

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.



Available 24x7

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 cost-effective expertise that's available to you 24x7.

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, set-up, 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. HP can jump in and fix the problem while you take care of your business.



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.

Helpdesk Service plan covers one primary device as computer, laptop or tablet, plus up to five peripherals (e.g. printers, scanners, smartphones or back-up drives).

Each different user require a plan for support.

One cost for all the coverage you need

- Enjoy coverage for 1, 3, 4 or 5 years
- Hardware and software, connectivity and security issues

Fast and expert answers

- Extended working hours, 24x7 support
- Issues fixed remotely with software tools

Easy-to-talk-to agents

- HP-certified and English speaking agents
- Save time using secure desktop sharing

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

- **Next Business Day Onsite** – When in-person assistance is required, we'll be there the next business day.¹
- **Tracking and Recovery Service** – Delete and recover data remotely, track and manage devices, detect unauthorised 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

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