

Brochure

Ignite productivity – we've got you covered

HP configuration and care services for HP ElitePads

HP recommends Windows.





HP recommends Windows.



Work your way

Move beyond everyday business with the HP ElitePad.¹ With trusted security and outstanding durability, the low-profile, high-impact HP ElitePad can take your business anywhere you want it to go. Easily integrate the tablet into virtually any environment with IT-friendly manageability. And rest assured that you're in good hands with top-of-the-line customer service and global support.

HP services and solutions for HP ElitePads help protect your investment, delivering a choice of targeted, sensible service plans to keep your tablet up and running for the long haul. With these tools, it's easier than ever to implement and maintain the solution you need for your business, when you need it – with ongoing protection and oversight every step of the way. Even add premium protection to your data and device with the optional LANDesk Management Suite and Security Suite.²

Choose HP ElitePads and give your business the premier treatment it deserves, including:

- built-in security that's second to none
- rock-solid durability to perform your best
- global deployment and straightforward management
- professional service and support that's always there

¹ Not all features are available in all editions of Windows 8. Systems may require upgraded and/or separately purchased hardware, drivers and/or software to take full advantage of Windows 8 functionality. See <http://www.microsoft.com>.

The integrated display resolution of this system is below the threshold for snapping apps, a new feature that allows two Windows apps to be viewed simultaneously side by side. This feature may be enabled by attaching an external display which supports a screen resolution of 1366 x 768 or higher.

² LANDesk software is sold separately. Location-based functionality planned to be available in May 2013 and requires active LANDesk maintenance service or purchase of updated LANDesk licence with location-based settings when available.

HP services for HP ElitePads deliver:

- **Ultimate protection on every level**
Prioritise business solutions rather than security problems with built-in security right out of the box for devices and data.
- **Everything you need to get going with ease**
Activate and configure your global fleet, even from a single console, with deployment and mobility capabilities.
- **Total support, no headaches**
Enjoy next-day, onsite service and live, integrated support for HP ElitePads.³

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Professional assistance at every step

Add power and value to your HP ElitePad with specialised services and support for a true business solution. A wide offering of HP services and solutions can help alleviate IT worries and keep your most powerful business tool optimised for you – from configuring your device for business-ready capabilities to adding ongoing support to ensure your HP ElitePad is always primed to perform when you need it.

Rapid response, quick resolution

Tackle tough challenges without missing a beat. HP Elite Premium Support – included with all HP Elite products – delivers free, top-level assistance for your HP ElitePad, so you can get back to business quickly and without any stress. Tap into live, round-the-clock access to trained HP ElitePad specialists who tailor support to virtually any business or organisational demand.

With HP Elite Premium Support, you can bypass waiting times and get the help you need straight away – no phone trees or time spent holding the line. Arrange appointment times that match your busy schedule by deciding who to work with and when. Rely on outstanding customer service and satisfaction – HP has been ranked No. 1 in overall PC satisfaction, which encompasses product, sales and support areas.⁴ Hands-on support is just the beginning when you receive priority repair status at any repair centre.

³ Service levels and response times for HP Care Pack Services may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit hp.com/go/cpc.

⁴ TBR Report Highlights, 4Q12, Corporate IT Buying Behaviour and Customer Satisfaction Study, Technology Business Research, Inc.

HP configuration services help lighten your load

Custom build a plan that's just right for your business.

HP configuration services offer the following solutions:

- HP Image and Application Service
- HP Custom System Settings Service
- HP Integration and Packaging Services
- HP Labelling and Tagging Services
- Additional customisation through HP GetMore Services

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Focus on what matters most. HP configuration services offer a variety of solutions that are as unique as your business and can be customised to meet your specific environment.⁵ Configure your device to expand HP ElitePad capabilities on a global level, and help fit devices into your current work environment.

HP configuration services provide tailor-made and turnkey solutions for HP ElitePads. They also bring fast ROI, better total cost of ownership (TCO), end-user satisfaction and competitive advantage. HP configuration services are built and operated out of a robust and highly scalable service delivery platform. This is enabled by several ISO 9002 certified factories which use reliable and repeatable processes across the globe.



Ensure your HP ElitePad is ready to use

HP configuration services produce instant results for you and your business. When your HP ElitePad hits your hands, it is configured as per your needs, with the right labels, the right software applications/images, the right system settings and more.

Ease your HP ElitePad deployment

Put more energy back into your business when you ask HP to facilitate your deployment. Get your product delivered when and where you need it with HP's value-added logistics services.

⁵ Sold separately or as an add-on feature.

HP Care Pack Services – go the distance with care

HP Care Pack Services help you choose a plan that's right for you.

Select from a variety of options³, including:

- 3-year Next Business Day Onsite
- 3-year Next Business Day Onsite plus Accidental Damage Protection
- 3-year Pickup and Return
- 3-year Pickup and Return plus Accidental Damage Protection
- 3-year Travel Next Business Day Onsite

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Receive a full range of extended service plans to support you when you need it, with optional HP Care Pack Services. Expect maximum reliability time and again to increase business performance, and do more to avoid unexpected costs. Gain superior support for devices and software to help ensure your business gets what it needs. Increase productivity while employees are in the office or on the go. Plus, highly trained specialists are ready to support you. Staying connected has never been so seamless when you choose HP devices and services that work better together.

Protect your business and your device. Help take the guesswork out of your technology budget by gaining better control and coverage of your tablet, increasing time and cost savings. Enjoy peace of mind with long-lasting support that safeguards your device. Stay competitive by reducing down time when you select from a variety of onsite and offsite options, including up to five years of total support. Even track and manage your HP ElitePad. With advisory and protection services that add value and security to your HP ElitePad, you can rest assured that HP Care Pack Services will be there for your business.



Refine your business focus

HP Care Pack Services maximise your IT savings so you can invest in the future of your business. Free up IT time and resources by extending and expanding the standard warranty and enhancing support for your HP ElitePad.

Secure devices, cut costs

Manage security risks and boost efficiency with enhanced protection services for HP hardware and software. Reduce total cost of ownership for both repair and support with extended service plans.

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Find the right fit with HP

Deliver more than technology improvements: deliver long-term business solutions. With HP configuration and care services for HP ElitePads, you can rely on enduring, top-level support and service to meet your growing business needs. Move your business goals forward, using unique, customised global and customer service options that are with you at all times. Choose products that are designed to last longer – including up to five years. With legendary reliability from the world's leading PC manufacturer, you can count on HP configuration services and care services to help your business stay ahead of the curve.

For more information on HP configuration services for HP ElitePads, see hp.com/go/factoryexpress
For more information on HP Care Pack Services for HP ElitePads, see hp.com/go/cpc

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4AA4-6582EEW, April 2014

