensive Hardware Solutions** offer you the extensive, award-winning HP product portfolio of handhelds, workstations, desktops, displays, tablets, notebooks, thin clients, blade PCs, and accessories.
- **Managed Deployment Services** give you a single source for procuring and managing new technology and help reduce the time and money needed for deployment in complex multivendor or global environments.

Gain control of your end-user computing environment to improve productivity and IT efficiency



To provide value beyond the initial purchase period, many of these products incorporate TCO-reducing elements into their design, including engineering change control practices, common images and options, long lifecycles, global configurations, and management software. These features enable you to consolidate your multivendor end-user client hardware environment using a single-source provider—so you can take advantage of potentially larger-volume discount pricing, simpler service-level agreement (SLA) management, and easier deployment and management through more consistent configurations, images, and service processes.

Software management

- **Image Management Services** customize global hardware and software, using images installed during manufacturing to help deploy PCs and simplify their management throughout their lifecycle.
- **Product Change Management and Proactive Notification** alerts you to any hardware, software, or firmware upgrades to servers and HP client hardware—up to 60 days in advance—so you're better able to plan for the implementation of upgrades and determine their impact on your IT environment.
- **Image Planning and Consolidation** provides you with consulting services to reduce or consolidate the number of operating system and application images to help simplify image management throughout the lifecycle.

- **HP Client Management Solutions** help reduce the cost of owning and maintaining your PCs throughout the lifecycle through:
 - Highly reliable platforms and integrated hardware management features including the HP Client Management Interface
 - Software offerings such as HP Client Foundation Suite, HP Client Premium Suite, and HP Client Manager
 - Services and solutions such as the TCO Snapshot Assessment, Product Change Management, and Proactive Notification

HP continues to deliver on its commitment to provide easy-to-use, innovative solutions that help reduce system ownership costs and simplify the business of IT. These tools simplify day-to-day IT management for commercial, educational, and government organizations. With these solutions, you can manage your organization from a single, Web-based console to address the complete IT lifecycle.

- **Software License Management** offers an extensive portfolio of software from Adobe®, Altiris, Microsoft®, Oracle®, and many other leading providers

“ . . . the HP solution has not only kept the productivity loss and the cost of this project at a minimum, but also represents the key to overall systems management and cost savings . . . ”

Richard May, Technical Project Lead, Museum of London



Onsite services

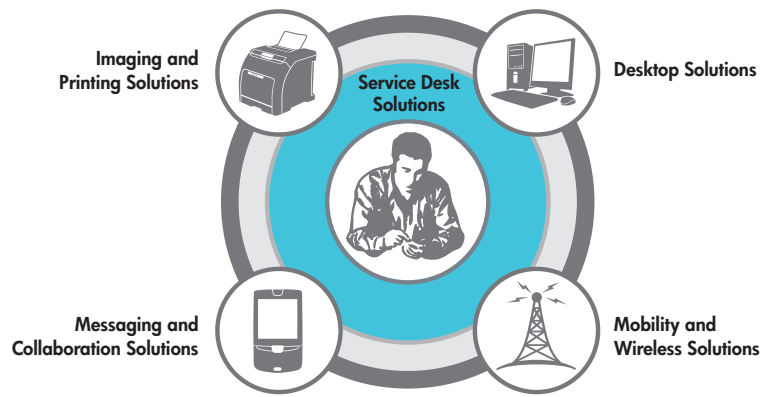
- **Multivendor Desktop, Mobile Device Management, and Remote Support** provides a single point of contact, including remote support management, account management, and contract management for multivendor end-user device environments.
- **IMACD (Installation, Move, Add, Change, and Disposal) Lifecycle Services** seamlessly cover the full range of product location and configuration issues, including installation and verification of HP and third-party products, software loading, relocation, addition of new accessories, reconfiguration, and de-installation.
- **Installation and Integration Services**, available for PCs, notebooks, servers, printers, and other client devices, include software installation, data transfer, image creation, recovery, duplication, hardware integration, and more.

IT asset management

- **Technical Asset Discovery Service** identifies, tracks, and manages your current hardware and software assets, which enhances their efficiency, helps eliminate underutilized or redundant assets, and enables you to proactively plan for any new migration or deployment.
- **Leasing and Financing Services** offer a variety of acquisition options that preserve your capital, allow you to trade in your old equipment for new, and keep you ahead of changing technology requirements.
- **Equipment Buy-Back Services** enable you to obtain the highest possible prices for your outdated servers and end-user client devices, which are then disposed of without harm to the environment.
- **Asset Recovery Services** provide ownership relief, replacement schedules, and reduced disposal expenses to help reduce hardware costs.

