

# Buyers Guide

Version 2.0

National Desktop and Notebook Agreement

Valid until 31<sup>st</sup> July 2013

Solving IT together



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## Why DTP and Hewlett Packard

At DTP we believe that in conjunction with Hewlett Packard we have the opportunity to provide Colleges and Universities through the National Desktop and Notebook Agreement with solutions that meet their requirements in terms of quality, service excellence and value-for-money.

The public sector as a whole represents over 90-percent of DTP's turnover with 60-percent of that attributable directly to further and higher education. DTP have consistently achieved a majority share of the National University Printer Contract having successfully re-tendered for it five times. In recent years we have worked closely with the National Universities Steering Committee to introduce innovative elements to the contract such as managed services and utility based charging.

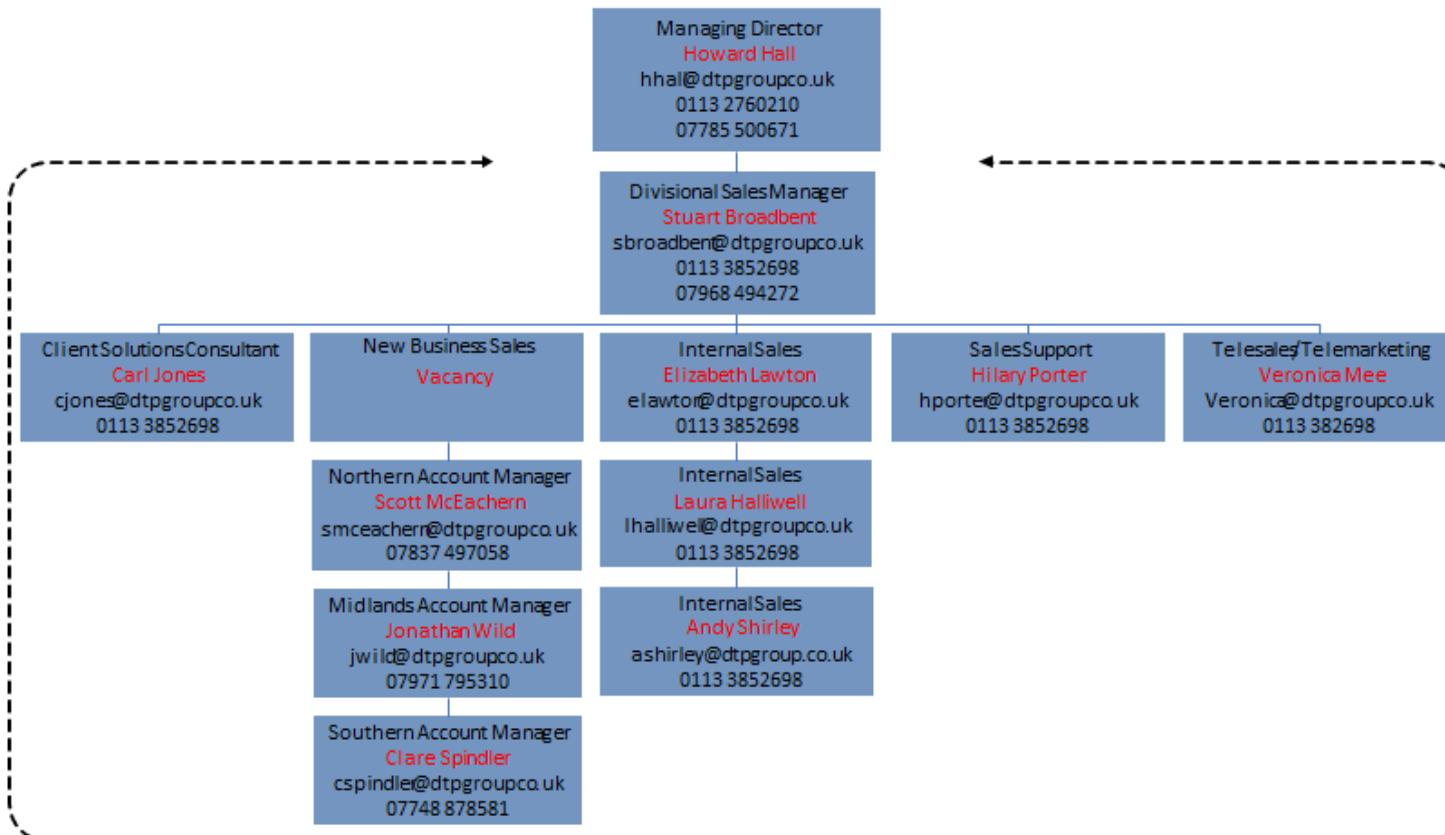
A key and significant differentiator for DTP for those organisations that have invested in HP equipment is that we are uniquely positioned as an Authorised Service Provider to offer standard and extended warranty services across the whole estate of printers, notebooks and desktops handling calls from inception through to closure and providing detailed management information.

DTP's account management structure provides for a more unique level of flexibility in the way we interact with customers. Given the emphasis placed on the economics gained from ecommerce and call centre based trading by our competition we believe that this is also a crucial differentiator for DTP, recognising the importance customers still place on face-to-face dialogue. In addition we positively encourage our pre-sales technical consultants to spend time with customers understanding their current infrastructure, aspirations for it and the challenges they face getting from where they are now to where they want to be.

In summary DTP believes that based on the quality and breadth of Hewlett Packard's product portfolio, our wealth of experience and commitment to the education market we represent an excellent alternative on the National Desktop and Notebook Agreement.

