

SALVE REGINA UNIVERSITY

HP EliteBook PCs deliver high quality, leasing flexibility



Salve Regina
University

"We look for solutions that are a best fit and provide optimal value. HP EliteBook PCs deliver that value, and enable us to meet our commitment to give students the best in quality, reliability, service and support."

—Glenn Clark, director of information technology, Salve Regina University, Newport, R.I.

HP CUSTOMER CASE STUDY:

Salve Regina University
chooses HP EliteBook
Notebook and Tablet
PCs for rugged reliability

INDUSTRY:

Higher education

**HP recommends
Windows® 7 Professional.**

OBJECTIVE:

Provide standardized technology to
students at a residential college

APPROACH:

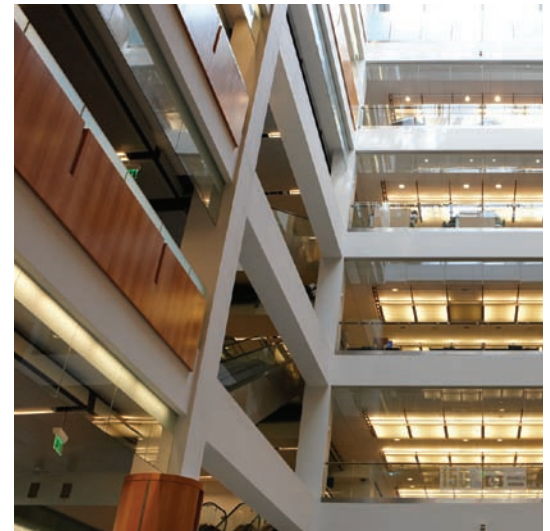
Salve Regina University maintains a
student notebook PC program utilizing
HP EliteBook Notebook and Tablet PCs

IT IMPROVEMENTS:

- Standardization facilitates on-site support from the university
- Universal hardware/software package assures consistent student experience, capabilities
- HP EliteBook PCs provide mobility, reliability and rugged durability

BUSINESS BENEFITS:

- Student/faculty collaboration anytime, anywhere
- Ability to access variety of educational resources
- Faculty manage course communications electronically
- Development of students' ePortfolio over course of college career
- Leasing from HP Financial Services provides flexibility, value



At Salve Regina University, the student notebook program chooses HP EliteBook Notebook and Tablet PCs for several reasons, ranging from raw product quality to the school's growing relationship with HP, and the flexibility of HP leasing.

"We're essentially an all-HP campus," says Glenn Clark, director of information technology at Salve Regina. "We use HP desktop PCs, printers, servers and storage systems. We equip our students with HP EliteBook Notebooks because they're the best product for our needs—rugged, durable, and rich with performance and security features. We also appreciate our strong relationships with HP and local partner CompUtopia. It's the right fit, the right choice, supported by the right people."

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Windows® 7 Professional.**

Salve Regina was chartered by the State of Rhode Island in 1934, founded under the sponsorship of the Sisters of Mercy as an independent institution built on Catholic educational traditions. The school has grown over the years and now enrolls 2,600 students from 42 states and 17 nations.

The notebook program began as an option for students six years ago. It is designed to infuse technology into the academic experience. Students receive a new HP EliteBook PC. Models currently in use include the HP EliteBook 8440p Notebook PC, HP EliteBook 6930p Notebook PC, and HP EliteBook 2740p Tablet PC. The devices are delivered to students and teachers preloaded with software and an accessory bundle that includes a protective sleeve and external storage.

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—Glenn Clark, director of information technology, Salve Regina University

"We have a great variety of users and all of them expect durable, high performance devices," Clark says. "In every case, the HP EliteBook brand has stood up to the tests of a very demanding community."

HP EliteBook PCs meet military specifications for resistance to vibration, dust, humidity, altitude and high temperature.¹ Built to last, they feature HP spill-resistant keyboards and rugged casings—sturdy enough to survive years of student handling. Robust security features include central management for HP ProtectTools, HP Disk and File Sanitizer,² Device Access Manager, Pre-Boot OS Authentication and Auto DriveLock. What's more, the devices are highly energy-efficient.

