

# Reliable support wherever, whenever employees need it

## HP Support Services



## Worry-free PC support to enable your workforce

It can be challenging for today's IT teams to oversee device maintenance and support needs for a workforce that only makes occasional trips to the office. Plus, traditional, reactive diagnosis and remediation of device issues can lead to costly employee downtime and frustration.

Many organizations are turning to trusted technology partners like HP, which has a robust portfolio of support solutions to supplement and expedite device maintenance, as well as help extend the life of their PCs.

### FLEXIBLE SUPPORT TO KEEP BUSINESS MOVING

Help prevent productivity disruptions and enable IT to do more with reliable device support that keeps your people and PCs running at peak performance, wherever work happens.

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### HARDWARE SUPPORT ON YOUR TERMS

Go beyond a standard device warranty with enhanced capabilities and predictive insights that can streamline support requests<sup>1</sup> to maximize employee and IT productivity and reduce the burden of device maintenance on IT.<sup>2</sup>

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### FRICTION-LESS SUPPORT EXPERIENCES

Reduce frustration for employees and IT with the PC industry's first remote diagnosis and remediation<sup>3</sup> for issues typically requiring physical intervention.<sup>4</sup>

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### STRETCH YOUR TECH INVESTMENT

Keep existing devices running optimally and get more time to plan your next refresh with Post-Warranty Support.<sup>5,6</sup>

# Empower employees to achieve more

Rely on HP to provide support services<sup>2</sup> that keep your devices running optimally. Select the service that best meets your needs from three easy-to-buy options—from affordable support to more advanced features like predictive insights and onsite support.



## HP Essential Support<sup>2</sup>

When IT budgets are tight, depend on HP to help troubleshoot PC issues with:

- Expert remote support during regular business hours
- Onsite support, wherever work happens
- Optional device health insights to help identify, diagnose, and remediate issues



## HP Premium Support<sup>1,2</sup>

Limit interruptions with fast expert response, where you need it including:

- AI-powered, predictive detection of issues
- Alerts
- Expert remote support 24/7
- Convenient onsite repairs
- Automated ticketing to streamline support



## HP Premium+ Support<sup>1,2</sup>

Avoid disruption with our fastest repair that includes:

- AI-powered, predictive detection of issues
- Alerts
- Expert remote support 24/7
- Convenient onsite repairs
- Automated ticketing to streamline support
- Preferred access to parts and HP service experts.<sup>9,10</sup>



## Revolutionary support to fix more devices remotely than ever before<sup>3,4</sup>

Speed PC issue remediation with a hassle-free, virtual hand-off to HP. The industry's most advanced remote support can diagnose and remediate more complex PC issues like boot failures, reimaging and BIOS fixes from anywhere. This out-of-band diagnosis and remediation remotely resolves up to 45% more issues that might cause a PC to crash and fail to reboot, with virtually no employee intervention or manual device repair.<sup>7</sup>



## Extend device life with enhanced performance

Optimize IT investments and reduce your carbon impact by maximizing the life of your existing devices through HP Device Life Extension service.

Optional add-ons to extend support coverage for the unexpected such as accidental damage protection<sup>6</sup>, battery replacement coverage<sup>6</sup>, keeping defective drives to protect your data,<sup>6,8</sup> and support while traveling.<sup>6</sup> Plus, add additional coverage for up to six peripherals.

Contact your HP sales representative for additional support solutions to meet your custom business requirements.





1. HP Premium Support (onsite support with predictive issue detection and alerts for PCs only) and HP Premium+ Support (onsite support with predictive issue detection, alerts and preferred access for PCs only) require an HP Insights agent for Windows, Mac, & Android for predictive insights, available for download at <https://workforceexperience.hp.com/software>. The agent collects telemetry and analytics around devices and applications that integrate into the Workforce Experience Platform and is not sold as a standalone service. Internet access is required. HP follows stringent GDPR privacy regulations, and the platform is ISO27001, ISO27701, ISO27017 and SOC2 Type2 certified for Information Security.
2. The updated Hardware Support services portfolio is available for select HP commercial PCs ( desktops, notebooks, workstations, mobile workstations, Chromebooks, and RPOS). The Hardware Support services are available at the time of device purchase. 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](https://www.hp.com/go/cpc). Service package features may vary by geography or hardware platform.
3. Based on HP's internal analysis of PC manufacturers with power cycle control, non-OS control, BIOS control, and reimaging control as of 9/24/2024.
4. Out-of-band diagnostics and remediation is available in North America (which includes the US and Canada), and the EMEA markets (limited to specific countries) as an HP Care Pack for select HP commercial platforms that are Intel® vPro® and Intel® AMT enabled and are entitled to HP Premium Support or HP Premium+ Support. 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](https://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. Check with your HP authorized sales rep for availability.
5. Post-Warranty Services may be purchased to extend protection on already-owned devices.
6. Service package features may vary by geographic location. Sold separately or as an optional feature. Accidental Damage Protection must be purchased at the time of device purchase. Defective Media Retention and Travel Support must be purchased within 30 days of the device purchase.
7. HP-commissioned survey conducted in August 2024 amongst 200 IT professionals across the US and the UK.
8. If Defective Media Retention is purchased, the defective drive will be retained by the customer.
9. Requires creating a case through [MyHPSupport.com](https://myhpsupport.com)
10. Elevated support is providing a queue placement in front of warranty and other transactional service customers if there is a resource or part constraint.

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.

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