Platform protection and security

- **Backup and Recovery** provides either standalone or Web-based backup and recovery capabilities to help you quickly recover and get back to work when information is accidentally deleted or your operating system is corrupted.



HP End-User Workplace Solutions

HP Desktop Lifecycle Services are part of a comprehensive portfolio of HP End-User Workplace Solutions that address your distributed client-computing environment—from security to adaptive infrastructure design. These solutions help you improve performance, increase agility, mitigate risk, and maximize the return on your IT investments.

The challenge for CIOs and other IT professionals is how to maximize workforce productivity, increase collaboration, and reduce the cost of IT across a geographically dispersed, global organization. The answer is End-User Workplace Solutions from HP.

HP End-User Workplace Solutions are an integral part of HP's Adaptive Enterprise strategy, in which business and IT are synchronized to capitalize on change. By enabling you to better align IT priorities with business requirements and balance budget constraints with end-user needs, HP End-User Workplace Solutions enable you to improve performance, increase agility, mitigate risk, and maximize the return on your IT investments.

Delivering a comprehensive portfolio of End-User Workplace Solutions

- **Desktop Solutions**—HP Desktop Solutions help you gain control of your end-user computing environment. HP works with you to evaluate your requirements and recommends an overall strategy for implementing a standardized, well-managed computing environment for employees wherever they are working. HP offers customizable desktop solutions across the client-computing lifecycle. You'll reap the benefit of working with a single service provider—with one point of accountability and one service contract—for your entire multivendor environment.

- **Mobility and Wireless Solutions**—As more businesses embrace mobile technology, HP can help you to mobilize your end-user workforce. Our approach helps you manage heterogeneous end-user devices and applications while providing secure, reliable access to corporate networks and information. We provide a range of solutions—from outsourcing to technology support and consulting services. Acting as a single point of contact and providing a single management platform, HP can help you maximize operational efficiencies and realize the full potential of your global mobility infrastructure.

- **Imaging and Printing Solutions**—As the industry leader in imaging and printing, HP is uniquely positioned to help you plan, optimize, support, and manage your office and data-center print infrastructure and workflows to support both desktop and mobile end users. HP will assess your current print environment, recommend an overall print strategy, and streamline your operation by leveraging the latest printing and imaging technologies, software tools, and services. We understand the importance of security, and we implement strong security strategies to protect your information assets while providing end users with reliable access to the documents and intelligence they need to be productive.

- **Messaging and Collaboration Solutions**—HP Messaging and Collaboration Solutions allow you to foster greater teamwork through secure, reliable e-mail and collaboration solutions. With proven expertise in Microsoft Exchange, Live Communication Server, SharePoint, and Lotus Notes and Domino environments, HP can deliver complete messaging and collaboration solutions. We provide comprehensive services—including design, migration, integration, and ongoing management—to help you consolidate and integrate your messaging and collaboration environment for a seamless end-user experience.



“Lifecycle Solutions protects us from the costs associated with enforced technology change in the desktop marketplace.”
David Wood, IT Service Manager, South Lanarkshire Council

- **Service Desk Solutions**—HP Service Desk Solutions provide a cost-effective, flexible alternative for the management of end-user help desk support. We provide ownership and a single point of contact for incident resolution for your entire end-user computing environment. IT Service Management (ITSM) best practices and service tools are critical components of the HP global delivery model. The HP eSupport capability delivers a personalized end-user portal that is tightly integrated into the support infrastructure to help drive down the cost of support over time. And a unique Management of Change Program is a key component of the eSupport solution that encourages end-user adoption of new technologies and support processes.

