

Flexible room solutions for modern work

HP Managed Collaboration Services¹




Corporate workspace allocation will flip from 70% individual workstations and 30% collaborative space to 30% individual and 70% collaborative space.²


The role of the office is changing. It's no longer just a place for productivity. It's a hub for creation, connection, and collaboration. Are your conference rooms ready to make that happen?

HP Managed Collaboration Services¹ are designed for customers looking to facilitate collaboration and meeting equity, to create great meeting experiences for a hybrid work model. Defining, designing, deploying, monitoring, managing, and supporting video meeting room solutions can be a challenge, especially with continuous technological advancements, changes in working models, and multiple video conferencing software platforms.


HP Managed Collaboration Services¹ use Poly and HP gear to deliver exceptional meeting experiences with flexible, reliable, managed room solutions and offer flexible purchasing models.³ HP Managed Collaboration Services¹ ensures that every space is ready to support every workstyle, every meeting.

 Enjoy hassle-free meeting experiences

Effective, efficient meetings, providing meeting equity to all participants, maximizing the experience, enabling creativity and productivity for all.

 Optimize your meeting rooms

End-to-end collaboration solution providing optimal performance for your end-users, and actionable insights for IT without increasing the workload on your team.

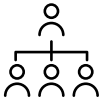
 Reduce costs

Data-driven decisions supporting your business transformation and flexible purchasing solutions enable you to adapt to changing business and employee needs.



Simplify your collaboration journey

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



Meet change head-on

Enhance rooms based on business requirements and get fast delivery and installation. Adapt to changing business and employee needs with flexible purchasing models.³



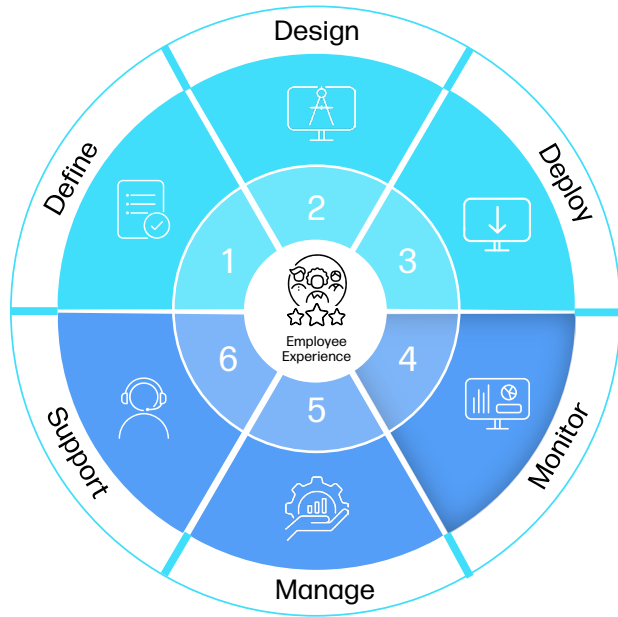
Enjoy peace of mind

Maintain productivity while limiting IT effort with rapid 24/7⁴ support, advance replacement⁵ for next business day delivery, and remote monitoring⁶ and management.

Only 26% of knowledge workers feel that their company's office has all the equipment, technology, and space needed to be successful.⁷

How HP Managed Collaboration Services¹ works

HP proven methodology delivers managed experiences across end-to-end employee tech.



Legend



Professional Services



Managed Services

Define, Design, Deploy⁸

HP defines the experiences, outcomes, and challenges you are looking to solve to provide the optimal meeting experiences for your end-users. HP then designs the architecture and deployment methodology based on the optimal experiences most important to your organization. The third phase of HP's six-phase methodology is to deploy and validate that the equipment is functioning as expected choosing your preferred installation model - self-service or HP deploying onsite.

Monitor and Manage

HP Managed Collaboration Services¹ proactively monitors⁹ equipment 24/7⁴ to ensure that the service is fully operational and ready to participate in the next conference. The service keeps firmware up to date to maintain the optimal health and performance of your video conferencing rooms. HP provides room optimization recommendations to further improve your end-users' meeting experiences.

Support

24/7⁴ Service Desk works closely with your support staff, providing event, incident, problem, change, and configuration management. HP will provide advance replacement⁵ for any failed HP-provided HP Managed Collaboration Services¹ equipment. Customer Outcome Management is responsible for your transition or transformation plans, and for your ongoing managed services to help you gain the optimum value of the contracted services.

95% of issues solved proactively, before employee disruption,¹⁰ through HP Managed Collaboration Services.¹

Want to learn more about how HP Managed Collaboration Services¹ can boost employee experience?

- Read the [Solution Brief](#)
- Watch a 90-second [video](#) on how HP internally leverages HP Managed Collaboration Services¹ to enable consistently great employee experiences with seamless collaboration for hybrid meetings
- Contact us today to discuss your video collaboration requirements in more detail

Learn more at hp.com/managed-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. This service cannot be selected with Inside Delivery, Home Delivery, Campus Delivery, Stock Express, or Unpacking and Waste Removal.
2. <https://www.hqo.com/wp-content/uploads/2023/01/HqO-Report-The-State-of-Workplace-Experience-2023-Edition-2.pdf>
3. 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.
4. 24/7 support is available in all countries where HP Managed Collaboration Services is sold in English. Non-standard business day delivery requires a specific agreement with the customer prior to an order's submission.
5. 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](#).
6. Poly's Information Security Management System ("ISMS") is based on best practices and is aligned to the ISO27001 framework. In order to prevent security incidents and detect vulnerabilities, Poly uses Security by Design (products are hardened and network ports are only allowed as necessary) and Privacy by Design (access is only allowed via least privileged and need-to-know methodologies and data is encrypted in transport and at rest as needed) principles. When anomalies are identified, they are promptly investigated to determine if a security or privacy incident has occurred. In the event that an incident is identified that affects the delivery of the Services or the confidentiality, integrity, or availability of Customer data, the Customer will be notified in a timely fashion. Privacy information is available at <https://www.poly.com/privacy>. Self-service information may exist on the HP Support Portal at <https://support.hp.com/us-en/poly>. Poly Lens is a cloud-based device management solution that provide actionable insights and analytics around unified communications endpoints like Poly voice, video, and headset devices and can be sold as a stand-alone 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: [POLY TERMS & CONDITIONS FOR CLOUD SERVICES | HP® Support](#). HP Insights agent 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 Insights agent-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 Insights agent-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>
7. https://www.hp.com/content/dam/sites/worldwide/apps/work-relationship-index/reports/wri-report/us-en_wri-report.pdf
8. HP Professional Services require workshops, including the implementation of technical enablement capabilities, and are available in all countries where HP conducts business. Service not available in China. Workshops are in English and may be in-person or virtual. Please contact your HP representative for more details and options for local language support. 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.
9. HP proactively monitors the HP Managed Collaboration Services equipment to ensure that the service is fully operational and ready to participate in the next conference. HP Managed Collaboration Services equipment is actively polled to determine their health based on HP's established alarm profiles. Appropriate alarm thresholds are established for the passive monitoring of each HP Managed Collaboration Services environment and configured to send a notification to the remote Service Desk when exceeding those thresholds. The Service Desk will review alarms, open tickets on incidents, and remediate issues with the associated HP Managed Collaboration Services equipment as necessary. Monitoring is available for any supported preconfigured HP conference rooms. Poly Lens is a cloud-based device management solution that provide actionable insights and analytics around unified communications endpoints like Poly voice, video, and headset devices and can be sold as a stand-alone 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 Insights agent 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 Insights agent-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 Insights agent-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>
10. These are examples based on HP's experience. The customer may realize different outcomes.

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