

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 3rd party product (with the exception of Cisco)
 - HP business rules are that you must be an HP house, with some 3rd party before HP will do a 3rd 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.

