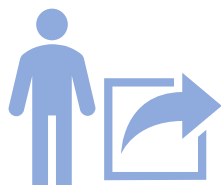


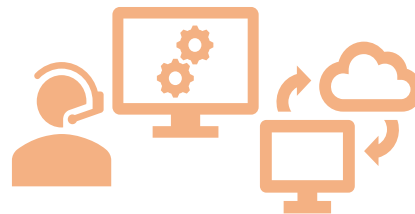
ITRC x HP Computer as a Service (CaaS)



Devices



Deploy



**Support &
Maintenance**



**Machine
Retire**



Contract



Information Technology Resource Centre
資訊科技資源中心



by Information Technology Resource Centre

Typical Buy and Own Model

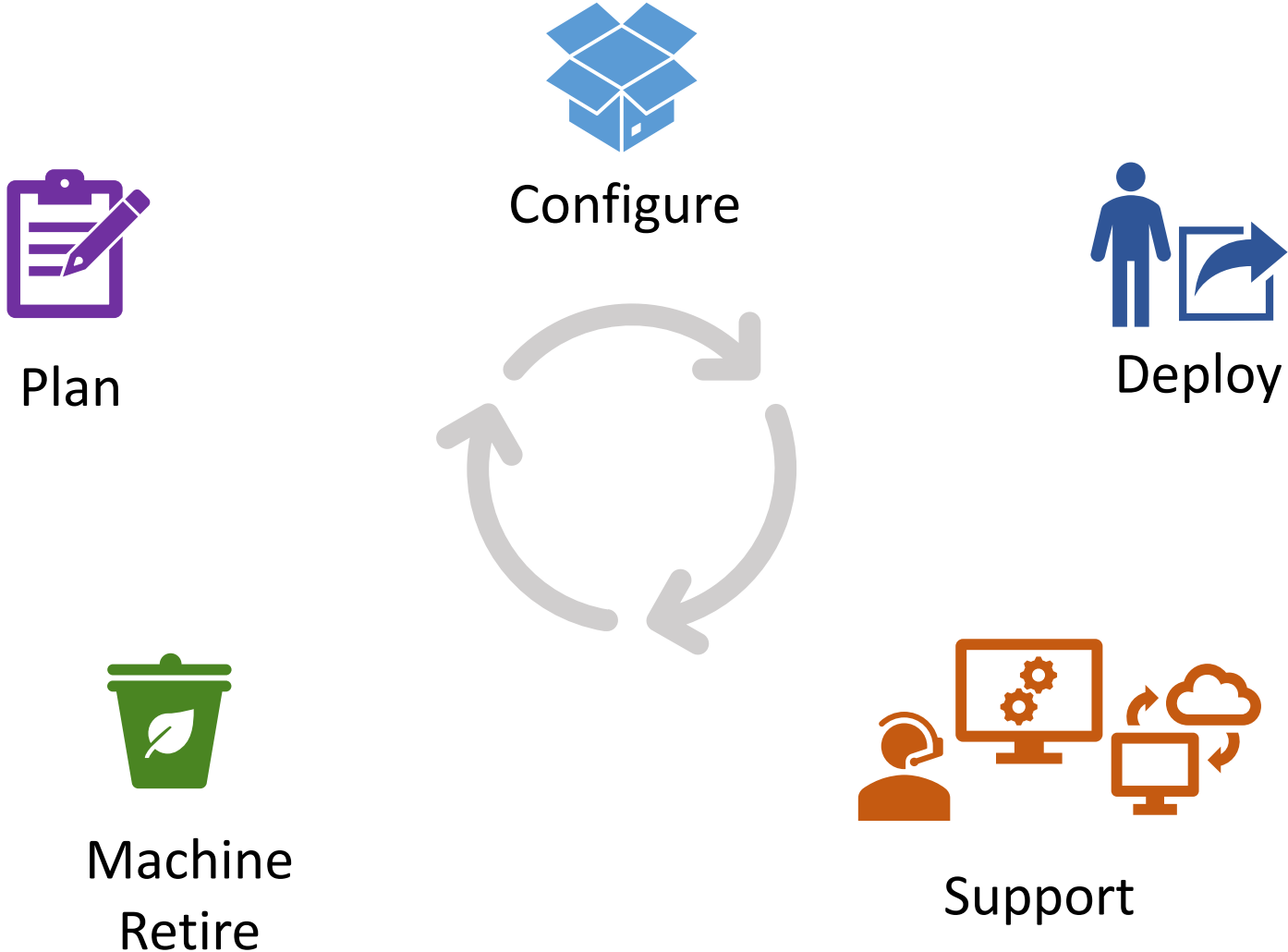
PC + Standard Warranty



Standard
Warranty

Is it the end?