Enabling simplicity, agility, and value for long-term success

From the top line to the bottom line and at every point in between, your business success depends on a productive, efficient workforce. HP End-User Workplace Solutions are designed to increase end-user collaboration and maximize productivity, delivering what your organization needs:

- Increased end-user productivity
- Better performance and improved response time
- Reduced cost
- Streamlined operations

- Innovation and best-in-class processes
- Service partners who understand their business and issues
- Expertise in managing heterogeneous IT environments

And HP delivers what your end users want:

- A simple way to integrate voice, PDA, laptop, and desktop devices for seamless communication and collaboration
- Technologies that work together, are easy and fun, and put information at users’ fingertips
- Seamless management of personal, internal, and external work, peer, and organizational interfaces

With HP End-User Workplace Solutions, you get a comprehensive set of capabilities that are essential to building an Adaptive Enterprise with the benefits your enterprise needs for lasting success: a streamlined and consolidated IT environment; a workplace without boundaries, giving end users the ability to connect, communicate, and collaborate more flexibly; and the ability to predict and control IT costs while increasing end-user productivity.

Simplicity, agility, and value—get them all with HP End-User Workplace Solutions.

“HP has worked with us to understand our business needs and provided a solution that has delivered a real-time world functioning solution with a tangible TCO result.”

IT Manager, International IT Projects,
Global Entertainment Company



Benefit—right now.

Recently, one of the world’s largest entertainment companies took full advantage of HP Desktop Lifecycle Solutions. Its IT environment was hampered by multivendor hardware proliferation, different operating systems, and a lack of standardized tools. With 5,000 desktop clients in 46 countries, the company needed to standardize procedures and improve support while also reducing costs.

After consulting with HP, this organization decided to implement modular deployment services and use more automated tools and expertise. As a result, the company’s IT costs were lowered by 22%, and its help desk calls were reduced by 66%.

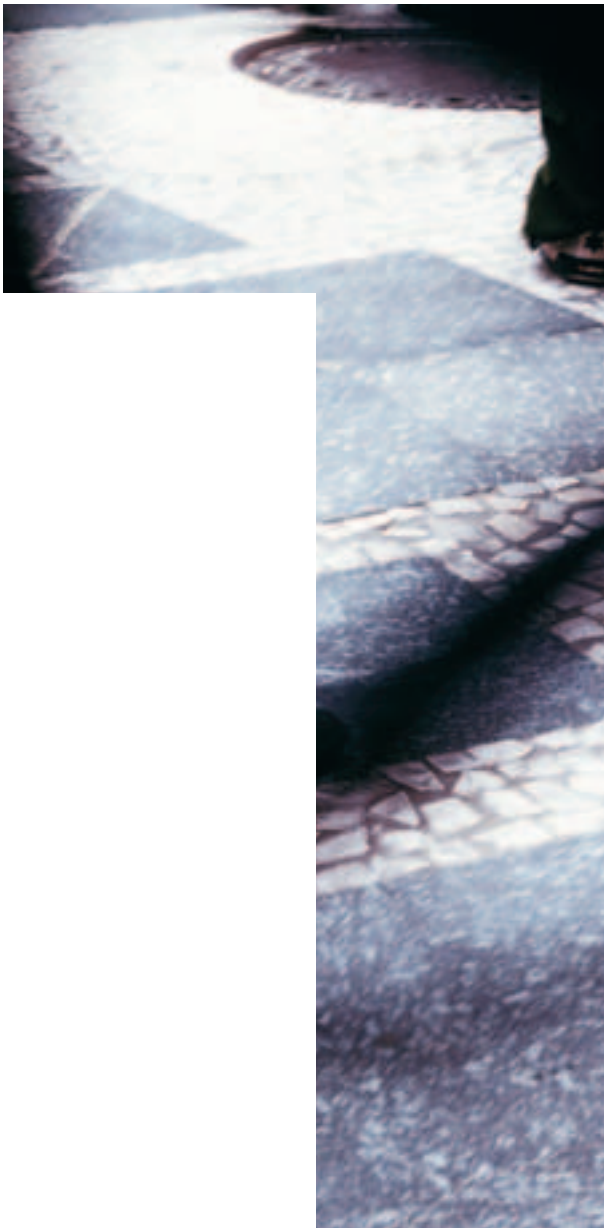
Put HP expertise to work for you .

With HP Desktop Lifecycle Solutions, your IT department can gain the resources it needs to transform itself into a strategic partner, helping your company gain a competitive advantage. Through a choice of comprehensive or individual solutions, HP offers the people, process, and technology to help you improve service and support to end users, reduce costs and inefficiency, and effectively manage a complex end-user client hardware environment throughout all lifecycle phases.

For more information

To learn more about HP Desktop Lifecycle Solutions and how they can provide precise, cost-effective resources for your specific IT problems, visit:

www.hp.com/go/lifecycle solutions



To learn more, visit www.hp.com

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