

Brochure

# Oversight and Control

HP Customer Asset Program





## Benefits

### Control

HP provides an up-to-date asset report of your multivendor IT environment. This report can be customized to your individual requirements based on geography, department, or sub-network.

### Risk reduction

Gaps in support coverage represent business risk. The HP CAP report offers you the opportunity to identify and mitigate the risk of unplanned downtime through design of a services solution that addresses the gaps in coverage and other risks in the environment.

### Simplicity

HP CAP offers the opportunity to review where HP Care Pack Services can be converted into contracts and where unsynchronized service agreements can be co-terminated. HP CAP can also help resolve existing contract inaccuracies and inefficiencies—all with the effect of simplifying and improving your budget planning and service renewal cycles.

### Multivendor coverage

HP CAP has the ability to audit multivendor hardware, so you do not need audit services from multiple vendors. HP can further simplify your support strategy by consolidating support contracts into one easy support contract from HP, including your multivendor hardware.

### Comprehensive and cohesive IT services solution

Using the CAP report, your HP Services sales representative or authorized ServiceOne Partner can design a support plan that provides just the levels of service your business needs, across the diverse requirements and vendors represented in your IT environment.

## Overview

- Gain better accountability of your IT hardware (HW) inventory
- Update your HP support agreement with an accurate inventory baseline
- Reduce business risk associated with unsupported or under-supported hardware
- Plan for upcoming service requirements and make the most of your investment budget
- Simplify budget planning and service agreement renewal cycles

The HP Customer Asset Program (CAP) is an asset inventory solution designed to help you manage risk across your IT environment. An HP CAP engagement consists of capturing an inventory of your current hardware, performing an HP entitlement look-up of the IT inventory assets, and creating a comprehensive report which highlights areas of risk and enables improvements to your HP Services agreements.

## Be in charge of your IT assets

- Gain peace of mind knowing your HP support agreement reflects your business requirements
- Improve your IT asset management and planning capabilities
- Simplify your budget planning and renewal cycles

## About HP CAP

The HP CAP report is created from an asset inventory list of serial numbers. There are three serial number collection options to consider based on which is the best fit for you.

1. Customer-provided inventory data: Many IT managers have an existing inventory list from:
  - a. A configuration management database (CMDB) in your environment
  - b. A physical inventory that was conducted
  - c. Your own record keeping
  - d. Asset management software such as HP Insight Remote Support

Providing your own asset inventory list is the simplest and fastest path to obtaining your HP CAP report. This engagement is often referred to as a “Mini-CAP.”

If HP assistance is required to gather the asset inventory, you may request an HP representative come onsite for this collection. This option is not available in all geographies, so work with your HP Services sales representative or authorized HP ServiceOne Partner to validate which inventory collection options are available to you.

There are two standard methods an HP representative may use to collect the inventory data:

2. HP-led manual inventory collection: Using a handheld barcode reader on location, an HP representative will scan physical devices to be included in the CAP report. HP will start with a scan of one physical location, but can expand to other sites as the benefits of the initial HP CAP report are confirmed.

Manual inventory collections will focus on HP Enterprise Group (EG) products: servers, storage, and network devices. HP Personal and Printing Systems (PPS) products (e.g., printers and laptops) will not be included.

Your IT infrastructure is the backbone of your business. It supports every function in your organization, and touches every employee and every customer. And, because of its size and complexity, control is of the utmost importance.



**Initiating a CAP request**  
To initiate a CAP request, contact your HP Services sales representative or authorized ServiceOne partner

3. HP-led automated (HP Asset) inventory collection: You allow an HP engineer to install a copy of an HP Asset on a Windows® device (physical or virtual) on your network. HP Asset will then be configured to scan the desired networks and collect an inventory of devices configured on the selected domains.

The HP Asset does not reach beyond identification of hardware devices themselves. There is no HP Asset access to the data stored on the equipment identified during the network scan. After the scan is complete, the HP Asset software will be removed and the HP representative will transfer the asset inventory data to the HP CAP team for processing. .

You or your network administrator is responsible for providing all system information required for proper configuration of an HP Asset. An outline of these requirements is provided in the HP Customer CAP Authorization Form. For more detailed technical information on HP Asset, request a copy of the HP Asset white paper.

Next Steps...

