

Brochure

# Services to keep your business running

HP Services for PC and Imaging and Printing business users



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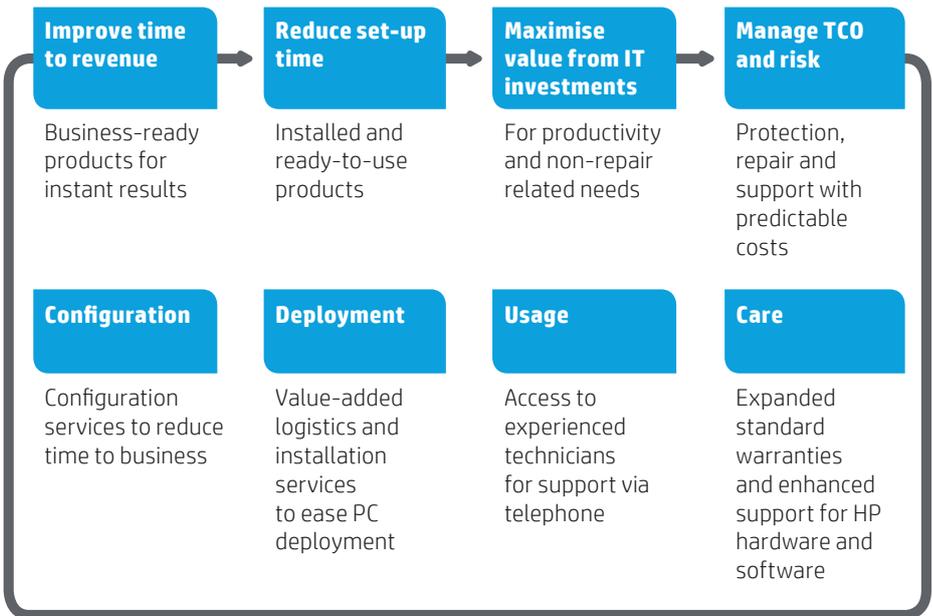




### PC Services that help you succeed

At HP, our PC Services provide a complete portfolio of solutions designed to address the four key business drivers across the complete PC lifecycle. Within that portfolio, each HP Service provides enhanced service options for you to effectively configure, deploy, utilise and maintain your HP PC products and this is a key part of HP’s total PC offering.

**Choose the PC Service that’s right for you**



All services may not be available for all PC products

## What HP PC Care Pack Services can do for you

### Is this for you?

- Do you know that your hardware normally lasts longer than its warranty period?
- Do you know that you can save more by purchasing an optional HP Care Pack than to bear the repair costs after warranty expiration?

- Do you have a service plan where your hardware is repaired or replaced entirely the Next Business Day after you call?
- What is your current process to reduce hardware infrastructure downtime?
- What is your back-up plan to help you control and predict costs over the life of the equipment?

- Do you have employees who travel frequently?
- Do you have an IT support plan in place for frequent travellers?
- Imagine you have landed in China for a business meeting and your laptop does not boot even after several attempts. Your entire business trip could be jeopardized

### Pick Up and Return / Return to Depot<sup>1</sup>

This service allows you to extend your protection up to five years in total. Enjoy peace of mind with a longer protection covering your HP product, saving you from unnecessary costs should your product malfunction after your standard warranty ends. Service level availability depends on the country.

*You should buy this to*

- Better manage your product lifecycle according to your business requirements
- Gain access to trained and qualified agents to support your HP product
- Fully predict and control your budget to support your PCs through their lifecycle

*Complementary services*

Accidental Damage Protection

Defective Media Retention

Tracking and Recovery Services (for mobile devices)

### Next Business Day Onsite / Standard Response Time<sup>1</sup>

If the issue cannot be resolved through remote support, an authorised HP Services representative will arrive at your site the next business day for repair, within the coverage window. Service level availability depends on the country.

