HP IMACD Lifecycle Services
Responding quickly and effectively to the demands of change
Installing, moving, adding, changing, and disposing of desktop and mobile IT equipment can be costly and time-consuming.

HP IMACD Lifecycle Services can help.
Workplace technology is constantly evolving

When it comes to desktop and mobile IT, rapid changes in technology, operating systems, and applications are a fact of life. Day in and day out, you’re confronted with changing technologies and products, changing Internet and intranet access needs, changing device and applications usage patterns—and the list goes on and on. Keeping your equipment up to date can be costly and time consuming and can significantly increase the cost of ownership to manage and support your client devices.

Manage change in your environment

HP IMACD (Installation, Move, Add, Change, Disposal) Lifecycle Services can help you stay on top of the challenges presented by constant technology change by providing the onsite expertise to deal with change requirements rapidly and efficiently. HP IMACD Lifecycle Services is a comprehensive suite of onsite physical service tasks for HP PCs, workstations, servers, storage, networking devices, printers, and system components, as well as selected equipment from other vendors. The suite is designed to fulfill typical installation, move, add, change, and disposal requests that occur throughout the product lifecycle.

A full suite of services from an industry leader

Available globally through our worldwide team of highly trained and experienced HP staff and qualified partners, IMACD’s modular, custom-tailorable solutions help you meet your unique business and technology requirements. Flexible packaging and pricing options help you evaluate and select the right service to support your IT budget requirements.

The complete suite of IMACD services covers:

- Installation and verification of new HP systems as well as third-party products; this may include site preparation, software load, configuration of network parameters, and user familiarization
- Movement of existing equipment to new locations
- Addition of new accessories, memory, or processor upgrades
- Change of existing configurations due to events such as new users, data transfer, or migration to new operating systems
- De-installation, with or without disposal of existing products and systems
- Access to HP Asset Recovery Services if disposal of existing products and systems is desired

At HP, we do our best to help all our customers become Adaptive Enterprises—organizations where business and IT are synchronized to capitalize on change. IMACD Lifecycle Services can be a powerful tool in helping to achieve that goal.
Flexible packaging and pricing options to create a “hands-free deployment”

HP IMACD Lifecycle Services can be customized to fit your individual needs. You can start by ordering the equipment directly from HP using a customized ordering Web site. Options such as factory pre-integration of operating systems and application images can free up your existing staff and reduce the time it takes them to perform the IMACD functions once the equipment arrives onsite. After the equipment arrives, HP services can assist your staff with the expertise to continue the installation, moves, and changes in your environment. Our goal is to create a “hands-free” deployment and management environment that allows IT professionals to reduce costly manual work by improving and automating current processes where possible.

Key features of the IMACD portfolio

Here are the key features of the services offered in the HP IMACD Lifecycle Services portfolio:

**HP Install and Connect Onsite PC Service**

- Verify receipt and condition of all boxes and components
- Make sure that the physical site and power availability are adequate
- Unpack systems and components
- Set up and connect all peripherals (keyboard, monitor, mouse, etc.), including network cable (if applicable)
- Power on the system and allow the operating system to fully load
- Perform basic hardware utility diagnostics and testing
- Install network drivers, configure network settings (TCP/IP address), and test
- Make sure peripherals and software operating systems function correctly
- Remove all packaging to a customer-designated area within the facility
- Assist the end user by explaining the particulars of the new systems, as needed
HP De-Install Onsite PC Service
• Unplug system and associated peripherals (keyboard, monitor, mouse, etc.), including network cable (if applicable)
• Safely pack equipment in boxes provided by HP; this may cover both the main CPU and the monitor (Packing is not always necessary when systems have to be immediately re-installed to the new location. Alternatively, the packing may be done using the boxes of new equipment being installed at the same time, if available.)
• Safely move equipment to new location to be either stored or re-installed (see next steps)
• Re-install and plug in system in new location, including peripherals and connection to network, if relevant

HP Data Transfer Onsite PC Service
• Verify that source and target systems are working correctly
• Complete data transfer from customer’s original hard drive to a new unit, per agreement between HP and the customer
• Transfer can be performed via a variety of methods and tools including but not limited to:
  – Via XCOPY through end user’s designated file server if system is networked
  – Through wireless or optical links set up by HP for the duration of the data transfer
  – By writing to a CD/DVD or a USB mass storage device that will be downloaded on the new target system
  – Optional use of advanced tools to migrate all settings and personalities from the old PC to the new PC

