

HP Device Provisioning Services

Streamline new device deployments into a modern IT environment



Service benefits

- Accelerate and simplify new device deployments.
- Get technical expertise you can trust.
- Lighten the network load.
- Reduce costs and optimize the user experience.
- Enjoy the benefits of a modern IT environment without the challenges.

Service highlights

- Deploy pre-provisioned, cloud-ready devices directly to each user.
- Get technical, workshop-based guidance to plan your device rollout.
- Choose the version of the Windows 10 or higher OS that best meets your needs.
- Have devices preconfigured with large apps and settings out of the factory.
- Avoid network bandwidth constraints that can cause delays and downtime when deploying from the cloud.
- Simplify and offload the creation and update of provisioning packages to HP.
- Fully provision devices from your cloud tenant before they ship to from HP.

Service overview

Today's IT organizations are challenged with finding ways to achieve better user experiences and increased productivity while optimizing resources. Many organizations are considering a move to a modern IT cloud-based environment in support of their workforce, workplace, and workstyles. A key part of this shift from an on-premise model includes the need to simplify and accelerate device deployments and reduce time consuming device provisioning from the cloud.

As organizations move to a cloud tenant, self-service model, there are device provisioning challenges they may face that require solutions. To meet the growing needs of IT organizations, Device Provisioning Services provides a suite of modular services designed to address these challenges as organizations roll out new devices in a modern IT environment. With Device Provisioning Services, you have the flexibility to choose the right services that meet your specific needs, with solutions for all phases of device provisioning, from roadmap planning and pre-provisioning devices at the factory to post-deployment support.

You may want a technical workshop with HP experts to assess your environment and make recommendations on your digital transformation, or the factory installation of provisioning packages containing large core applications and settings. Perhaps you require specifying a version of Windows 10 or higher OS that you have validated in your environment, or want to start with a clean, corporate-ready image where all additional software is removed. Need help creating or maintain provisioning packages? You may want to offload that burden to HP. Or, maybe you want a better recovery solution for custom configurations using HP's Sure Recover technology, or you wish to have your new devices fully provisioned before they leave HP.

HP is here to help simplify and accelerate your device deployments to keep your business up and running and employees productive.

Users receive an exceptional out-of-box experience by reducing the downtime and disruptions that can occur when waiting for everything to provision from a cloud tenant. Users can get right back to work, and your IT team can focus on other, more strategic projects.

Features and specifications

Service	Features
HP Discover, Design, and Integrate Workshop	<p>Three-day, technical, onsite consultancy workshop to:</p> <ul style="list-style-type: none"> • Gather information about your current workplace architecture, tools, technology, and processes. • Define and identify concepts and integration points for your future workplace requirements. • Create a recommended workplace architecture design and implementation roadmap.
HP Provisioning Package Create Service	HP experts will gather requirements, build, and test your provisioning packages. Get an easy-to-deploy provisioning package to expand the Windows 10 or higher OEM image with your corporate policy standards, settings, and applications.
HP Provisioning Package Install Service	Install HP-created or customer-provided provisioning packages containing apps, settings, policies, and drivers in the factory, without having to create a custom image. Pre-provisioned PCs can ship directly to your users without needing any interim staging tasks.
HP OS Version Control Service	Select an older version of the Windows 10 or higher OS that is included in the clean, corporate-ready image. Realize a level of stability and consistency in your environment by starting with an older OS version and moving to the latest version when the time is right (subject to Microsoft adoption timelines).
HP Sure Recover Custom Restore Service	Get a recovery solution for your custom configuration, using best-in-class HP Sure Recovery technology. HP will provision the Sure Recover endpoint security controller in the factory with key information you provide. You can silently and securely provision custom policy for Sure Recover deployment without user interaction.
HP Provisioning Package Update Service	Let HP offload the burden of keeping your provisioning packages updated over time due to Windows 10 or higher OS, security updates, or software additions and changes. HP will work with you to create scheduled updates that meet your needs.
HP Provisioning Connect Service	Get employees up and running at home or in the office with new PC's provisioned and personalized from your cloud tenant before they ship from HP.