*Coverage windows are*

9h x 5d – Service is available 8:00 a.m. – 5:00 p.m., Monday to Friday, excluding holidays

*You should buy this to*

- Reduce downtime for units experiencing technical problems
- Increase PC availability and improve business productivity

*Complementary services*

Defective Media Retention

Accidental Damage Protection

Tracking and Recovery Services

### Travel Coverage<sup>1</sup>

This service lets you travel worry-free with your notebook, with access to local or English language telephone and onsite support. For issues that cannot be resolved through local remote support, an authorised HP representative will arrive at your visiting country site the next business day to resolve the issue.

**To find more information about country coverage visit**

**[hp.com/services/travel](http://hp.com/services/travel)**

*You should buy this to*

- Get quick repair of notebook while on business travel
- Avoid the hassle of locating and travelling to the visiting country repair centre
- Enjoy English or local language call support in the visiting country

*Complementary services*

Accidental Damage Protection

Defective Media Retention

Tracking and Recovery Services

**To know what HP Care Pack Services exist for your product, please visit Care Pack Central at**

**[hp.com/go/cpc](http://hp.com/go/cpc)**

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](http://hp.com/go/cpc)

### Is this for you?

- If your computer is stolen, do you have a service plan to track and recover your stolen machine?
- Do you require coverage to manage sensitive data, so that data can be remotely deleted from stolen or missing units?
- Do you need to ensure data protection by creating encrypted volumes to secure data?
- Do you have a service plan to manage IT assets from a single online portal?

- Do you know that annual worldwide cost of accidental damage is over \$1 billion and 11-18% of notebooks are damaged by accidents?
- What is your current process for repairing or replacing hardware or system due to accidental damage?
- Do you know that productivity loss and hardware repair or replacement costs due to accidental damage can be quite significant?
- Do you know that accidental hardware damage is quite a common occurrence in the workplace?
- Do you know that it is rather costly to replace a damaged notebook screen?

- Is your warranty or HP Care Pack about to expire, but you are not quite ready to replace your product?
- Do you know that you can save more by prolonging your warranty than to bear the repair costs after warranty expiration?

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Computrace agent is shipped turned off, and is activated with customer purchase of a subscription. Service may be limited. Check with Absolute for availability outside the U.S. The optional subscription service of Absolute Recovery Guarantee is a limited warranty. Certain conditions apply. For full details visit: [absolute.com/company/legal/agreements/computrace-agreement](http://absolute.com/company/legal/agreements/computrace-agreement). If Data Delete is utilised, the Recovery Guarantee payment is null and void. In order to use the Data Delete service, customers must first sign a Pre-Authorisation Agreement and either create a PIN or purchase one or more RSA SecurID tokens from Absolute Software.

### Tracking and Recovery Services<sup>1</sup>

This Absolute Computrace<sup>®</sup> Service provides a multi-layered security solution that helps organisations with compliance, data protection, computer theft recovery, and asset tracking.

#### *You should buy this to*

- Assist in meeting regulatory compliance requirements
- Reduce loss, theft and drift
- Keep sensitive data secure with features that include creating encrypted volumes to protect data
- Help streamline inventory and increase auditing accuracy

#### *Complementary services*

All other PC services

### Accidental Damage Protection<sup>1</sup>

This service lets you avoid out-of-pocket repair or replacement costs caused by accidents such as drops, spills, and electrical surges that may occur during normal usage of computing products. It also covers damaged liquid crystal displays (LCDs), and broken parts.

#### *You should buy this to*

- Easily repair or replace a damaged HP product due to accident, without cost
- Get accidental damage coverage for HP products exposed to high-risk environments such as frequent travelling or field sales
- Get back to business fast in the event of an accident
- Enjoy a single upfront payment that works through the HP Care Pack infrastructure

Buy in combination with other HP Care Pack Services.

### HP Post Warranty Services<sup>1</sup>

This service allows you to extend by one more year, an 'expiring' product warranty or an 'expiring' registered HP Care Pack Service. You can enjoy prolonged coverage even after your initial warranty expires without worrying about lack of support in the event that your product malfunctions.

#### *You should buy this to*

- Avoid costly repairs in the event of equipment failure even after the warranty expires
- Enhance the quality of service that is currently available on the product<sup>1</sup>
- Continue to receive HP expert support and get peace of mind



### Is this for you?

- Do you meet the requirements of data privacy regulations by physically controlling access to your data?
- Do you have the proper measures in place to avoid the risk of expensive regulatory or civil liabilities as a result of improper control or disposition of sensitive data?
- Are you currently paying the price of a new drive to keep malfunctioning disk drives that are still covered by warranty?

