

# PC support for anytime, anywhere college staff

Remotely resolve higher-education staff device issues to help reduce downtime



## Identify, prevent, and resolve staff device issues

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Keeping your school's administrators, instructors, and other staff connected, productive, and secure in a blended work environment is no easy feat. A hybrid workforce support service can help.

### HP ACTIVE CARE SERVICE<sup>1</sup>

Live experts and smart automation deliver managed device protection, remote tech support, and fast repair.

### HELP REDUCE DISRUPTIONS

Keep your staff up and running on campus or on the go. HP Active Care fast-tracks issue diagnosis and resolution, getting employees back to work quickly.

### QUICKLY RESOLVE ISSUES

Avoid productivity slowdowns with monitoring that proactively identifies issues and automatically creates help desk tickets, triggering IT to schedule a repair.

### KEEP YOUR DEVICES IN PEAK CONDITION

Extend the life of your institution's hardware by monitoring the health of every employee device. Quickly identify needed repairs before they impact device functionality.

# A complete suite of device protection

Maximize user productivity with device support services tailored for employees who divide their time between being on campus, traveling, and working remotely. Get coverage worldwide<sup>1</sup> on most HP commercial notebooks and desktops<sup>2</sup> with these essential services.



## Next Business Day Onsite Response<sup>3</sup>

Reduce disruptions and grow productivity with available next-business-day on-site support from a trained HP support technician who travels to your employees' locations.



## Defective Media Retention

When storage devices fail, maintain control of the defective media in a way that meets your security standards for protecting sensitive data.



## Travel Support

Give users access to the help they need—almost anywhere they are—with support coverage around the world.<sup>3</sup>



## HP TechPulse<sup>4</sup> portal

Improve uptime and performance across your HP devices with predictive analytics, insights, and auto-ticketing for repairs—all from a single, easy-to-use dashboard that aggregates critical data from your endpoint devices and applications.



## Accidental Damage Protection<sup>3</sup>

Safeguard your hardware investment against unforeseen events like accidental damage, loss of equipment, or loss of sensitive data. Keep devices up and running with fast parts replacement.

## Stay a step ahead with HP TechPulse<sup>4</sup>

HP Active Care leverages the telemetry power of the HP TechPulse platform to proactively monitor device health. This AI-driven automation can automatically request service for your users—before they experience a device disruption or failure.

## When PCs don't work, your users and staff can't, either

If an HP device in your fleet does fail, HP Active Care delivers fast resolution and replacement, even across a geographically distributed workforce.<sup>1,2</sup> Customize your service package to the specialized device coverage options your organization needs, so that you're paying only for what you need.



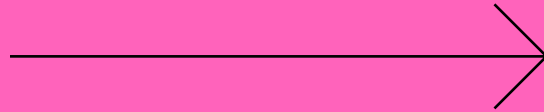


## Support users, wherever they work

When your college's flexible workers could be anywhere, your PC support has to be anywhere too. With HP Active Care, you get remote technical support that troubleshoots HP device problems wherever and whenever users need help.

You get automated device health monitoring and predictive analytics that head off problems before they actually become problems. You get rapid device repair and replacement, even across a hybrid workforce.

LEARN MORE AT [HP.COM/ACTIVE-CARE](http://HP.COM/ACTIVE-CARE)



<sup>1</sup> HP Active Care requires HP TechPulse to be installed by customer manually via a one-click download at [hp.com/active-care](http://hp.com/active-care) or by providing consent at the time of your hardware's first boot, which enables HP to install HP TechPulse to collect information related to the Device. HP TechPulse is a telemetry and analytics platform that provides critical data around devices and applications and is not sold as a standalone service. HP TechPulse follows stringent GDPR privacy regulations and is ISO27001, ISO27701, ISO27017 and SOC2 Type2 certified for Information Security. Internet access with connection to TechPulse portal is required. For full system requirements, please visit <http://www.hpdaas.com/requirements>. HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

<sup>2</sup> Excluding Chromebooks, RPOS, and thin clients.

<sup>3</sup> Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit [www.hp.com/go/cpc](http://www.hp.com/go/cpc). HP Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

<sup>4</sup> HP TechPulse is a telemetry and analytics platform that provides critical data around devices and applications and is not sold as a standalone service. HP TechPulse follows stringent GDPR privacy regulations and is ISO27001, ISO27701, ISO27017 and SOC2 Type2 certified for Information Security. Internet access with connection to TechPulse portal is required. For full system requirements, please visit <http://www.hpdaas.com/requirements>. Purchase of any HP TechPulse-enabled service necessitates enabling software to run on each device. HP Services Scan is provided thru Windows Update and will check entitlement on each hardware device to determine if an HP TechPulse-enabled service has been purchased, and will download applicable software automatically. To disable this feature, please follow the instructions at <http://www.hpdaas.com/requirements>.

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