Delivery specifications

Discover, Design, and Integrate Workshop	HP	Customer
Create the statement of work (SOW), contact you to determine best dates for the workshop, and set expectations for requirements for participation.	✓	
Work with HP to plan a three-day onsite visit, including a dedicated meeting space, and arrange technical resources to participate in the workshop.		✓
Conduct onsite workshop and provide an Architecture Design document, Implementation Roadmap with Action Plan, and HP proposal.	✓	
Provisioning Package Create Service	HP	Customer
Schedule a virtual session to capture the custom provisioning package requirements.	✓	
Confirm number of applications and / or settings (small up to 20, medium 21 to 40, large 41 and above).		✓
Arrange for technical resources to participate in the requirements gathering session. Provide specific applications, settings, policies, silent switches, and any other install parameters and scripting requirements for inclusion in the provisioning packages, as well as all necessary license/serial information required for the installation and use of the applications to deliver the services.		✓
Prepare a custom provisioning package document for your approval based on requirements and configuration settings, and define the test use cases.	✓	
Develop appropriate test cases, plan and execute UAT on the provisioning package to ensure compliance and acceptability of the provisioning package created.		✓
Create and test the provisioning packages and deliver them to you and/or the factory for installation.	✓	
Accept the provisioning package.		✓

Delivery specifications (continued)

Provisioning Package Install Service	HP	Customer
Assign a dedicated Configuration Services Project Manager (CSPM) as the single point of contact for project setup and execution, who will contact you to assist with collecting requirements for the Provisioning Package Install Service.	✓	
Create and validate the provisioning packages to be installed in the factory, and log into the HP web-based requirements gathering tool to upload provisioning packages and specify requirements.		✓
Test and release provisioning package deliverables to the factory.	✓	
Submit purchase order for hardware and services.		✓
Build hardware devices, install provisioning packages, validate successful installation, and deliver provisioned devices to you.	✓	
OS Version Control Service	HP	Customer
Assign a dedicated Configuration Services Project Manager (CSPM) as the single point of contact for project setup and execution, who will contact you to assist with collecting requirements for the OS Version Control Service.	✓	
Log into the HP web-based requirements gathering tool to provide specific requirements for a Windows 10 or higher OS corporate-ready image version.		✓
Test and release deliverables to the factory.	✓	
Submit purchase order for hardware and services.		✓
Build hardware devices with your requested Windows 10 or higher OS version, and deliver them to you.	✓	
Sure Recover Custom Restore Service	HP	Customer
Assign a dedicated Configuration Services Project Manager (CSPM) as the single point of contact for project setup and execution, who will contact you to assist with collecting requirements for the Sure Recover Custom Restore Service.	✓	
Create Security Provisioning and Sure Recover Provisioning keys (public and private) in .PFX format.		✓
Provide scripts for you to generate payloads and an image manifest if an HP image service is also purchased.	✓	
Run scripts to generate payloads (packets of information in a .TXT format) containing data for the HP Secure Platform Endorsement Key, HP Secure Platform Signing Key, HP SR Agent Payload (if desired), and HP SR Image Payload.		✓
Log into the HP web-based requirements gathering tool to upload these payloads and provide an FTP or HTML address (where the image will be stored), along with an optional, valid username and password.		✓
Receive information required to provision the endpoint security controller in the factory, verify the eMMC flash module when used, create a recovery image in WIM file format, and upload it to a secure server for you to download (only if an HP Image Service is purchased).	✓	
Create and sign the image manifest, which you keep (unless using the eMMC option which requires you to send the file to HP); upload the recovery image (in WIM file format) and image manifest to the URL location.		✓
Factory-provision your devices based on the requirements.	✓	
Submit POC (proof of concept) order for hardware and services.		✓
Run tests at the factory to ensure the BIOS was updated properly; deliver a POC unit to you.	✓	
Validate that the image recovers as expected on POC unit, approve the POC, notify the CSPM, and submit a volume purchase order for hardware and services.		✓
Build hardware devices with provisioned BIOS, and deliver them to you.	✓	

Delivery specifications (continued)