CUSTOMER SOLUTION AT A GLANCE

PRIMARY APPLICATIONS

College student technology

PRIMARY HARDWARE

- HP EliteBook 8440p Notebook PC
- HP EliteBook 6930p Notebook PC
- HP EliteBook 2740p Tablet PC

PRIMARY SOFTWARE

- Genuine Windows® 7 Professional
- Microsoft® Office
- Symantec Norton AntiVirus
- Adobe® Creative Suite®
- Adobe® FlashPaper
- Blackboard
- DyKnow Vision

HP SERVICES

- HP Financial Services



Another advantage to customers of the HP EliteBook line is around-the-clock availability of HP Elite Premium Support. This dedicated service is included in the cost of every HP EliteBook device. To gain access, all an EliteBook user has to do is to say "Elite" when calling in to a standard support phone line. A highly knowledgeable, dedicated team of Elite-certified support professionals stands ready to deliver fast call response times and issue resolution.

LEARNING THROUGH COLLABORATION, 24 X 7

Clark says the HP EliteBook PCs facilitate much more than individual learning. "They create an opportunity for students to immediately collaborate in ways that wouldn't otherwise be available to them," he notes. "Everyone has the same tools, the same software and resources, so students and faculty collaborate with one another on and off campus. The notebooks give them the key to reaching out to the world. And they communicate constantly, so they don't have to wait for a particular classroom hour together; they can collaborate any time, night or day."

The campus utilizes the Blackboard student learning management system. Teachers use it to disseminate schedules, a class syllabus, assignments and other learning resources; to collect papers for grading and later, to return them to students.

One result of the laptop program is a mandate for students to create an ePortfolio of their work as evidence of their academic progress and achievement. Students use Adobe® Contribute software to create a personal profile, reflect on their learning experiences in the core curriculum, and keep a record of their accomplishments in service, athletics and co-curricular activities. "Whether they're in their dorm room, in the library, or anywhere else with their HP EliteBook PCs, they're developing the ability to use and adapt to technology, and the ePortfolio process is designed to capture that," Clark notes.

"We wanted a commercially graded, proven technology. We weren't planning to upgrade the students' notebooks halfway through their time here; we wanted a device that would provide a four-year lifecycle with substantial reliability, and wanted a manufacturer that would help us achieve that goal."

—Glenn Clark, director of information technology, Salve Regina University

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ELITEBOOK NOTEBOOKS PROVIDE A GOOD BALANCE

He says the school selected the HP EliteBook Notebook PCs from the start of the program, and has purchased the newest version for each incoming class. "The EliteBook PCs have served the students well," he says. "From the first year, they were durable. And since then, we've realized the benefits of continuous HP engineering improvements."

The EliteBook series represents a balance of the various needs a student has, he notes. As the school was evaluating various models in the first year of the notebook program, it sought a model that was light enough to carry, that had good battery life, would stand up to four years of student use, and was available at a reasonable price. Portability was important to enable students to use the devices anywhere. But a mobile solution also had to offer the computing power of a desktop PC so that students wouldn't feel it necessary to bring a desktop to school as well.

The HP EliteBook 6930p Notebook PC is equipped with the Intel® Core™2 Duo processor. The HP EliteBook 8440p Notebook PC and the HP EliteBook 2740p Tablet PC are based on the Intel® Core™ Mobile Processor Family with Turbo Boost Technology.³ The Intel processors provide industry-leading performance to match the desktop PCs that might otherwise be found on college campuses. "Staying with Intel processors was important to us. We wanted a commercially graded proven technology," Clark says. "We weren't planning to upgrade the students' notebooks halfway through their time here; we wanted a device that would provide a four-year lifecycle with substantial reliability, and we wanted a manufacturer that would help us achieve that goal."



Each year, the school develops a new standard software image. A typical image includes Genuine Windows® 7 Professional, Microsoft® Office, Symantec Norton AntiVirus, adware and malware protection, Creative Suite® including Contribute for the ePortfolio, Adobe FlashPaper, and other utilities.

Salve Regina manages a website to describe the college program and lay out the options to incoming students, their parents and faculty. CompUtopia assists on quality assurance and distribution, as well as the ordering and purchase process. Additionally, the standard software image is pre-installed and tested on all systems before they are distributed to students. When students arrive on campus, Salve Regina IT staff helps students get connected and troubleshoot any issues.

