

## Co-term your environment with a HP Day One Contract

### 1. What is a Day One Contract?

A Day One Contract is a co-terminated service contract for all HP hardware, software or a combination of both, set up across multiple service levels. The contracts' term can run from one to five years. Day one contracts are a great fit if you need the renewal date of your maintenance to coincide with a specific date (your calendar or fiscal year end, etc). All service is preformed through HP, by HP certified technicians.

### 2. What are the benefits of a Day One Contract?

- **Convenience**
  - One Agreement Number
  - One common expiration date
- **Flexibility**
  - Ability to add products to the contract at any time
  - Ability to remove retired products from the contract with a 30 day written notice
- **Consolidation**
  - Diverse product coverage – no restriction on the type of product that can be on the contract, even 3<sup>rd</sup> party product (with the exception of Cisco)
  - HP business rules are that you must be an HP house, with some 3<sup>rd</sup> party before HP will do a 3<sup>rd</sup> party contract
  - Ability to have different service levels coexist on the same contract

### 3. What is needed to obtain a Day One contract Quote?

- Site location of all equipment to be quoted for contract
- Contact persons name and phone number per site location
- Serial numbers (either 10 or 12 digits)
- Manufacturing part number (always a 6-3 (333905-001) or a 5 digit (A650B))
- Service level required for your environment (**can be different for each unit**)
- Term of service contract that you require, 1-5 yrs

### 4. What if I hold contracts with other reseller's as well as HP directly?

- **HP Direct contract**
  - For any contract held directly with HP (Client/HP) a Letter of Authorization containing the SAID (Service Agreement Identification Number, this is a 12 digit number, ex. 1234 5678 9410)
- **Channel VAR held Contract**
  - For any other current service contracts held with another reseller, HP requires a detailed parts list (mfg part and serial numbers, as well as quantities) including the complete configuration of the unit with software part numbers if you require software maintenance.

**Contact your Insight Sales Rep for more information.**

