

Rooms designed for modern work

HP Managed Collaboration Services¹



Delivering exceptional meeting experiences

The role of the office has changed. It's no longer just a place for productivity. It's a hub for creation, connection, and collaboration.

Are your rooms ready to make that happen? To create a workspace where employees want to work, organizations must design flexible and secure spaces that support their experience throughout the day - from hybrid team meetings to in-person client meetings.

With HP Managed Collaboration Services,¹ you can bring clarity to complexity, and let your employees focus on doing their best work.

MEETING EQUITY IN THE MODERN WORKSPACE

HP Managed Collaboration Services¹ use Poly and HP gear to deliver exceptional meeting experiences with flexible, reliable, managed room solutions that ensure every space is video-enabled, and ready to be used.

FLEXIBLE SOLUTIONS

Enhance rooms based on business requirements and get fast delivery and installation. Adapt to changing business and employee needs with flexible purchasing options.²

SEAMLESS EXPERIENCE

Get an all-inclusive solution that delivers exceptional meeting experiences, secure design and privacy.

PROACTIVE SUPPORT

Maintain productivity while limiting IT effort with rapid 24/7³ support, next business day parts replacement,⁴ remote proactive monitoring⁵ and room assurance and insights.

Flexible room solutions

Are you looking to facilitate collaboration and meeting equity and create great meeting experiences for a hybrid work model? Designing, deploying, managing, and adjusting video meeting room solutions can be a challenge, with continuous advancement, changes in working models, and multiple platforms. HP can help.



Conference Room Design Guidelines

Create the optimal meeting room environment for the best audio and video quality to ensure meeting equity for all participants. We provide you with a comprehensive assessment of your current room conditions, recommendations for improving your room environments, and which standard room types will best suit your business needs.



Installation

Choose the installation path that is best for you:

- Self-service - Install the equipment in your conference rooms. We provide installation instructions, a remote contact to address any questions, and configure and validate your HP Managed Collaboration Services' equipment once the physical installation is complete.
- Onsite installation - Upgrade to an onsite HP Installer and a Smart Hands Technician to physically install, configure, and test your HP Managed Collaboration Services' equipment.



Remote Customer Onboarding

HP onboards customers to set up the HP Managed Collaboration Services' equipment connectivity, and to establish the appropriate contacts and processes with you to build a strong business working relationship.

We coordinate initial and ongoing project meetings to monitor the progress of the installation and maintain communication so that your video conference rooms are live on the mutually agreed go-live date.



Remote Room Onboarding

We remotely configure and set up your HP Managed Collaboration Services' equipment for your rooms in the administration tools.



Remote Proactive Monitoring and Room Assurance

HP proactively monitors⁵ the HP Managed Collaboration Services' equipment to ensure that the service is fully operational, and your rooms are ready to participate in the next conference. Active polling determines the health of the equipment and alarms are sent to the remote Service Desk for review and remediation. The 24/7³ Service Desk is available for your identified and authorized personnel.



Advance Replacement⁴

If HP determines that a replacement part is required to resolve a reported or diagnosed problem, a replacement part will be shipped by HP to you for next business day delivery,



Customer Outcome Management

HP provides a primary contact responsible for the management of the transition/transformation plans, the successful transition of the operational responsibility for the in-scope IT services to HP, and the successful transformation of your transitioned environment using the designed solution.

HP provides a primary interface for the ongoing managed services to help you obtain the optimum value of the HP Managed Collaboration Services.¹

Optional capabilities



To meet your unique video conferencing needs, the following optional capabilities are available:

- Define and Design Service – To capture your desired collaboration vision and deliver a proposal on how to achieve it.
- Network Assessment – To check your network and receive recommendations for improving performance to support real-time media.
- Specialty Conference Room Design – To provide you with a custom room design to meet your unique business needs and environment.
- Onsite Room Assessment – To provide experienced personnel at a designated site to assess the room for video conferencing availability.
- End-to-End Project Management – To manage your deployment.
- 24/7³ Help Desk - To act first contact for your end-users.
- Onsite Advance Replacement⁴ – To assign an HP authorized technician for replacement part installation.
- Resident Technician Executive Conference Room Support – To provide an onsite personnel to support daily operations and solve technical problems.
- Device Recovery Service – To enable you to securely retire your end-of-use legacy devices, receive residual value, and help enable the circular economy for greater sustainability.

Meeting equity for everyone, every time

With HP Managed Collaboration Services¹ attendees can securely and confidently join meetings from virtually anywhere with the click of a button. When technology isn't a distraction, your people can focus on sounding their best and listening optimally. That's reliability made real. With proactive monitoring, flexible installation, and space usage insights, IT leaders can focus on moving your business forward, knowing that your workforce is equipped to thrive.

Learn more at www.hp.com/collaboration-services



1. HP Managed Collaboration Services includes hardware, repair services, and analytics components and may include financing. HP Managed Collaboration Services requirements may vary by region. Please contact your local HP Representative 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.
2. Payment solutions may be available through HP Integrated Financial Solutions endorsed finance partners, subject to country location, credit approval, and other restrictions. Not all services or offers may be available and not all customers may qualify. HP Integrated Financial Solutions' partners may change or cancel program at any time without notice.
3. 24/7 English language support is available in all countries where HP Managed Collaboration Services is sold.
4. Poly provides advance replacement for any failed hardware component under most maintenance service programs. If Poly's technical support representative determines that a replacement part is required to resolve a reported or diagnosed problem, the replacement part will be shipped by Poly (Monday through Friday) for advance replacement using an expedited carrier service. Poly will use best effort to process replacement part orders same day in order to meet local carrier pick-up schedules. The deadline for same-day processing is generally 3 pm local time to Poly's regional parts depot. Please visit the following link to find the advance replacement expected transit times per country, as well as shipping terms [ADVANCE PARTS REPLACEMENT | HP® Customer Support](#).
5. Poly Lens is a cloud-based device management solution that provides actionable insights and analytics around unified communications endpoints like Poly voice, video, and headset devices and can be sold as a standalone service. Internet access is required. Additional Poly Lens information can be found at <https://www.hp.com/us-en/poly/software-and-services/software/poly-lens.html>. For Terms and Conditions for Poly Lens: <https://www.poly.com/us/en/legal/terms/cloud-terms-of-service>. 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 follows stringent GDPR privacy regulations and is ISO27001, ISO27701, ISO27017, and SOC2 Type2 certified for Information Security. Internet access required. For full system requirements, please visit <http://www.hpdaas.com/requirements>. Purchase of any HP TechPulse-enabled service necessitates enabling software to run on each device. HP Services Scan is provided through Windows Update and will check entitlement on each hardware device to determine if an HP TechPulse-enabled service has been purchased and will download applicable software automatically. To disable this feature, please follow the instructions at <http://www.hpdaas.com/requirements>

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