Brochure

HP PC Services

HP Discover Barcelona, December 2013

Help improve the efficiency of your business

At HP, we understand that every minute counts in business, and regardless of how large or small your business is, technology is an essential part of the success of your business. That's why we offer a comprehensive portfolio of services that can get you up and running, optimize the efficiency of your IT help-desk, help you save money and protect your time and assets.

HP Configuration and deployment services

Let HP do the heavy lifting
IT configuration and deployment can be a costly, time-consuming job. HP helps you cut costs, preserve your precious time, and stay focused on your core competencies with expert configuration and deployment services that bring you ready-to-use hardware products in global solutions.

Configuration: Get business-ready PC products tailored to your business—right from the factory
When you're deploying hardware to users across your organization, you want to be sure the systems are tailored to your needs. HP makes it happen with configuration services that bring you PC products configured and customized to your exact specifications—right from the factory.

- Image & Application
- Custom System Settings
- Integration and Packing
- Labeling and Asset Tagging

Deployment: Get your new PCs up and running faster with HP Deployment Services
Don't be overwhelmed by the deployment of hardware to users across your enterprise. Let HP ease your burden with expert logistics, installation, and decommissioning services for your IT deployments. Whether it's delivering hardware on certain days, installing your new devices, migrating your existing data, or recycling your old equipment[1], HP has you covered.

- HP Installation Deployment
- HP Value Added Logistics
- HP Decommission Services
- HP Get More

Learn more at
hp.com/go/factoryexpress

HP Priority Services

Trusted global IT support
Global support designed to optimize the performance of your enterprise IT and work with your IT staff around the world to help you get back to business fast.[2]

Save time with online case tools.
Make the most of your IT resources with access to online tools that let you quickly and easily open, monitor, and close IT case tickets.

Priority Access
We treat your engineers like engineers – not end users.

Give your in-house enterprise IT help desk immediate access to highly-skilled remote support agents who can talk the talk and get straight to resolving the issues.

• IT Engineer to IT Engineer Support

• Direct Access

• Global Experience

• Web Based Tracking

• Minimum 250 PCs Required

Priority Management
HP Priority Access plus an in-region support manager.

Get all the benefits of HP Priority Access premium IT support plus an assigned in-region Global Customer Support Manager who can help with support management, executive reporting, and proactive planning, including parts prioritization.[2]

• Priority Access

• Dedicated Support Contact

• Proactive Support Plan

• Problem Management

• Parts Prioritization

• Performance Management

• Minimum 1000 PCs Required

Learn more at
hp.com/go/priorityservices

HP Care Pack Services

Say no to downtime
Keep your business moving ahead with flexible HP Care Pack Services—support packages that expand and extend the protection on your printers and computing devices. Pick the service that matches your needs, and buy exactly the level of support your growing business requires. No more, no less.[3]

Help save money and get peace of mind
HP Care Pack Services are designed to help you:

• **Control expenses—** Avoid unexpected costs and help save money over the life of your product. The cost of just one service event is often more than the cost of a 3-year HP Care Pack.

• **Reduce downtime—** Get your PCs and printers back up and running fast with global next-day or same-day onsite support with quick repair times for business-critical systems.

• **Manage your products—** By using an HP Care Pack to properly maintain your PCs and printers, you'll keep them longer and be able to plan the timing of replacement products.

• **Reduce business disruption—** Stay productive by protecting laptops from accidents, reducing theft risks, keeping your printers running and utilizing data security and recovery services.

• **Enjoy flexible support—** Remote offices and home-based workers can manage their own support—no IT department needed.

• **Protect the environment—** Extending the life of your PCs and printers with proper maintenance can help reduce your company's impact on the environment.
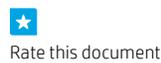
PCs
• Same Day Service

• Accidental Damage Protection

• Call-to-Repair

• Tracking and Recovery Services

• Defective Media Retention

• Next Business Day Onsite

• Post Warranty

• Pick up and Return / Return to Depot Services

• Travel Coverage

Printing
• Same Day Service

• Call-to-Repair

• Offsite Return Services

• Installation with Network Setup

• Maintenance Kit Replacement Service

• Next Business Day Exchange

• Next Business Day Onsite

• Post Warranty

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4AA5-0346ENW, December 2013