## The Company

### Organisation Chart



## Contact Details

Title	Name	Email Address	Landline	Mobile
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### Sales Organisation Management and Escalation

Managing Director	Howard Hall	hhall@dtpgroup.co.uk	0113 2760210	07785 500671
Divisional Sales & Contract Manager	Stuart Broadbent	sbrodbent@dtpgroup.co.uk	0113 2760210	07968 494272

### Sales Organisation

Divisional Sales & Contract Manager	Stuart Broadbent	sbrodbent@dtpgroup.co.uk	0113 3852698	07968 494272
External Sales Specialist – North	Scott McEachern	smceachern@dtpgroup.co.uk	0113 3852698	07837 497058
External Sales Specialist – Midlands	Jonathan Wild	jwild@dtpgroup.co.uk	0113 3852698	07971 795310
External Sales Specialist – South	Clare Spindler	cspindler@dtpgroup.co.uk	0113 3852698	07748 878581
Internal Sales	Elizabeth Lawton	elawton@dtpgroup.co.uk	0113 3852698	
Internal Sales	Laura Halliwell	lhalliwell@dtpgroup.co.uk	0113 3852698	
Internal Sales	Andy Shirley	ashirley@dtpgroup.co.uk	0113 3852698	
Sales Consultant	Carl Jones	cjones@dtpgroup.co.uk	0113 3852698	07968 494107
Sales Support	Hilary Porter	hporter@dtpgroup.co.uk	0113 3852698	
General Sales Enquiries		ndnabids@dtpgroup.co.uk		

### Support Organisation Management and Escalation

Service Delivery Manager	Steve Danby	sdanby@dtpgroup.co.uk	0113 2760210	07968 494270
Operations Manager	Dan Burke	dburke@dtpgroup.co.uk	0113 2760210	07815 962531

### Support Organisation

Helpdesk/Technical Consultants	Various	desktopsupport@dtpgroup.co.uk	0113 3852696	
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## Our Locations

### Leeds

The DTP Group, Bowcliffe Road, Leeds, LS10 1HB

### Newbury

The DTP Group, The Barn, Lower Henwick Farm, Turnpike Road, Newbury, Berks RG18 3AP

### London

The DTP Group, 107 Cheapside, London, EC2V 6DN

### Scotland

The DTP Group, Hurlawcrook Place, East Kilbride, Glasgow. G75 0AP

### Wales

Red Gables, Rogers Lane, Laleston, Bridgend, CF32 0LB



## Roles and Responsibilities

DTP's external sales specialists have been dedicated to the higher and further education sectors for in excess of a decade and therefore have exceptional knowledge and experience of this niche market enabling them to offer appropriate advice based on what is happening within customers peer groups.

The external sales specialist is responsible for developing the relationship overall by working closely with the customer and all associated supply chain partners, identifying the right solutions to meet with specific needs, providing and maintaining quotations and proposals and coordinating the extended account team as detailed below.

DTP's external and internal sales structure provides for a unique level of flexibility in the way we interact with customers, which given the emphasis placed on the economics gained from ecommerce and call centre based trading by our competition we believe is a crucial differentiator for DTP, recognising the importance customers still place on face-to-face dialogue.

Working alongside the external sales specialist is the sales consultant who acts as a dedicated project manager and technical resource for customers. This individual is a Hewlett Packard accredited platform specialist on notebooks, desktops, thin clients and workstations.

This resource sits within, and is accountable to the NDNA sales division ensuring that the customers have unfettered access to it. They are encouraged to spend time with customers understanding their current infrastructure, aspirations for it and the challenges they face getting from where they are now to where they want to be. In support of this activity they present on emerging technologies, compare competitive products and deliver product roadmaps.

Internal sales provide a consistent and accessible route into DTP. Their role encompasses the maintenance and development of the website; the production of quotations and processing of orders. Their main objective is to ensure that customers benefit from responsiveness, consistency and accountability at all times and are not dependant on the availability of their account manager.

Sales support handles the business once placed on DTP. The role incorporates close management of the supply chain, ensuring that DTP fulfils its commitments to customers, whilst keeping them informed at all times.

DTP's internal sales and sales support teams benefit from a continuous programme of technical development, ensuring that they can offer qualified and appropriate advice to customers. As with all other members of the sales team they have both fiscal and non-fiscal targets, the latter being aimed at enriching the customer's experience of dealing with DTP.

By providing named personnel DTP ensures that individuals become familiar with and accountable to the customers they look after.

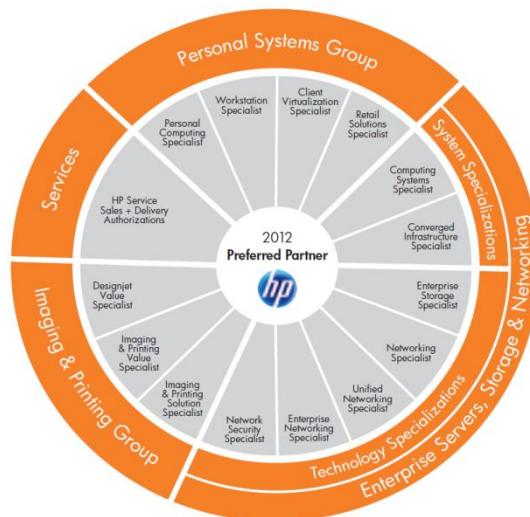
## Staff Training and Accreditations

DTP have structured induction training for all personnel, a significant part of which is oriented around the hardware and services that form our Hewlett Packard product portfolio. Within the scope of training we include from an early stage both commercial and technical aspects recognising that product positioning is not solely about technical best fit but also has a commercial angle so that we ensure a solution meets customer needs both financially and technically.

Throughout our twenty five year history DTP has invested heavily in the relationship we have with Hewlett Packard which is reflected in the accreditations we hold and our status as an HP Exclusive 2012 Gold Partner and ServiceONE Expert Partner.

To ensure that we dovetail seamlessly with HP, DTP is structured in such a way that from a sales and support perspective we mirror HP. We have three primary technology divisions, Enterprise Storage, Server and Networking (ESSN), Managed Print and Copy Services (IPG) and the Personal Systems Group (PSG). All three divisions currently partner with Hewlett Packard exclusively on the national university frameworks, uniquely positioning DTP as a safe pair of hands across all technology platforms.

