

HP Relocation Service

HP Customer Support Per Event Services

Technical data

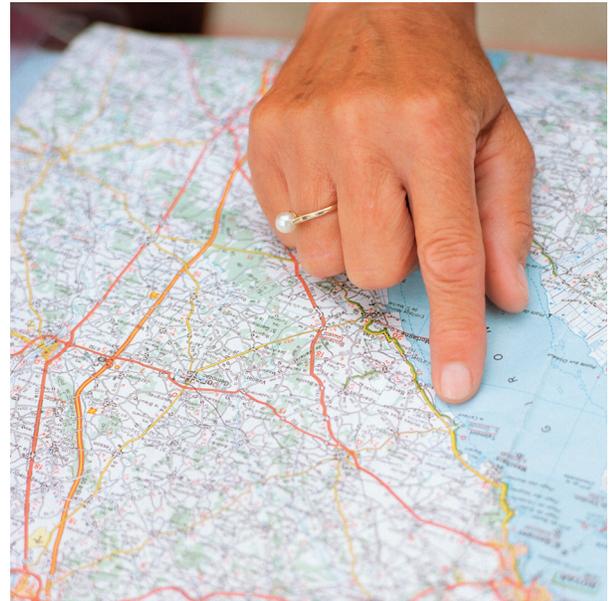


HP Relocation Service offers complete management of your equipment relocation activities.

Mergers and acquisitions, migrations to new systems, and office and IT consolidations often require the relocation of your IT facilities.

HP Relocation Service is specifically designed to coordinate the equipment relocation activities and appropriate resources necessary to implement and conclude a variety of moves:

- From a single system up to a complete computing environment
- Across the room, across the country, or around the world
- Sensitive or mission-critical environments



HP Relocation Service provides a single point of contact and management for every move-related task—from planning and new site surveys to equipment reinstallation and testing. It brings together the services of skilled resources in technology asset relocation and offers an insured equipment-moving service. Just as important, this service minimizes downtime and risk while reinstallation provides fast availability of essential systems at your new site.

HP Relocation Service offers flexibility, allowing you to select the type of moving services you want and need from a complete portfolio. These are available for both HP and multivendor assets, reducing the number of vendors you have to interface with—and reducing complexity at a fixed price.

Service benefits

- Includes every aspect of your equipment relocation, allowing you to focus on your business operations
- Flexible service tailored to meet your company's needs
- Single point of contact to minimize complexity
- HP's experience minimizes risk and offers protection to your computing investment

Service feature highlights

- Keep business disruption to a minimum by reinstalling your operating environment in your new location
- Available for both your HP and your multivendor IT equipment
- Fixed price for a fixed scope of work enables improved planning
- Relocation management
- Relocation planning
- Equipment preparation and deinstallation
- Equipment transportation
- Destination site preparation
- Destination site reinstallation (optional)

Specifications

Table 1. Required service features

Feature	Delivery specifications
Relocation management	HP provides a single point of contact and manages every aspect of the Customer's equipment move. HP professionals manage the physical transfer of the Customer's computing and related office equipment to a new location. This involves coordinating all service delivery activities, such as scheduling of transportation, insurance, and management issues, that might arise during equipment relocation.
Relocation planning	A relocation plan will be written in the form of a Statement of Work. The activities to be performed as part of this service will vary based upon the Customer's specific needs. The Statement of Work will be jointly developed with the Customer and, at a minimum, will specifically itemize the relocation activities to be performed under the agreement, the service delivery dates, and the charge for such services, with clearly defined relocation terms and conditions.
Equipment preparation and deinstallation	HP professionals deinstall the equipment at the Customer's current site, and the equipment is prepared for the move to the new location using standard packing materials.
Equipment transportation	HP contracts with a commercial carrier that specializes in moving sensitive electronic equipment, which reduces the risk of in-transit equipment damage. HP minimizes the Customer's financial risk by fully insuring the equipment during the move and by assuming full responsibility for safely relocating the Customer's equipment. Before the move, HP works with the Customer to establish replacement values for obsolete and non-HP products.
Destination site preparation	HP completes a site survey and inspection of the Customer's new location, making recommendations regarding requirements for electrical power conditions, power conversions, air conditioning, room layout, security, equipment delivery path, and other key environmental factors. HP verifies that the Customer, prior to the equipment move, has properly implemented any required actions. Inspection of the destination site is carried out even if the equipment is being delivered to a storage area, so that the equipment can be safely moved and stored for future use.

Specifications

Table 2. Optional service features

Feature	Delivery specifications
Destination site reinstallation	HP professionals perform tasks at the destination site that include supervising the unpacking of the equipment, reinstallation of all computing equipment, and running diagnostic testing to verify the configuration and functionality of the computing environment.

HP Relocation Service provides a single point of contact and management for every move-related task—from planning and new site surveys to equipment reinstallation and testing.

Service eligibility

HP seeks to move equipment as defined in the agreed Statement of Work, provided the equipment is considered operational at the time of relocation.

HP reserves the right to exclude equipment that, in the view of the HP relocation specialist, is damaged, is in a condition that is unsafe to move, or is deemed unsupportable at the destination site, if the reinstallation feature is selected.

Service limitations

Any services not specifically outlined in the Statement of Work are excluded from this service.

Also refer to the Limitations of Service outlined in the current HP Relocation Terms and Conditions.

Customer responsibilities

The Customer responsibilities are outlined in the HP Relocation Terms and Conditions.

General provisions/Other exclusions

- In the case of any conflict with the terms in this data sheet, the HP Relocation Terms and Conditions and Statement of Work shall take precedence.
- Any work not specifically detailed in the Statement of Work and agreed upon will be performed at prevailing HP rates.
- The Statement of Work will include the country- and deal-specific relocation terms and conditions that apply and must be signed and dated by both HP and the Customer before the relocation activities begin.
- Service delivery is available during local HP standard business hours, excluding HP holidays, unless otherwise agreed by HP. Any services provided outside of HP standard business hours will be subject to additional charges.
- HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer may provide to HP.

HP Relocation Service

This service minimizes downtime and risk and provides fast availability of essential systems at your new site.

For more information

For more information on the HP Relocation Service, contact any of our worldwide sales offices or visit our Web site at:

www.hp.com/hps/support

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HP Customer Support Services are governed by Exhibit SS5 and the HP Terms and Conditions of Sale and Service, HP Business Terms, and a Statement of Work, as applicable, or HP Global Agreement.

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