- Do you have an assured service plan that can resolve hardware problems within a committed timeframe?
- Does productivity loss due to hardware or system failure affect your business drastically?
- Do you factor lost productivity into your Return on Investment (ROI) calculations?
- Do you require repair of your notebook or desktop within a predictable timeframe?

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<sup>2</sup>Service options in terms of availability, response times and business hours coverage can vary by product and country

### Defective Media Retention<sup>1</sup>

This service allows you to keep your malfunctioning drive on which sensitive data is stored, instead of returning it to HP. In the event of a problem with the disk, an HP engineer diagnoses your disk and provides a replacement if required.

#### *You should buy this to*

- Keep the defective disk drive to ensure complete control of sensitive data
  - Replace a faulty disk free of charge
  - Be able to comply with current data privacy regulations
  - Mitigate the risk of expensive regulatory or civil liability by properly controlling sensitive data
- Buy in combination with other HP Care Pack services.

### Call to Repair<sup>1</sup>

This service level provides the commitment from HP to dispatch a technician to your site and fix the defective unit within six hours, next business day, 24 to 48 hours, or third business day.

#### *You should buy this to*

- Get a guaranteed fix within a very short time to ensure business continuity for mission critical functions

#### *Service options<sup>2</sup>*

Next Coverage Day Service

Third Coverage Day Service



### Is this for you?

- Do you have a prompt service plan where your hardware is repaired or replaced entirely within 4 hours after you call?
- What is your current process for ensuring minimum hardware infrastructure downtime?
- How long does it take to fix your hardware when unexpected failure occurs?
- Are you adequately covered by onsite rapid response and comprehensive remote support for your hardware currently? Does the service quality meet your needs?

- Do you have a dedicated IT support?
- Are you running a business outside of standard working hours?
- Are you adequately covered by onsite rapid response and comprehensive remote support for your hardware? Does the service quality meet your needs?

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<sup>3</sup>Service options in terms of availability, response times and business hours coverage can vary by product and country

### Same Day Onsite<sup>1</sup>

If the issue cannot be resolved through remote support, an authorised HP Services representative will arrive at your site the same day for repair, within the coverage window.

#### *Coverage windows are*

9h x 5d – Service is available 8:00 a.m. - 5:00 p.m., Monday to Friday, excluding holidays

13h x 5d – Service is available 8:00 a.m. - 9:00 p.m., Monday to Friday, excluding holidays

13h x 7d – Service is available 8:00 a.m. - 9:00 p.m., Monday to Sunday (available for RPOS only)<sup>3</sup>

24h x 7d – Service is available 24 hours per day, seven days per week, including HP holidays

#### *You should buy this to*

- Get faster issue resolution in the event of a critical hardware failure
- Increase PC availability and improve business productivity

#### *Complementary services*

Defective Media Retention

### HP Premium Care<sup>1</sup>

This service allows you to receive an onsite response for hardware repair, with an extended remote support coverage (13h x 6d).

9h x 5d – Service is available 8:00 a.m. - 5 p.m., Monday to Friday, excluding holidays

13h x 6d – Service is available 8:00 a.m. - 9 p.m., Monday to Saturday, excluding holidays

#### *You should buy this to*

- Increase PC availability and improve business productivity
- Enhance the time window of the service that is currently available on the product<sup>1</sup>
- Get peace of mind with a priority call from highly skilled agents offering collaborative third-party software support

#### *Complementary services*

Accidental Damage Protection (available on Notebook products)

Defective Media Retention (available on Desktop products)



### HP Care Pack Services for PCs at a glance<sup>1</sup>

Service Level	Notebook	Desktop	Workstation	Retail Point-of-Sale	Thin Client	Display
Pick Up and Return	✓	✓	✓	✓	✓	
Next Business Day Onsite	✓	✓	✓	✓	✓	✓
Travel Coverage	✓					
Tracking and Recovery Services	✓					
HP Post Warranty Service	✓	✓	✓	✓	✓	✓
Accidental Damage Protection	✓					
Defective Media Retention	✓	✓	✓	✓		
Call to Repair	✓	✓	✓			
Same Day Onsite		✓	✓	✓		
HP Premium Care	✓	✓				

Services may vary by region, platform and country.