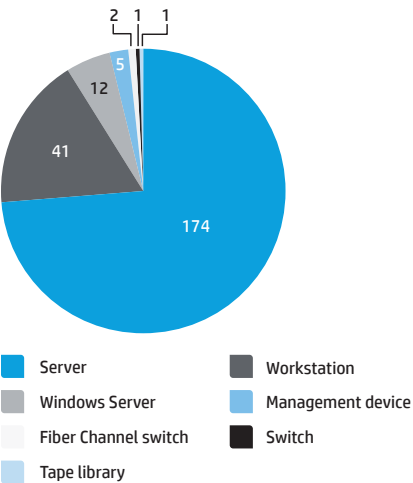
- 1. Let your HP Services sales representative or authorized ServiceOne Partner know of your interest and request a copy of the CAP Customer Authorization Form.
- 2. Review the HP CAP Customer Authorization Form and if you would like more technical information on HP Asset, request a copy of the HP Asset white paper.
- 3. Determine which of the three asset inventory collection methods will work best for you.
- 4. Complete the HP CAP Customer Authorization Form and provide it to your HP Services sales representative or authorized ServiceOne partner.
- 5. Support the asset inventory collection method chosen for the engagement.
- 6. Plan time to review the HP CAP report with your HP Services sales representative or authorized ServiceOne partner.
- 7. Agree on an HP Services solution to reduce your business risk and improve budget planning and renewal efficiency.
- 8. Celebrate your success and enjoy peace of mind.

Sample HP CAP report

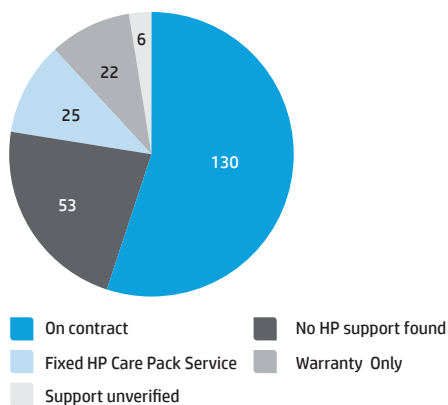
The CAP report provides an overview of your IT hardware infrastructure, utilizing Excel to enable user-friendly features such as category filtering. Together with your HP sales representative, you will be able to identify improvements needed to your current support model, or new services to support evolving business needs.

Device type breakdown

The device type breakdown provides you with a summary of your hardware infrastructure.



Count of device type	
Device type	Total
Server	174
Workstation	41
Windows Server	12
Management device	5
Fiber Channel switch	2
Switch	1
Tape library	1
Grand total	236

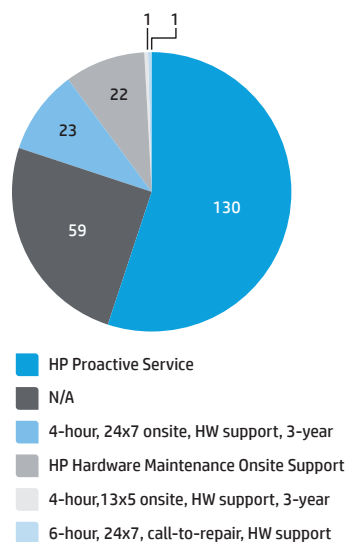


### Support status breakdown

The support status breakdown informs you of the number of devices without support, as well as highlights any warranty or prepaid support that will expire.

#### Count of support status

Support status	Total
On contract	130
No HP support found	53
Fixed HP Care Pack Service	25
Warranty only	22
Support unverified	6
<b>Grand total</b>	<b>236</b>



### SLA breakdown

The service-level agreement (SLA) breakdown helps you to decide which hardware service level best aligns with your IT plan.

#### Count of support level

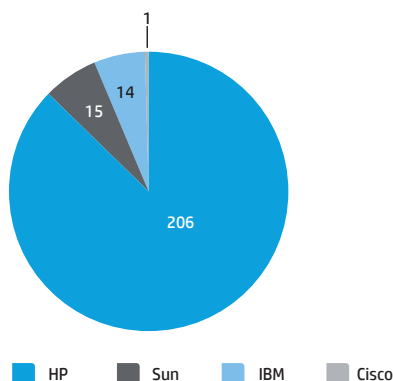
Support level	Total
HP Proactive Service	130
N/A	59
4-hour, 24x7 onsite, HW support, 3-year	23
HP Hardware Maintenance Onsite Support	22
4-hour, 13x5 onsite, HW support, 3-year	1
6-hour, 24x7, call-to-repair, HW support	1
<b>Grand total</b>	<b>236</b>

### Vendor breakdown

The vendor breakdown allows you to view your hardware inventory from various vendor brands. HP can help you support them with our HP multivendor support service.

#### Count of vendor

Vendor	Total
HP	206
Sun	15
IBM	14
Cisco	1
<b>Grand total</b>	<b>236</b>



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