As the interdependency of technologies requires disciplines outside of those found purely within the PSG Division for solutions such as 'Bring Your Own Device' and client virtualisation, DTP believes that its capabilities and authority to sell across all technology platforms within universities will prove of significant benefit to customers and HP alike. The following diagram summarises DTP's HP accreditations.



On-going training is based on an ethos of personnel being part of the 'DTP University', this encourages individuals to share information and help in the development of their colleagues. Naturally all personnel join the business with a view to a particular role however the business will endeavour not to restrict them to pursuing that career if they show an aptitude and desire to move in a different direction.

To supplement the principle of developing people from within the business we take full advantage of all the courses being offered by Hewlett Packard and other external providers. Individuals are encouraged to take courses pertinent to their role and are given support in preparation for those courses including time away from the office and help from previously qualified colleagues. Product update training is given on a regular basis by Hewlett Packard or DTP's presales consultants, and includes all sales personnel. Salespeople are encouraged to offer the services of the presales consultants to customers directly to help them make informed decisions on solutions. All engineers are manufacturer trained and accredited on DTP's core product portfolio.

HP's commitment to DTP based on our level of accreditation is that of providing access to their third line support without the need to work through their first and second line teams, therefore in the unlikely event that calls cannot be resolved by our own highly qualified technicians we have a route through to the right people within the manufacturer.

## The Services

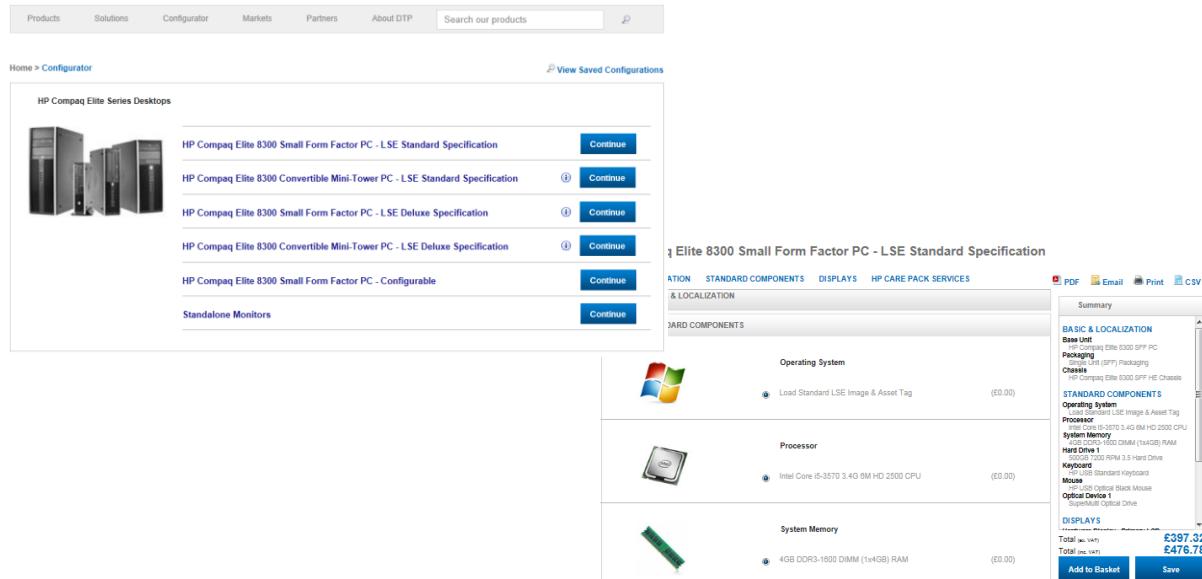
### Managing the Supply Chain

DTP's approach is to encourage HP and all other stakeholders to take an active part in the relationship with customers. Through doing this we are better positioned to mitigate any risks associated with weaknesses in the supply chain and introduce service improvements through leveraging all the stakeholders' strengths. In addition by involving all parties DTP ensures that the deliverables are realistic and achievable, also with everyone involved in shaping the solution we drive ownership of its outcome.

We recognise the need for innovation and flexibility in the supply chain so that we can accommodate any changes in the University's requirements over time.

### Web Based Services

The website is adaptable to the extent that the information presented on it can be personalised to meet the specific needs of customers. Visibility of products can be restricted by vendor, category and or model compliant with the terms of any contract. Hierarchical control enables us to restrict views at an individual user's level enabling scenarios such as senior members of IT seeing a broader range of products than junior members. The website uniquely includes a configurator which would enable the customer to build equipment to very exacting requirements across the whole of the range of Hewlett Packard notebooks and desktops.



## Standard features of the website

### Account Details

- View your company name and department
- View and edit your invoice address
- Download and view current pricelists

### Account History

- View order history, pending baskets and approved orders

### Price list creator

- Create your own bespoke DTP pricelist
- Save, print or email to a colleague
- Edit category names
- Assign pricelist lots

### My Basket

- View current items in your basket and checkout
- View saved baskets
- Amend and update baskets

### Configurator

- Configure your own PC, workstation, notebook and tablet specifications
- Print configuration
- Download configuration PDF
- Download configuration CSV
- Email configuration (PDF and/or CSV)
- Transfer configuration to another user
- Add to basket

As previously stated DTP works with customers to ensure that the website functions in a way that meets with their operational needs.

Once setup the configurator works independently of Hewlett Packard's which means that we can provide consistency in terms of product and pricing in line with the 's contractual terms whilst ensuring availability of the site at all times.

It's perhaps important to state that DTP recognises that customers place significant emphasis behind the personal touch; and as such the website has been developed to supplement rather than replace that type of engagement model, providing an extra level of convenience.

## Managing Product Lifecycles

By selecting Hewlett Packard customers benefit from platform stability and the positive impact that has on the total cost of ownership of their IT estate.