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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](http://hp.com/go/cpc)

## What Configuration and Deployment Services can do for you

### The challenge

- How to balance custom PC requirements against reducing business disruption and cost?
- How to customise complex PC hardware and software while keeping the end-user satisfaction and productivity high?
- What does it take to get globally consistent PC configuration and deployment by enterprise IT staffs?

### The solution

Leverage HP's supply chain to enable your business ready PCs with the minimum investment and maximum quality, globally available.

HP Configuration and Deployment Services is the solution for you. It provides tailor-made and turn-key PCs. It also brings fast ROI, better Total Cost of Ownership (TCO), end-user satisfaction and competitive advantage. HP Configuration and Deployment 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.

“HP Configuration and Deployment Services provides us with affordable customised hardware, which leaves us free to focus on software development, marketing and customer service.”

– Larry Buckley, President, Quadrox U.S.

### Benefits

- Ready-to-use integrated hardware and software products set up for your IT standards
- Consistent HP factory quality, testing and full compatibility with PPS (Printing and Personal Systems) platforms
- Industrial 1 touch HP supply chain process, reducing overall PC delivery time
- Custom specific & globally consistent services available across 151 countries
- Leverage HP expertise, capacity, accountability & support
- Minimise your total cost of ownership by providing high return as a run rate investment
- Value-added logistics and installation services to ease PC deployment

“We would recommend HP Configuration and Deployment Services to others because of the attention to detail, the installation, and the processing of the order from start to finish. There is really no reason not to use it.”

– Doug Isaac, DreamWorks Animation SKG, Inc.



**Configuration Services**

- Image and Application
- Custom System Settings
- Integration and Packaging
- Labelling and Tagging
- GetMore™

**Deployment Services<sup>4</sup>**

- High Value Logistic Services

**Configuration Services at a glance**

Image & Application	Custom System Settings	Integration & Packaging	Labeling & Tagging
<ul style="list-style-type: none"> <li>• HP PC Image Load Service</li> <li>• HP PC Image Modification &amp; Load Service</li> <li>• HP PC Image Build &amp; Load Service</li> <li>• HP PC Applications Load Service</li> <li>• HP Multi-platform PC Image Service</li> <li>• HP Backup Media Design &amp; Replication Service</li> </ul>	<ul style="list-style-type: none"> <li>• HP Standard PC BIOS Settings Service</li> <li>• HP Custom PC BIOS Setting Service</li> <li>• HP Customer Logo in Firmware Service</li> <li>• HP PC BIOS Revision Control Service</li> <li>• HP PC BIOS Asset Tagging Service</li> <li>• HP Intel vPro Setup &amp; Configuration Service</li> </ul>	<ul style="list-style-type: none"> <li>• HP Third-party Hardware Integration Service</li> <li>• HP Device Model Management Service</li> <li>• HP Drop-in-PC-Packaging Service</li> <li>• HP Over Packing Service*</li> </ul>	<ul style="list-style-type: none"> <li>• HP Standard Asset Tagging Service</li> <li>• HP Customer-supplied Asset Tagging</li> <li>• HP Security Tagging Service</li> <li>• HP Custom Security Tagging Service</li> <li>• HP Pad Printing Service*</li> <li>• HP Pre-configured Asset Tagging Service</li> </ul>

**GetMore™**

To know more about configuration services please visit [hp.com/go/factoryexpress](http://hp.com/go/factoryexpress)

\*Available in the Americas region only

<sup>4</sup>Regional availability varies. Check for availability in your country.

## Imaging and Printing Services that keep you ahead

### **No one knows printing and services better than HP**

When it comes to keeping your business competitive, your printing and imaging environment needs to be available and running at peak performance. You need expert advice, and personal, reliable, and cost-effective support. And that is what HP Services delivers.