"Service is a key part of the relationship—managing the process, doing asset tagging, helping distribute the notebooks as efficiently as possible, and providing initial support," notes Michael Nunziata of CompUtopia's education division. "CompUtopia chose to partner exclusively with HP in serving the education market because of its commitment to both education and to working with channel partners like ourselves."

TEACHING WITH TECHNOLOGY

Most teachers get the same HP EliteBook Notebook PC as their students. Some teachers specifically request a tablet PC option. They are receiving the HP EliteBook 2740p Tablet PC.

"We are hoping that will enable them to step away from the front of the classroom and use technology to create an even more interactive environment," Clark says. Teachers using the

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tablet PCs are in many cases also using DyKnow Vision software, which enables teachers to gather student feedback in real time, to foster collaboration in the classroom, make the most of each class hour and promote effective studying and preparation.

"In the first year, there were a lot of calls with faculty members asking, 'How am I going to use this? How will it help me?' Clark recalls. "Now, they are asking, 'What else can I do with this?' or 'How else can I use this to enhance the classroom?'"

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—Michael Nunziata, sales director, CompUtopia education division

To support the laptop program, Salve Regina has established the Student Laptop Support Center on campus. Salve Regina is a part of the HP Self-Maintainer program, with four university employees who are HP-certified hardware technicians to provide on-site warranty service as needed. The Support Center also gathers student input about software, hardware and related issues. Its staff offers some training to students to help them get past repetitive issues. "We want everyone to be as self-sufficient as possible," Clark says.

HP EliteBook PCs have built-in Intel® Wireless technology that provides Wi-Fi CERTIFIED™ WLAN capability,⁴ and the campus provides a ubiquitous wireless network to facilitate communication among students and with faculty, and to enable downloading of additional software or learning resources as needed. Students also have the option of enabling an HP Mobile Broadband card and subscribing to broadband service from AT&T or Verizon.⁵

HPFS LEASING PROVIDES FLEXIBILITY

Originally the HP EliteBook Notebook PC that students received in the program as incoming freshmen was billed to them by the university with a one-time charge. The university, however, actually leases the PCs through HP Financial Services, paying the lease through the student's academic career. Leasing converts the large capital outlay into a recurring, monthly expense for the university. It also gives the school added flexibility each fall.

"Operational budgets are all supported by tuition. Enrollments can fluctuate and, as a result, budgets can fluctuate," Clark explains. "We work with HP Financial Services to acquire the notebooks before the start of the year, configure and prepare them in time for distribution to the freshman, without relying on an exact number of tuition payments to cover that cost."

A master lease determines the terms under which Salve Regina acquires the notebooks. If additional units are needed, the university can simply add more to the lease using the same terms. That simplifies the procedures for leasing and shortens the timeframe for getting additional units.

Students entering the notebook program today utilize an online purchase program to buy the machine directly during the summer months before starting school in September.

Clark notes the importance of having strong relationships with IT suppliers to make the student laptop program a success. "I remember trying to manage a residential computing program on our own, using our IT staff," he recalls. "It was a monster. Having support from CompUtopia and HP makes it painless. "The other great advantage has come from the quality of the HP EliteBook PCs themselves, Clark says. "More and more of our community members are taking advantage of mobile solutions. They require equipment that is powerful, reliable and durable. The HP EliteBook PC consistently exceeds our expectations."

To learn more, visit www.hp.com
www.compupotopia.com

Contact the HP Reference2Win Program, 866-REF-3734 for more information.

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¹ Testing was not intended to demonstrate fitness for DOD contracts requirements or for military use. Test results are not a guarantee of future performance under these test conditions.

² For the use cases outlined in the DOD 5220.22-M Supplement.

³ Intel® Turbo Boost technology requires a PC with a processor with Intel Turbo Boost capability. Intel Turbo Boost performance varies depending on hardware, software and overall system configuration. See www.intel.com/technology/turboboost for more information.

⁴ WiFi access point and Internet service required and not included. Availability of public wireless access points limited.

⁵ Wireless broadband requires separately purchased service contract. Check with service provider for availability and coverage in your area. Available in select countries only.

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