Managing change when it happens requires the University to be kept abreast of the product roadmap throughout its lifecycle. As previously stated DTP's sales consultant is responsible for understanding the customer's current infrastructure and based on that knowledge expected to advise on appropriate new technologies, compare competitive products and discuss product roadmaps. Activity of this nature is meant to help customers make more informed decisions and proactively manage change.

The timely provision of appropriate evaluation equipment is an important part of ensuring that the customer is able to effectively transition to new products as well as establish which products best fit their business requirements. This can be facilitated by utilising Hewlett Packard's loan pool which is available to all customers free of charge; however products provided via this route are set configurations, subject to availability and provided for a limited timeframe. Alternatively DTP can offer the exact specification for as long as the customer requires it on the basis that they agree to take the product if the evaluation is successful.

Hewlett Packard can provide access to the Early Evaluation Program if required. This enables customers to review and assess new products and technology prior to any formal announcement.

## Innovative Warehouse Solutions

To ensure that we can offer the service levels required by customers DTP can advance purchase, pre-build and subsequently warehouse 'standard' equipment ready for call off.

The expectation is that having stock specifically allocated to customers would help us to move towards a 'just-in-time' model where called-off inventory arrives on the day of the installation itself. This would address any problems a customer may have in respect to limited insecure storage and address the challenge of responding rapidly to impromptu but critical requirements.

DTP does not require an order to cover the equipment held in stock but does request a commitment on the behalf of a customer to take the balance of those products before any new pricing is applied or they transition to a new platform.

Stock levels would be mutually agreed but normally determined by profiling run-rate business over a three month period. This timeframe shouldn't impact on the warranty of the product assuming that it isn't exceeded; however in the event that it is DTP would work with the University to bridge the gap.

## Asset Labeling

DTP could either apply a customer's own asset label or custom-generate one to suit their specific requirements. DTP would ensure that any alpha numeric sequencing is carefully managed and that the labels are applied based on any predetermined standards. Application of the asset label would be free of charge; however any cost associated with producing them on the organisations behalf would be subject to further discussion. The costs for producing the labels are as follows:

Quantity	Cost excluding VAT
1 to 20	50p each
21 to 100	48p each
100 plus	45p each

## Applying & Supporting Standard Images

An image supplied by a customer can be installed on 'standard' equipment delivered through this arrangement using deployment utilities such as Ghost and Windows Deployment Server assuming that the customer is appropriately licenced.

The images reside on deployment servers that sit on an isolated network within DTP's Leeds office. All images are carefully change managed with legacy copies kept according to the customer's requirements. To ensure that customers can maintain the images easily and transition to new platforms efficiently DTP provides via Hewlett Packard's Change Control and Proactive Notification Service the following:

All driver and firmware update notifications for the University's specified products.

Relevant documents identifying potential security vulnerabilities and product safety issues as well as any security fixes and patches.

All software and firmware patches.

Notification up to 60-days in advance of hardware and software changes to be implemented in the factory providing time to plan for transition.

A concise communication clearly identifying specific issues and the effective resolution for the selected PCs.

DTP would proactively work with the customer's support teams to ensure that images are kept up to date and transitions managed systematically and smoothly.

## Delivery Solutions

DTP has its own fleet of vehicles which would be engaged to make deliveries and collections where a customer requires a level of bespoke service that could not be achieved by a standard trunk courier service. Using our own vehicles would ensure that both deliveries and collections are targeted and scheduled accurately. In a very short timeframe we would expect the drivers to become familiar with the organisation and its requirements in terms of logistics, adapting the service to meet with their exact needs.

DTP appreciates the challenges that can be encountered when delivering to an organisation that is spread across many locations, with offices on a number of floors. Our experience of delivering goods to organisations over the last 22 years puts us in a very strong position to adapt to customers exact requirements.

DTP would work with a customer to make sure that the logistics service meets with requirements such as access and weight restrictions, delivering product in bulk or broken down into more granular batches, as complete orders only or on a call off basis.

If required DTP can deliver the equipment unboxed or alternatively remove the packaging upon delivery. Package removal will be coordinated by the driver with DTP collecting the remnants at the point of delivery if convenient or alternatively during the next scheduled delivery. In these circumstances appropriate and environmentally sensitive disposal of the packaging would be DTP's responsibility.

Detailed delivery reports would be provided through DTP's bespoke order management system in advance of, or subsequent to, a delivery and in a format to suit the requirements of the customer. Reports could include information such as order date; delivery date; customer name; department; contact name; order number as well as product description; specification; asset number, MAC address and serial number.

## Supporting the Product

DTP is an Accredited Service Partner for HP encompassing printers, notebooks, desktops, and workstations. In this respect we are uniquely positioned to provide warranty services to customers across all products supplied under this and other contracts if required. As part of the agreement DTP could:

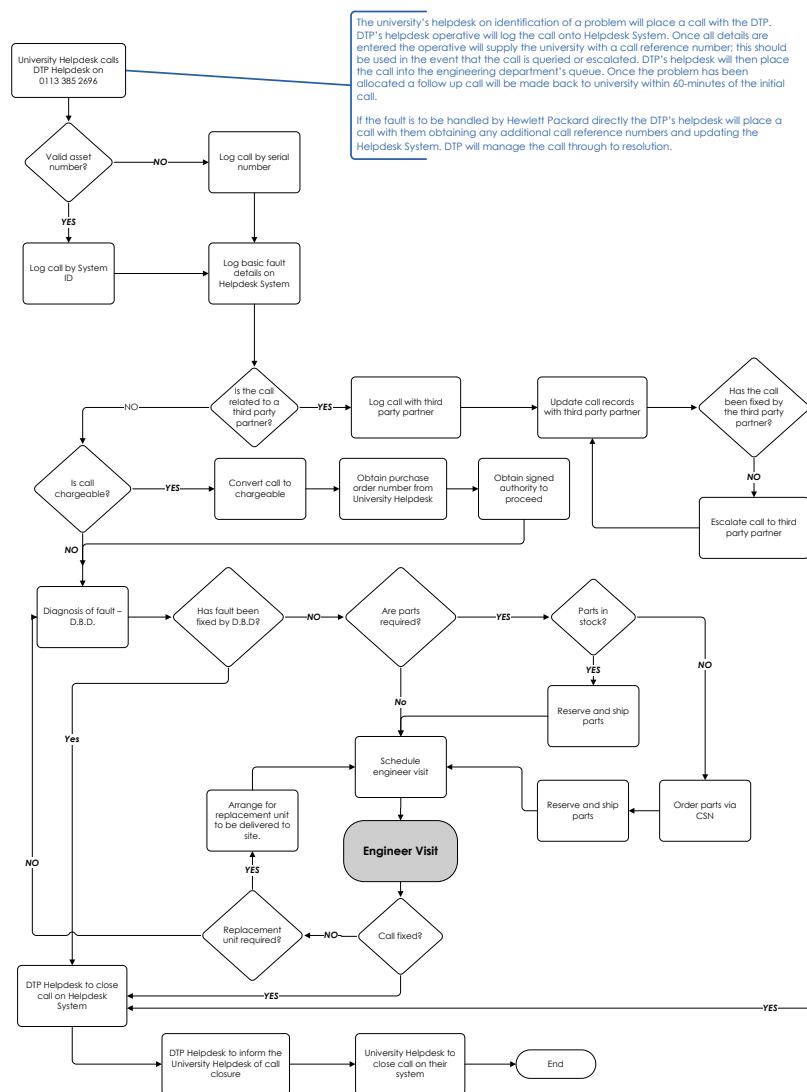
- Provide a consistent route through which printer, notebook, desktop and workstation warranty calls can be placed and resolved.
- Commit to providing free of charge site based component spares consistent with the volume of products in service and projected failure rates.

- Facilitate a self-maintainer\* to enable the customer to deliver their own warranty service. As a self-maintainer there's potential for the customer to be compensated for executing warranty on DTP's behalf.
- Mitigate the need for a customer's technician to go through a protracted discussion with a helpdesk operative to arrive at a conclusion that had already been predetermined.

With support being handled by DTP detailed information can be provided to help monitor responsiveness, quality of service, problem types, rates and trends.

All Key Performance Indicators would be analysed every month and discussed at a regular service review meeting.

### Warranty Call Logging Procedure



Subject to agreement on cost DTP could provide a site based engineer who, assuming that there was no impact on any service level commitments for the supported environment, could be made available for other tasks including Installations, Moves, Adds and Changes (IMACs).

Given that the customer would be funding the provision of an on-site engineer the tasks being undertaken by that individual would be at the discretion of the University as long as they befit the role for which that person was employed.

## Product Disposal

DTP is committed to supplementing Hewlett Packard's obligations under the WEEE Directive by arranging the free of charge collection of those products displaced as a consequence of new equipment being purchased.

If required DTP can grade equipment on the customer's behalf ready for recycling back into the organisation or alternatively consolidate it ready for recycling or disposal. By consolidating equipment DTP would ensure that we keep the number of collections to a minimum, which has a positive bearing on cost as well as reducing the environmental impact.

It goes without saying that during these austere times the public sector is going through significant change. In the context of IT this leaves equipment redundant often prior to the end of its useful life. DTP have been working with customers for many years on grading, refurbishing and reassigning equipment thus avoiding the unnecessary purchase of new hardware. Equipment coming out of service is stored in DTP's warehouse in Leeds, graded based on the customer's minimum specification criteria and either disposed of or retained ready for redeployment. Processes are then established to ensure that where possible refurbished products are supplied for subsequent deployments rather than new equipment.

DTP have assumed that the WEEE Directive will fulfil most of a customer's requirements however if they are looking for a return on their IT investment we can facilitate this.

DTP can offer a service that specialises in the re-marketing, re-use and recycling of redundant IT equipment ensuring that the following requirements are addressed:

- Optimum return on investment.
- Absolute data security.
- Environmental and ethical propriety.
- Legal and regulatory compliance.
- Complete auditability.

Despite an intention to re-use as much equipment as possible, there naturally comes a time when recycling is the only viable option. Equipment that is deemed either unfit or not economically viable for resale or re-use will be sent for recycling, materials recovery and disposal. DTP guarantee that all equipment will be broken down and recycled in accordance with all relevant legislation. Upon request, certification of compliance can be issued for environmental disposal.

To help reduce the cost of procuring new equipment DTP can offer the customer a part exchange scheme, deducting the residual value of equipment to be disposed of from the selling price of the new device. This can be done at the point of purchase as opposed to retrospectively ensuring that the benefit is recognised by the budget holder. Alternatively these funds could be utilised to subsidise the engineering services discussed earlier within this document.

## Staff & Student Purchase Programme

Both Hewlett Packard and DTP offer a Staff & Student Purchase Programme. DTP's focusses exclusively on the ElitePad tablet products whilst HP's offers products from across their entire consumer ranges of tablets, notebooks, desktops, printers, accessories and consumables. To take advantage of the programme please call exclusive offers call 0113 385 2698.

## Financing

Given the significant investment in capital programmes some universities have undertaken in recent years purchasing equipment on a lease may represent a means by which they can continue to fund their IT ambitions. By spreading the payments over the lease period universities introduce predictability of payment streams, improve cash flow and liquidity.

A finance lease would facilitate the retention of the equipment at the end of the term; however the asset will continue to appear on the university's balance sheet being amortised over the life of the lease; in contrast with an operating lease the asset doesn't appear on the balance sheet.

With base rates forecasted to remain relatively low a three year operating lease can be a very cost effective way of procuring IT equipment. In addition leasing via the manufacturer will ensure that university takes advantage of preferential residual values.