HP Upgrade Onsite PC Service
• Verify system is working correctly in current location
• Properly shut down desktops or workstations
• Safely insert or connect new hardware elements
• Re-install, plug in, power on, and start up system
• Upgrade drivers and system setup as necessary
• Test new peripherals, memory, and interfaces to be sure they’re operating correctly

HP Secure De-installation PC Service
• Start up system to be de-installed
• Remove data and software contained on current hard-disk drives using an agreed-upon method
• Physically open the system and remove the hard drive
• Unplug system and associated peripherals (keyboard, monitor, mouse, etc.), including network cable (if applicable)
• Safely pack equipment in boxes provided by HP; this may cover both the main CPU and the monitor
• Alternatively, the packaging may be done using the boxes of new equipment being installed at the same time, if available
• Clearly identify content—model number, serial number, etc.

Additional optional packages include:
• Installation packs such as HP Care Pack Services
• Volume packs covering IMACD activities up to a fixed number of occurrences
• Selectable service modules included in support contracts or PC Utility Service
• Quotations of time and materials for specific engagements, or coordinated projects with flexible scope, which can be scheduled during normal or off hours
Availability of services

HP IMACD Lifecycle Services apply to a variety of HP products and systems. The full range of services is designed for equipment that has a natural life and planned evolution. For example, distributed equipment such as desktops, notebooks, workstations, and printers can require one or several services.

HP IMACD Lifecycle Services are also a component of HP Desktop Lifecycle Solutions, which include:

• **HP Managed Deployment Services**—Provides professional setup and coordination of end-to-end custom deployment procedures. This level of service is designed for critical multinational, complex, or multivendor deals where the existing classical deployment models do not provide enough flexibility to meet such high customer needs.

• **HP Asset Recovery Services**—HP Financial Services offers Computer Asset Recovery Services (CARS), the process of taking unwanted equipment off your hands, hassle-free. If your equipment has market value, we will pay you cash for that equipment. If it is truly obsolete, we will manage its disposition in accordance with applicable environmental law.

• **HP PC Utility Pricing**—Provides a complete lifecycle hardware and services solution that helps you stay on top of fluctuating end-user demand, resulting in greater efficiency and cost-effectiveness. You gain a technology, management, software, and support solution that’s priced per seat, per month.

• **HP Integrated Support**—Consolidates the responsibility for vendor management and service delivery across your array of multivendor hardware, networks, and applications into a single service agreement. This eliminates multiple points of contact; provides a consistent, guaranteed level of service for HP and non-HP products; and allows you to keep control over your IT budget, resources, vendor selection, and technology.

• **Managed Desktop Outsourcing Services**—Offers an alternative to internal management of the end-user environment by allowing you to strategically outsource solutions that tap into our full range of support, consulting, and integration services. It combines the HP global delivery infrastructure, technical expertise, and contracting flexibility to provide you with outsourcing relationships that can improve your IT department’s productivity and reduce costs.
Key benefits

**Single-source solutions for saving time, trouble, and TCO**
The consolidated set of HP IMACD Lifecycle Services provides you with a wide variety of benefits that can lower total cost of ownership, including:

- Reduced implementation time and cost
- Minimized disruption to end users during installation process
- Little or no physical handling of equipment
- Assurance that system upgrades are performed in the correct way
- Assurance that all unpredicted installation incidents are solved by HP and our qualified partners
- Enhanced return on investment (ROI) with shortened time to productivity
- Enhanced supportability of IT solutions
- Streamlined knowledge transfer to technical teams and end users
- The peace of mind that comes with installation and configuration by highly skilled HP Services professionals and our qualified partners

**Why HP Services?**
Small, seemingly insignificant tasks such as PC installations, moves, changes, and de-installations can eat up an enormous percentage of your IT staff’s time and energy—taking the focus away from larger projects that have strategic importance to your company.

By employing HP Services professionals and our qualified partners to perform these tasks, you know that they’ll be done right, they’ll be completed quickly, and they won’t keep your IT staff from attending to core responsibilities. HP Services professionals and our qualified partners are exceptionally knowledgeable about the most effective methods for installing, moving, and de-installing the full range of IT equipment, and you can rely on them to keep your IMACD costs under control while keeping disruption to your end users at a minimum.

**For more information**
For more information about HP IMACD Lifecycle Services, please contact your HP sales representative or visit: [www.hp.com/hps/desktop/dt_imacd.html](http://www.hp.com/hps/desktop/dt_imacd.html)