HP Care Pack Services provides an easy-to-buy, easy-to-use portfolio of high-quality, packaged services that extend and enhance the standard warranty coverage on HP hardware – at a price you can afford. We can help you fix problems quickly, improve printer uptime, and avoid unbudgeted repair costs – so you can achieve better business outcomes.

Your business depends on quality printing and imaging. Count on proven expertise to provide you with everything from supplemental service to a virtual IT staff. With our support, you can gain peace of mind and a lower cost of technology ownership. That frees you to do what really matters: manage your business. Because when technology works, business works.

### **Why HP for printing services?**

*Complete solutions.* With an unrivaled portfolio of products, services, and end-to-end solutions, HP can work with you to identify and address your specific needs today and into the future.

*Expertise.* HP is recognised as number one globally in imaging and printing. Access to HP R&D engineers, and our massive knowledge base of experience make HP the ideal partner to assist you in elevating your printing and imaging environment.

*Financial strength.* HP has the resources to provide financing and procurement options that are right for your organisation.

### **Supporting your business when you need it**

*Reduce downtime for better productivity*

HP Care Pack Services for printing and imaging help you standardise and can improve your entire printing and imaging network to drive better results for your business.

*Enhance ROI and decrease costs*

HP helps you enhance the way you manage your printing and imaging environment – which can reduce costs and save time.

*Leverage a wide range of support options*

HP Care Pack Services for printing and imaging lets you choose the precise level of service of support you need.

*Rely on HP Printing and Imaging Services*

HP Care Pack Services are predictable and professionally delivered – from technical phone support to installation and service support that can be as fast as same-day onsite repair.

Our services are more cost-effective than forecasting, storing, and maintaining inventory spares, and it reduces the risk of investing in technologies that may become obsolete.

You can benefit from less printer downtime, greater employee productivity, lower printing costs, and a worry-free printing experience.

### **Initial Troubleshooting Process**

Once you log a case with HP, our support technicians will work to get your printer up and running as quickly as possible. Our qualified support agents will work with you to remotely troubleshoot the problem. The following actions will be taken based on their findings.

- In the event the issue can be fixed remotely, the support technicians will provide step-by-step instructions on how to resolve the problem
- In the event a customer installable replacement part is required (e.g. new paper tray); HP will expedite a shipment of the necessary part(s) to you. You will be required to ship the defective part(s) back to HP in the provided packaging materials
- If the problem cannot be resolved by one of the troubleshooting and resolution methods above, the HP Care Pack service level will determine the next steps. See the descriptions below to learn about what will be done next based on the HP Care Pack that has been purchased

## What HP Imaging and Printing Care Pack Services can do for you

### Is this for you?

Perfect for customers who need reliability and consistency without interruption, who want an HP employed and authorised service technician onsite to provide expert support, and who are interested in budget predictability (a great fit for remote offices, and telecommuters)

Perfect for customers who want to maintain their investment and help reduce environmental impact, who don't have an in-house IT staff and who need expert advice and personal, reliable support (a great fit for remote offices, and telecommuters)

Perfect for customers who need reliability and consistency without interruption, who want an HP employed and authorised service technician onsite to provide expert support, and who are interested in budget predictability (a great fit for remote offices, and telecommuters)

### Next Business Day Onsite Repair<sup>1</sup>

- If the Initial Troubleshooting Process does not resolve the device error, an HP employed service technician<sup>6</sup> will make best effort to arrive at your site the next business day after the support agent escalates the case for dispatch
- Service includes all parts, material, and labour, along with technical phone support, troubleshooting, and diagnostics<sup>5</sup>

### Next Business Day Onsite Exchange<sup>1</sup>

- If the Initial Troubleshooting Process does not resolve the device error, the support technician will arrange for shipment of a replacement device along with a visit from an HP employed service technician<sup>5</sup> to exchange the device at your site the next business day
- You will be required to pack the defective unit in the provided packaging materials and ship back to HP
- All shipping charges are included in the price of the HP Care Pack

### Next Business Day Exchange<sup>1</sup>

- If the Initial Troubleshooting Process does not resolve the device error, the support technician will arrange for shipment of a replacement device to arrive by 10:30 a.m. the next business day<sup>1</sup>
- You will be required to pack the defective unit in the provided packaging materials and ship back to HP
- All shipping charges are included in the price of the HP Care Pack
- Collateral, in the form of a credit card number or PO, will be required to ship the exchange unit. This information will be kept on file in the event the defective unit is not returned to HP

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<sup>5</sup>HP onsite service does not include consumable items, such as print cartridges, batteries, maintenance kits, and other supplies; user maintenance; and non-HP devices.

