

Brief

Valuable support at your service



Helpdesk by HP Care Services

Support for all your office PCs and mobile devices running Microsoft®, Apple, or Android™ operating systems, as well as connected peripherals.



Keep your business running smoothly with helpdesk.

When you have a business to run, you want any technical issues to be resolved quickly so you can focus on your growing business. Fortunately, Helpdesk by HP Care Services covers many brands, devices, and operating systems. Let the experts at HP manage your IT support needs with effective expertise.

Helpdesk can help businesses like yours:

Work well together

Get your devices, software and networks on the same page so you can work seamlessly across technology brands. Voice-based assistance and secure desktop sharing make set-up, configuration, troubleshooting and connecting a breeze.

Gain comprehensive services

Enjoy quick, easy access to HP-certified technical help with installation, setup, sync, and troubleshooting for software applications and office devices—all from one plan.

Share safely

Only you can initiate HP encrypted remote sharing sessions. HP uses a 128-bit encrypted connection between your computer and the technician's, preventing others from viewing or accessing the session.

Keep your business up and running

Put your devices in capable hands with remote software tools. HP can jump in and fix the problem while you take care of your business.

Our specially trained HP Technicians will help you save time and money with "how-to" help you can easily understand.



Get the security and support of an in-house IT team without the overhead.

Helpdesk provides phone and online technical assistance, covering PC software, hardware, connectivity, and networking issues across a range of computers, tablets, and smartphones. Don't lose time trying to fix technical issues on your own.

You can choose from several solutions to make sure your office is supported, including your primary devices (PC, notebook, or tablet) plus connected peripherals (printers, smartphones, or back-up drives):

- **Business Helpdesk One Service:** one (1) primary device plus up to five (5) peripherals
- **Business Helpdesk Multi Services:** up to three (3) primary devices plus up to five (5) peripherals

1 to 3 years coverage for hardware and software, connectivity and security

Fast and expert answers

- Issues fixed remotely with software tools

Easy-to-talk-to agents

- English-speaking
- Save time using secure desktop sharing

Minimize downtime and increase security for your business when you pair Helpdesk with these additional HP Services:

- **HP Subscription**—Break free from updates and repairs with a subscription that allows you to replace your PC every three years.¹
- **Next Business Day Onsite**—When in-person assistance is required, we'll be there the next business day.²
- **Tracking and Recovery Service**—Delete and recover data remotely, track and manage devices, detect unauthorized software—and more.
- **Accidental Damage Protection**—Rest assured that your devices are covered in case of everyday accidents.

For more information about Helpdesk by HP Care Services, visit hp.com/go/helpdesk



¹ Financing and service offerings available through Hewlett-Packard Financial Services Company and its subsidiaries and affiliates (collectively HPFSC) in certain countries and is subject to credit approval and execution of standard HPFSC documentation. Subscriptions to use are available for 24 or 36 month terms. Rates and terms are based on customer's credit rating, offering types, services and/or equipment type and options. Not all customers may qualify. Not all services or offers are available in all countries. Other restrictions may apply. HPFSC reserves the right to change or cancel this program at any time without notice.

² Service levels and response times may vary depending on your geographic location. Restrictions and limitations apply. 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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