



Questions and Answers

Global Relationship Agreement

Q: What is a Global Relationship Agreement?

A: A Global Relationship Agreement is a single global umbrella contract that comes with overarching terms and conditions for the various technology and asset recovery service requirements customers have. Under the umbrella agreement, customers can take advantage of the full suite of HP Financial Services flexible investment solutions and asset recovery services.

Q: What benefits does the Global Relationship Agreement provide customers?

A: The new Global Relationship Agreement provides customers with a single global umbrella contract that comes with overarching terms and conditions and is designed to meet the specific needs of a customer's business. As a single umbrella document, customers can access our full suite of services across the globe. Benefits include:

- Simplicity – to source the same service in multiple countries without managing different contract terms, relationships or vendor negotiation
- Choice – customers can pick and choose the technology and investment solutions that best meet their evolving needs
- Consistency – providing a unified set of documents that come with overarching terms and conditions
- Flexibility – allowing customers to build in options for change that accommodate the pace of business transformation

Q: How is this different than a Global Master Lease Agreement?

A: A global master lease agreement traditionally provides pricing, terms and conditions for new technology acquisition models and does not include asset recovery services which are typically covered under a separate agreement. Under the single global umbrella contract, customers gain access all of the HP Financial Service solutions including flexible investment and asset management solutions along with asset recovery services. This provides customers with the additional choice they need to acquire; use and pay for technology on terms and timeframes that best meet their business needs.

Q: How does this help customers who are interested in moving to cloud?

A: Customers who have a desire to move to asset lite environments like cloud will need to carefully balance the unique investment needs required to support both traditional and new IT models. The Global Relationship Agreement provides customers with the flexibility they need to manage both effectively through a single global umbrella contract, providing the added choice they need to respond to rapid market changes with speed and confidence.

Q: Is there an additional cost for customers who want to use this?

A: No, this is a new Global Relationship Agreement that is focused on providing customers with the flexibility and choice they need from their investment solutions as they move toward the new style of IT.

Q: What customers can take advantage of this special offer?

A: This offer is available to customers in select countries where HP Financial Services operates.