Provisioning Package Update Service	HP	Customer
Schedule a virtual session to determine requirements and timing for updates to the provisioning packages, and conduct a virtual session to capture the custom provisioning package requirements.	✓	
Confirm number of applications and / or settings (small up to 20, medium 21 to 40, large 41 and above).		✓
Arrange for technical resources to participate in the requirements-gathering session. Provide specific applications, settings, policies, silent switches, and requested scripting requirements for inclusion in the updated package, as well as all necessary license/serial key information required for the installation and use of the applications to deliver the services.		✓
Prepare updated provisioning package document for your approval, based on requirements and configuration settings, and define the test use cases. Create and test the provisioning packages and deliver them to you and/or the factory for installation.	✓	
Accept the updated provisioning package.		✓
Provisioning Connect Service	HP	Customer
Assign a HP Provisioning Connect Service Subject Matter Expert and a Supply Chain Service Manager (SSM) to assist you with collecting the Provisioning Connect requirements.	✓	
Manage the deal implementation until the Provisioning Connect Service is orderable.	✓	
Confirms with you readiness to place orders.	✓	
Share domain/tenant information for Azure AD; consent to CSP relationship w/HP; indicate preferences for transfer of PKID (HW#).		✓
Submit purchase order for hardware and services.		✓
Build hardware device in the factory.	✓	
Complete device registration in Microsoft Azure AD and enrollment into Windows Autopilot.	✓	
Assign user profiles or complete Dynamic Profile Assignment.		✓
Confirm device readiness; ship from factory to HP Staging Center.	✓	
Complete Windows Autopilot Pre-Provisioning process; report and resolve any errors real-time with you.	✓	
Ships devices to your address as specified on the purchase order.	✓	

Setup and timeframe

Service module	Setup lead time ¹
Discover, Design, and Integrate Workshop	On quote per SOW
Provisioning Package Create Service	On quote per SOW
Provisioning Package Install Service	5 business days
OS Version Control Service	5 business days
Sure Recover Custom Restore Service	7 business days
Provisioning Package Update Service	On quote per SOW
Provisioning Connect Service	6 business days ²

Service limitations and exclusions

Provisioning Package Create Service

- You will provide technical personnel and information to the current image build process.
- You will provide volume licensing / application licensing.
- HP will provide technical knowledge and assistance in building provisioning packages.
- You will provide all drivers for all non-HP specific hardware.
- You will provide all applications with silent switches or any other install parameters to complete the provisioning package build as specified in provided documentation.
- Work will be done remotely.
- Windows 10 or higher is required.

Provisioning Package Install Service

- This service is intended for use with the HP OEM corporate-ready image.
- HP will install up to five provisioning package files per service.
- Provisioning packages will be submitted in .PPKG format. .MSI format is supported if the .MSI is repackaged as a .PPKG.
- Custom sysprep is supported if a custom unattend.xml is provided by you.
- The time for installing up to five provisioning packages should be limited to 30 minutes for post-processing if possible.
- Installations of apps requiring Internet connection, BIOS updates/flashing, and BIOS setting changes are not supported during post-processing.
- HP will only validate the boot experience. HP will not validate functionality of customizations made to the image with the installed packages.

OS Version Control Service

- This service is only available for use with the HP OEM corporate-ready image.
- Supports current (N) or N-1 versions of the Windows 10 or higher build in the corporate-ready image.
- Available for Windows editions including Pro, Pro for Workstation and Pro for Education only
- Custom partition schemes are not supported.
- Custom sysprep is supported if a custom unattend.xml is provided by you.
- English plus one additional language pack are supported. Any additional language packs will require incremental set up turnaround time. Please work with your assigned Configuration Services Project Manager (CSPM) on specific requirements and setup times.
- The corporate-ready image will include:
 - Latest HP drivers and Microsoft Windows cumulative updates at the time of image release to manufacturing.
 - Required HP documentation.
 - HP hardware enabling apps.
 - Microsoft 365 Apps for Enterprise trial version.
- If more than one hard drive, only first hard drive will be formatted
- The rules below are concerning the standard case: Microsoft Windows OEM license
 - All systems shipped with a Microsoft OS must have a Microsoft OS AV on the BOM, which includes a DPK (OEM digital license) purchased and injected in the BIOS. This includes customers loading images with their Volume License.
 - There are few special circumstances where a customer can load a Microsoft OS and not require a Microsoft OS AV on the BOM; however, these circumstances must be submitted as an exception request and must be approved by HP Legal. Contact the CS Image Service owner for exceptions.
- The DPK will be injected into the BIOS of each machine during manufacturing.
- The DPK is driven by the Operating System present in the bill of material (BOM).
- The DPK label must match with the Microsoft operating system loaded on the PC.
 - Some downgrade/upgrade rights are given depending of the OS in the BOM and customer's Volume License agreements with Microsoft.