As part of a managed service administration of the lease would be the responsibility of HP Finance and DTP in conjunction with the university. The imperative would be to ensure that all aspects from the take-on of new to the re-possession of end-of-life equipment is made as straight forward and simple as possible, for instance accepting like for like product back as opposed to demanding identical serial numbers.

## Trading with DTP

### Setting up an Account

The Higher Education sector is DTP's largest and most valued market where for over 25 years we have been a partner on the National Universities Printer Contract, consistently achieving between 35 and 45-percent of overall spend. In that respect DTP will be a name familiar to most universities with the vast majority having established and active accounts. For those that haven't who wish to open an account or simply find out more about us get in touch with the Contract Manager directly or email [ndna@dtpgroup.co.uk](mailto:ndna@dtpgroup.co.uk) or alternatively give us a call on **0113 385 2698**.

### Requesting Quotations

Quotations can be requested either via one of the External or Internal sales people listed above or via email at [ndnabids@dtpgroup.co.uk](mailto:ndnabids@dtpgroup.co.uk). The resources necessary to facilitate prompt response to those quotations are in place including electronic quotation and configuration tools as well as hardcopy framework-specific pricelists. An extract of these tools will soon be available on the DTP website to support the self-creation of quotations. Depending on the complexity of the request most quotes will be responded to within 4-working hours.

### Placing Orders

Orders can be placed by mail, facsimile, email or electronically. The process is efficient and robust enough to deal with the significant volumes of orders. All orders 'simple' or 'complex' are checked upon receipt for the appropriate level of detail such as customer name and contact details, delivery and invoice address and an order reference to ensure that they are processed with as little scope for error as possible. Complex orders go to the account manager or pre-sales technical consultant for vetting. Product codes, descriptions and pricing are sanity checked as the order is put on the system with goods that are in stock generating an immediate picking list for despatch. Anything with special configuration requirement or delivery instructions goes through to service delivery department for them to process.

## Handling Returns

The following information details the considerations and processes applicable in the unlikely event that a university receives equipment that needs to be returned.

Within 14-working days the error must be logged with DTP's customer services department on 0113 2760210. They will issue a Returned Material Authorisation Number (RMA) without which a credit will not be raised.

If DTP are at fault we will be happy to arrange return of the goods at our cost. However if the university is at fault we regret that a restocking fee will be charged. This fee is equivalent to 10% of the value of goods being returned, with a minimum charge of £35.00 applicable.

A credit note will be raised upon receipt of the returned products if the following conditions are met:

- The product is identified with an appropriate RMA number.
- The issue was logged and goods returned within 14 working days of delivery.
- The goods are in perfect condition and have not been tampered with i.e. consumables have not been installed.
- The packaging is intact and in good condition.

If these conditions are not met we regret that DTP will be unable to raise a credit regardless of who caused the initial error.

## Handling Dead on Arrival Equipment

In the unlikely event that a university experiences a fault with its Hewlett Packard (HP) product within 28-days from the date of invoice the following procedure must be followed:

1. The fault must be logged with Hewlett Packard Technical Support on 0845 161 0030.
2. Assuming that the fault cannot be rectified over the phone the technician will provide the university with a 10 digit caller ID reference. This number is essential if a replacement unit is to be provided.
3. The university should then call DTP's customer services department on 0113 276 0210 quote the 10 digit caller ID caller reference and we will organise a replacement and collection of the faulty unit.

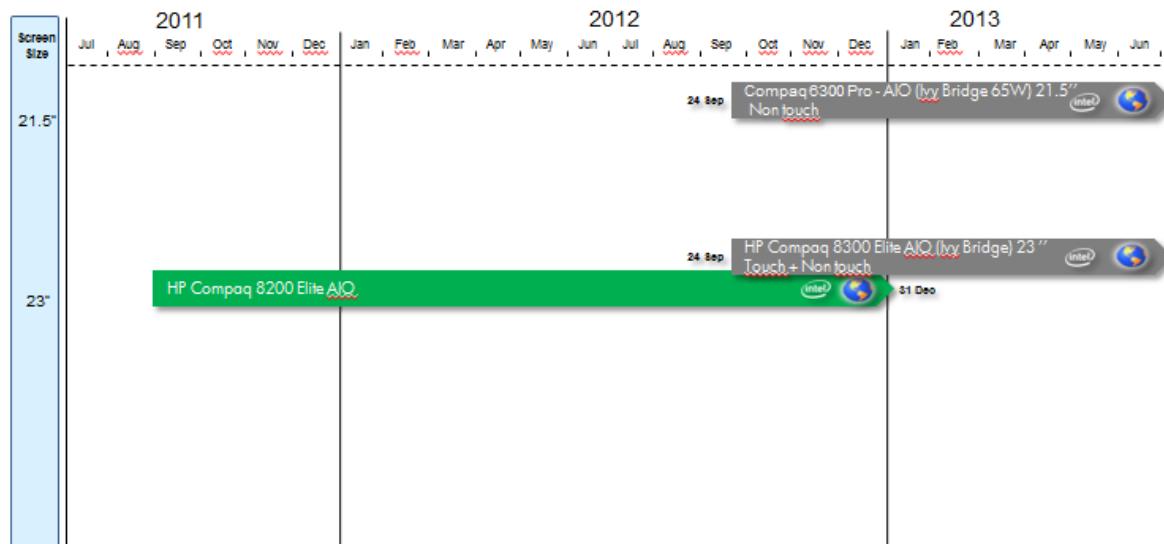
Please note that all HP products that fail outside of the 28-day DOA period will be subject to standard warranty terms and conditions.

## Product Information

The following information is provided in the strictest confidence as a guideline only and may be subject to change without notification.