Perfect for customers deploying multiple units

### Same Day Onsite<sup>1</sup>

- If the Initial Troubleshooting Process does not resolve the device error, an HP employed service technician<sup>6</sup> will make best effort to arrive at your site to begin hardware service within four hours after the support agent escalates the case for dispatch
- Service includes all parts, material, and labour, along with technical phone support, troubleshooting, and diagnostics<sup>5</sup>

### HP Post Warranty Services<sup>1</sup>

Fiscal and environmental responsibility is a priority and how better to protect your investment than with a post-warranty HP Care Pack. Post-warranty HP Care Pack Services offer continued protection after your standard HP warranty expires, or after your up-front HP Care Pack Service expires. This service gives you access to all the benefits you can/did receive when purchasing the HP Care Pack up front while extending the life of your printer investment.

Post-warranty services are offered in 1 & 2 year increments and in a variety of service levels, including exchange, onsite, and call to repair.

### Installation Service with Network Setup<sup>1</sup>

Installation service includes onsite installation and/or network setup of printing products by an HP-employed service technician.<sup>6</sup> Deliverables include assembly of all HP accessories, hardware verification, network setup, and basic orientation for your organisation's key operator.

### Offsite Return Service<sup>1</sup>

HP Hardware Support Offsite Return Services offer high-quality return-to-HP service levels with remote telephone support and offsite repair for eligible products at an HP designated repair center. The service includes offsite repair or replacement, materials and parts, labour, and the cost of the return shipment. HP offers service levels with different shipment options to the HP designated repair centre. Some service levels are also available with optional service features such as accidental damage protection or defective media retention. This service provides a reliable, lower-cost alternative to onsite support for products in non-critical business or home environments.

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<sup>5</sup>HP onsite service does not include consumable items, such as print cartridges, batteries, maintenance kits, and other supplies; user maintenance; and non-HP devices.

<sup>6</sup>Onsite service level may not be available in all geographies. In some instances, onsite services may be performed by an HP Authorised Service Technician.

### HP Maintenance Kit Replacement Service<sup>1</sup>

To properly maintain the printer and its print quality, the printer’s maintenance kit needs to be replaced when an alert appears on the display panel. HP Maintenance Kit Replacement Service (MKRS) includes the replacement of this consumable part plus expert onsite service by an HP employed service technician.<sup>6</sup>

### Defective Media Retention Service<sup>1</sup>

As part of the HP Next Business Day Onsite Service offering, you have the option to add Defective Media Retention Service (DMR). An HP authorised technician arrives onsite the next business day in the event of a printer hardware failure. This additional feature allows you to keep the printer hard disk and the critical information it may contain without dealing with the hassle and expense of ordering and paying for a new drive.

### HP Care Pack Services for Imaging and Printing at a glance<sup>1</sup>

Service Level	LaserJet low-end	LaserJet mid-range	LaserJet high-end	LaserJet mid-high MFP	Designjet	Business inkjet	Scanjet
Installation Service with Network Setup	√	√	√	√	√		√
Offsite Return Service	√						
Next Business Day Exchange	√	√				√	√
Next Business Day Onsite	√	√	√	√	√	√	√
Next Business Day Including HP Maintenance Kit Replacement Service			√	√			
Next Business Day Including Defective Media Retention		√	√	√			
Same Day On Site		√	√	√	√		
HP Post Warranty Services	√	√	√	√	√	√	√

Services may vary by region and country.

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<sup>6</sup>Onsite service level may not be available in all geographies. In some instances, onsite services may be performed by an HP Authorised Service Technician

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