Computer Product Life Cycle Management



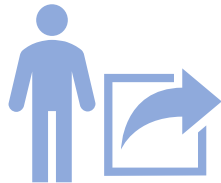
Existing Pain Points for Client PC Management

- 1 Long procurement procedure, separate costing for PC and Support Service
- 2 Complicated in deployment and support arrangement
- 3 Difficult to control support workload
- 4 Difficult to control technical support cost
- 5 Fluctuation of annual budget due to replacement of hardware

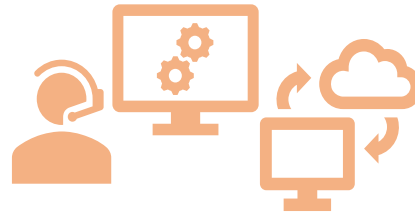
Computer as a Service (CaaS)



Devices



Deploy



**Support &
Maintenance**



**Machine
Retire**



Contract

How CaaS Operates

Define computer models, specifications and contract term
5-year contract period



Customer place order



Configuration;
Delivery;
Deployment;
Warranty & support;
Model replacement after contract period;
Disposal



1st Tier Hotline Support
+
Onsite Technical support



Monthly billing for ordered computers

Benefits / Pain Relief from CaaS

- 1 Long procurement procedure, separate costing for PC and Support Service
Bundle service – All-in-one cost for Hardware and Services, avoid downtime
- 2 Complicated in deployment and support arrangement
Well managed and systematic – Standardized hardware, renew periodically
- 3 Difficult to control support workload
Service include remote and on-site technical support, free up manpower for more advanced IT tasks
- 4 Difficult to control technical support cost
Cost saving
- 5 Fluctuation of annual budget due to replacement of hardware
Monthly costing all along

Actual Cost

PC + Standard Warranty

HW costs
e.g. i5, 8G, 512 SSD, Desktop
~HK\$7,000



5 Year
Standard
Warranty

Installation + Technical Support

Internal Technical Manpower
Or
External Technical Support Service

In average ~HK\$1,500 – HK\$1,800 / PC / Year

Actual Cost

Examples Case:

NGO with ~400 PCs

2-3 Internal Technical Staff to support all devices

Per PC support cost = ~HK\$1,800

5-Year Total Expense per PC

HK\$7,000 + (HK\$1,800 x 5 years)

HK\$16,000



Computer as a Service (CaaS) Lease-to-Own Offers

Plan



- Define common computer configuration for different operation purpose
Clerical work, Design and statistical work, Outfield and Managing work
- Define support service level according to organization's needs

Configure



- Image preload and application load
- Custom BIOS setting
- Labeling and tagging
- Deport service

Computer as a Service (CaaS) Lease-to-Own Offers

Deploy

- Device deployment
- Data migration
- System and network configuration

Support

- Manufacture on-site hardware warranty support
- General 1st tier technical support
- Remote support
- On-site technical support for harddisk replacement

Computer as a Service (CaaS) Lease-to-Own Offers

Machine Retire



- Packaging
- Logistics
- Data wipe / degaussing (optional)
- Disposal (optional)

HP Device Types (Desktop)

#	Device Type	Specification
1	Desktop for General Use	HP ProDesk 400 G7 SFF Intel i5 CPU, 8GB Ram 512GB SSD, Slim DVDRW, W10P 5 Years On-site Support Warranty
2	Desktop for Heavy Use	HP ProDesk 400 G7 SFF Intel i7 CPU, 8GB Ram, 512GB SSD, Slim DVDRW, W10P 5 Years On-site Support Warranty



HP Device Types (Notebook)

#	Device Type	Specification
3	Notebook for General Use	HP Probook 440 G8 Intel i5 CPU, 8GB Ram, 256GB SSD, 14" FHD Display, Wifi 6 2x2 AX + BT, HDMI, Win 10 Pro, 720p Webcam
4	Notebook for Outbound Work	HP Elitebook 840 Aero G8 Intel i7 CPU, 16GB Ram, 512GB SSD, 13" FHD Display, Wifi 6 2x2 AX + BT, HDMI, Win 10 Pro, 720p Webcam, Light weight



HP Device Types (Monitor)

#	Device Type	Specification
5	Monitor (21.5")	HP P22 G4 21.5" Monitor - 1920x1080, VGA+DP+HDMI - 3 Years Onsite Support Warranty



Services

- ✓ HP 5-year Next business day onsite Hardware Support for Desktop
- ✓ 5-year hotline support for PC/Notebook Device
- ✓ On-site installation service include data migration (max. 200GB data)
- ✓ 1 half-day sessions onsite support (per PC/Notebook per year)

Buy & Own

vs

CaaS

- ◆ One-off charging
- ◆ Standard warranty
- ◆ No technical support service
- ◆ Optional installation & data migration

- ◆ Monthly charging
- ◆ Warranty + Technical Support
- ◆ On-site + Remote Support
- ◆ Installation & data migration
- ◆ Standardized configuration
- ◆ Renewal
- ◆ Disposal service

Monthly Cost at
~HK\$199 – HK\$310 per PC/Notebook

Buy & Own

vs

CaaS

5-year expense

~HK\$1.6K

~33% saving

~HK\$1.2K

- Intel i5 CPU, 8GB Ram, 512GB SSD, DVDRW, Window 10 Prof.,
- 5-year onsite warranty
- Other support expenses

- Intel i5 CPU, 8GB Ram, 512GB SSD, DVDRW, Window 10 Prof.,
- 5-year onsite warranty
- Installation and data migration
- 1st Tier onsite / remote technical support service
- Installation and data migration for Harddisk replacement
- Machine retire service



Conclusion

- ✓ Monthly charging scheme allows **stable on NGO budget allocation and control**
- ✓ **Free up internal resources** on client PC support
- ✓ Reduce complication on **technical support management with standardized computer equipment**
- ✓ **Avoid costly downtime**
- ✓ Users could enjoy computer with **up-to-date technology** to maintain work efficiency
- ✓ **Cost saving**

Our Contact



: 2922-9290



: itrc.solution@hkcss.org.hk



: <https://itrc.hkcss.org.hk>

Thank you!