### Commercial Desktop Roadmap

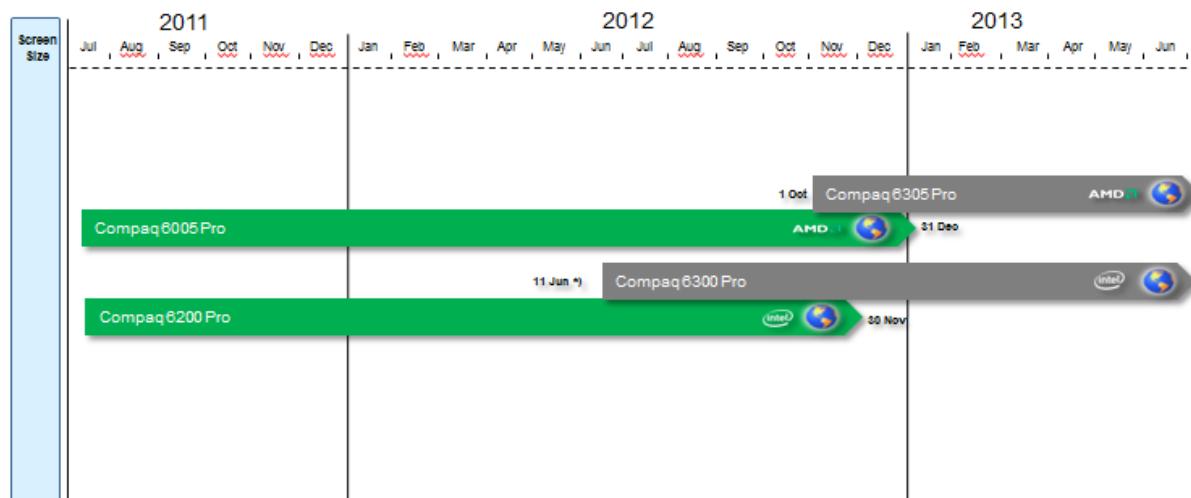
#### dc8300 Elite Product Features



- Latest technology: the latest technology and the performance you expect from a leading commercial PC featuring the Intel Q77 Express chipset with the latest Intel Sandy Bridge iCore processors.
- Stable platform lowers your cost of ownership: a minimum of 15 months of platform purchase stability enables customers to conduct long-range transition planning and maintain a consistent work environment which helps minimize IT support costs.
- Security to protect your IT assets: HP ProtectTools™ security software helps provide protection for your PC devices and verifies that the devices themselves do not become points of vulnerability used to threaten the entire IT infrastructure.
- Superior manageability features: combining technologies from HP, Altiris, and Intel, the dc8300 Elite provides IT managers a full range of remote management capabilities which lower maintenance costs and protect the network's assets.
- Standard dual monitor support: efficiently multi-task with simplified integrated dual monitor support through a standard VGA connector and a DisplayPort, the newest monitor interface supporting today's digital graphics and LCD technologies.

- Energy efficiency: designed to help reduce energy costs and environmental impact through the use of the latest low wattage processors and software power management tools, as well as efficiently designed cooling systems and power supplies.
- Virtualization you can use: Firefox-HP Virtual Browser is a virtualization tool that allows you to reverse unwanted effects of browsing and downloading from the internet because it runs in a virtualized run-time environment that can be cleared.
- Global services and support: the HP Compaq dc8300 Elite is backed by HP's world-class global services and support portfolio.

## HP dc6300 Pro and dc6305 Pro Product Features

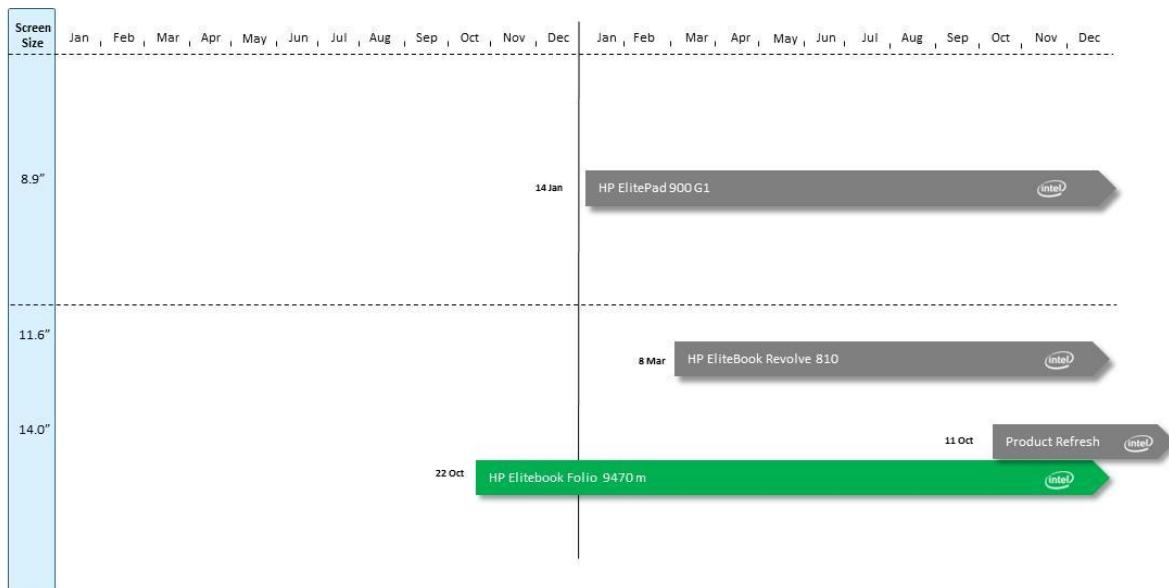


- Advanced technology: featuring the latest processors, chipset, and integrated graphics technologies based on AMD's A75 (dc6305 Pro) and Intel's Q75 Express (dc6300 Pro), including AMD A series triple and quad-core processors and Intel Third Generation Intel Core i3, i5 and i7 processors to help your systems exceed your performance demands.
- Exceptional features: enhance your computing power and productivity with standard dual-monitor capability, RAID support, next generation SATA hard drives, and the visually immersive quality of integrated DirectX® 11 graphics technology.
- Power-efficiency: energy-efficient processors, a low-power chipset, and an optional 90% efficient power supply can help your business save energy and lower costs without compromising computing power.
- Lifecycle Solutions: long 12+ month lifecycles, a common and stable software image, product change notifications, and global model availability allow you to streamline your IT environment, while lowering IT costs and operating expenses.