- In the case the customer has a Volume Licence, the customer's VLA (Volume License Agreement) number should be provided to the CSPM and stored for historical record purposes in the case of an audit by Microsoft. Volume License Agreements are not all the same and offer different levels of upgrade and downgrade privileges, which is why it is important for HP to record the customer's VLA number. The VLA number is not the customer's private 5x5 Volume Licensing key. The VLA number is the agreement number of the VL contract between the customer and Microsoft.
- Solutions which are not compliant with the Microsoft MDA cannot be shipped from HP factories.

Sure Recover Custom Restore Service

- HP Sure Recover Gen3 is a network-based image recovery; all that is required is a physical Internet connection. No additional external media is needed. Note: HP Sure Recover Gen3 currently does not support wireless networks.³
- This service requires a physical POC (proof of concept) with you to validate that the image will recover as expected, as it assumes you will store the image in an internal customer cloud that HP will not be able to access.
- HP Sure Recover only supports WIM file format for the image. Images that you provide (e.g., sold under HP Image Load Service) must be in WIM file format. Customer can also provide a partitioning file for HP SR agent. For HP image services purchased with the Sure Recover Custom Restore Service, HP will provide the recovery image back to you in WIM format.
- The image will be a snapshot (WIM file) of the OS partition in the state the OS is in when the units are shipped from the factory (first boot of the Sure Recover image will be the same as the unit OOB from the factory). This Sure Recover image will not be updated unless you update it yourself or request HP to update it.

Provisioning Package Update Service

- You will provide technical personnel and information to the current image build process.
- You will provide volume licensing / application licensing.
- HP will provide technical knowledge and assistance in building provisioning packages.
- You will provide all drivers for all non-HP specific hardware.
- You will provide all applications with silent switches or any other install parameters to complete the provisioning package build as specified in provided documentation.
- Work will be done remotely.
- Windows 10 or higher is required.

Provisioning Connect Service

- Windows 10 or higher is required for each provisioned device.
 - This service is not available for HP RPOS and Thin Client devices.
 - The HP Command Center will notify you in advance of the pre-provisioning event, and you will need to be "on-call" during the event to assist with troubleshooting of technical issues.
 - You will need to complete user profile testing prior to HP engagement.
 - Responsibility for testing and validation of the remote connectivity to complete hybrid Azure AD domain join lies with the customer. If the testing works as intended, then the Windows Autopilot for Pre-provisioned Deployment will work in HP factory (HP Provisioning Connect Service).
 - Provisioning Connect Service does not include future support for the de-registering or reregistering of a device in customer's cloud tenant in the event of a repair case requiring a motherboard replacement.
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- HP will not assign group tags or profiles to repaired devices in the case of a motherboard replacement.

For more information

Contact your local HP sales representative or channel partner for details or visit hp.com/go/configuration.

Terms and conditions

Terms and Conditions will be provided with your Statement of Work.

¹Setup lead time measures from the time requirements are submitted until an order can be placed. They exclude service requirements gathering and catalog activation times which varies by project.

²Some deals will require the creation of a bundled SKU which will increase the setup lead time.

³HP Sure Recover Gen3 is available on select HP PCs and requires an open network connection. Not available on platforms with multiple internal storage drives. You must back up important files, data, photos, videos, etc. before using HP Sure Recover to avoid loss of data. HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customers 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.

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