- Essential Security: tools to help protect both your physical assets and critical data, including a standard embedded TPM 1.2-compliant security chip to help limit system access through hardware-based encryption and enhance data protection.
- Workspace Flexibility: a choice of form factors, including a compact Small Form Factor, which can be placed vertically or horizontally on your work surface to help maximize space, comfort, and productivity.
- Environmentally Sound: HP offers desk-based products, solutions, and services that have energy efficient features, are easy to recycle, and help limit environmental impact.
- Global services and support: the HP Compaq dc6305 Pro and dc6300 Pro Business PC's are backed by HP's world class global services and support portfolio.

## Business Tablet & Notebook Roadmap

### HP ElitePad, EliteBook Folio and Revolve Product Features



- Based on Intel Atom x86 (ElitePad) and 3rd Generation Intel Core i5 and i7 (EliteBook) processor technology for existing business application support.
- Stable platform lowers your cost of ownership: a minimum of 12 months of platform purchase stability enables customers to conduct long-range transition planning and maintain a consistent work environment which helps minimize IT support costs.
- Tools to help protect both your physical assets and critical data including HP Client Security, Security Manager, Credential Manager, Password Manager, Device Access Manager with Just In Time Authentication, Computrace, SpareKey, Drive Encryption, HP BIOS Settings.
- Magnesium alloy construction designed for a business needing maximum reliability and durability.
- Unique levels of configurability and serviceability.
- Displays range in size from 10.1-inch (ElitePad) to 14-inch (ElitePad Folio) diagonal displays with resolutions up to 1920 x 1200.
- Industry-leading battery life with up to 24 hours use.

## HP Elitebook 2570p, 8470p and 8570w Product Features



- The latest technology and the performance you expect from a leading commercial laptop featuring Intel i3, i5 and i7 low and ultra low voltage processors.
- Stable platform lowers your cost of ownership: a minimum of 12 months of platform purchase stability enables customers to conduct long-range transition planning and maintain a consistent work environment which helps minimize IT support costs.
- Tools to help protect both your physical assets and critical data, including a standard embedded TPM 1.2-compliant security chip to help limit system access through hardware-based encryption and enhance data protection.
- Magnesium alloy construction designed for a business needing maximum reliability and durability.
- Displays range in size from 12.1-inch to 17-inch diagonal displays with resolutions up to 1920 x 1200.
- Industry-leading battery life on select systems with up to 24 hours with the Ultra-Capacity Battery.

## HP ProBook 6470b and 6475b Product Features



- The latest technology and the performance you expect from a leading commercial laptop featuring Third Generation Intel i3, i5 and AMD A series processors.
- Stable platform lowers your cost of ownership: a minimum of 12-months of platform purchase stability enables customers to conduct long-range transition planning and maintain a consistent work environment which helps minimize IT support costs.
- Hp ProtectTools to help protect both your physical assets and critical data.
- Affordable combination of business critical features
- Perform business anywhere with these thin, lightweight notebook PCs, starting at 1.85kg.
- Displays range in size from 14.1-inch to 15.4-inch diagonal displays with resolutions up to 1680 x 1050.
- Selected systems with up to 16.5 hours of combined battery life with Ultra Capacity battery.

## Environmental Considerations

Since 1992 Hewlett Packard has focused on specific environmental issues through their Design for Environment (DfE) programme. DfE is an engineering perspective in which the environmentally related characteristics of a product, process or facility are optimised. Together HP's product stewards and product designers identify, prioritise and recommend environmental improvements for example:

- Reducing materials means better resource conservation and more reliable systems. Fewer parts help optimize acoustics and cooling, decreasing fan noise and increasing processing power.
- Through extensive development, Hewlett Packard have reduced polymers and plastics and made sure no metal is included in their plastic, simplifying recycling.

For over ten years Hewlett Packard has worked to stay compliant with Restriction of Hazardous Substances (RoHS) Directives. They've found alternatives to the use of lead in products and designed more efficient manufacturing processes. The DfE programme has three priorities:

1. Energy Efficiency – Reduce the energy needed to manufacture and use their products.
2. Materials Innovation – Reduce the amount of materials used in their products and develop materials that have less environmental impact and more value at end-of-life.
3. Design for Recyclability – Design equipment that is easier to upgrade and/or recycle.

These main priorities are achieved by:

- Placing environmental stewards on every design team to identify design changes that may reduce environmental impact throughout the product's lifecycle.
- Eliminating the use of polybrominated biphenyl (PBB) and polybrominated diphenyl ether (PBDE) flame-retardants where applicable.
- Reducing the number and types of materials used, and standardising on the types of plastic resins used.
- Using moulded-in colours and finishes instead of paint, coatings or plating whenever possible.
- Helping customers reduce energy consumption with HP's printing, imaging and computing products.
- Increasing the use of pre-and post-consumer recycled materials in product packaging.

- Minimizing customer waste burdens by using fewer product or packaging materials overall.
- Designing for disassembly and recyclability by implementing solutions such as the ISO 11469 plastics labelling standard, minimizing the number of fasteners and the number of tools necessary for disassembly.

Any future changes to either the WEEE Directive or RoHS legislation will be accommodated by Hewlett Packard as soon as practicable.

Hewlett Packard's environmental credentials are recognised by LUPC as being the best of all manufacturers on the NDNA contract.

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