

Brochure

# Made to measure

HP Subscription and Helpdesk by HP Care Services  
solutions for your business





### Let us manage what you don't have time to

Eliminate the strain of thinking about your PC needs so you can focus on what matters most—where your business is going. HP Subscription and Helpdesk by HP Care Services are scalable, providing you with the tools and support you need to stay ahead of technology demands. Rely on services designed for your specifications to stay on track and on budget, with expert support—when and how you need it.

You can partner with HP to manage your employees' IT needs or choose from HP Services' customisable, end-to-end offerings to deliver everything you need to effectively configure, deploy, use, and care for your IT hardware.

### Draw on our global expertise in managed services



**400,000**  
mobile  
devices  
supported



**5.4+ million**  
users in 135+  
countries



**43 million**  
Service Desk  
contacts in  
35 languages<sup>1</sup>



**1,000**  
software  
vendor  
relationships



More than

**30%**

of CIOs say that growth and new business opportunities drive innovation and IT decision making.\*

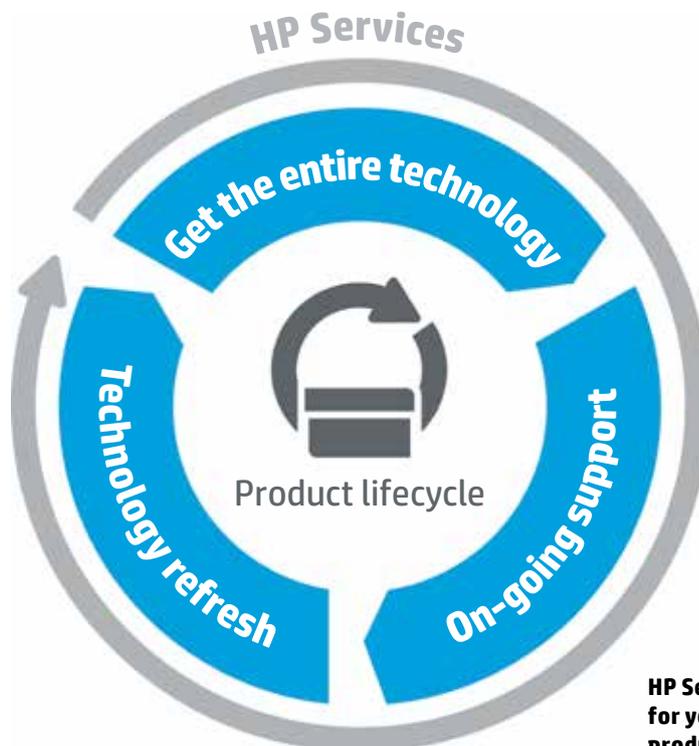
### Coverage you can count on

#### Support that's with you every step of the way

One of the keys to the success of your business is ensuring you're making the most of your technology. You don't just need technology, you need a trusted advisor that's with your business throughout its entire lifecycle.

### Ready to work—now and as you grow

HP Subscription enables you to benefit from the entire HP solution, such as Helpdesk or Touchpoint Manager, throughout the technology lifecycle— and are ready to work with you when it's time to refresh your IT infrastructure.



**HP Services are there for you throughout the product lifecycle.**

\* Gartner Report  
CIO Agenda 2013  
Implications for High-Tech Providers

These HP Services work together with your business, saving you time and money, while making sure all of your technology is continuously up-to-date. Now your business has the flexibility you need to get things done whenever, wherever—so you're ready for anything.



Stay up-to-date



Improve your cash flow



Start working now

## HP Subscription

### Subscribe and simplify

Break free from updates and repairs with a subscription that allows you to replace your PC every three years, ensuring you have the continued flexibility to provide up-to-date technology to your employees.<sup>2</sup> HP Subscription offers subscription packages for the hardware, software, and services you need to outsource devices' lifecycles—all for a convenient monthly fee—so your business can maximise cash flow while using best-in-class hardware and services.

Technology is critical for small businesses' productivity, scalability, and growth. However, they often find that maintaining IT is too:

- Complex
- Costly
- Time consuming
- Restricting

### With the help of HP Subscription, businesses can:

#### Stay on top of technology

Experience the latest and greatest technology and support from HP. Choose from top devices featuring better design and functionality that will help your business work smarter, faster.

#### Lower maintenance, lower cost

Help reduce the ongoing costs of maintaining aging devices. Break free from updates and repairs with a subscription that allows you to replace your PC every three years.<sup>1</sup>

#### Better management in less time

Save time by simplifying the planning, acquisition and replacement of your technology. Keep updates for all your PCs on the same schedule by renewing multiple devices at the same time.



# Helpdesk by HP Care Services

## Valuable support at your service

Ever had a software “how to” question you were sure was easy to solve if only you knew someone to call for help? Helpdesk is here for that purpose. When trouble arises, call us, and we can troubleshoot typical hardware and software products. Our Helpdesk Technicians can even access your computer remotely to diagnose and resolve issues.

### **Help your employees focus on getting work done—not getting their PCs up and working**

HP PSMS experienced technicians have the tools they need to resolve technical issues on the first call whenever possible to provide your business with:

- Quick and thorough device-based diagnostic and repair capabilities
- Software and hardware support
- Remote image access and remediation
- ITIL escalation procedures

### **Don't be afraid to ask for help**

Remote assistance is there for you on extended working hours, 6 days a week with Helpdesk. With desktop sharing, it's like you have expert HP Technicians at your side, whenever you need them.

- Support for Microsoft®, Apple®, and Android™ OS devices
- Installation, networking, connectivity, mobility, and security support in addition to troubleshooting and problem resolution
- Coverage for one primary device ( PC, tablet, Mac) and up to five peripherals (smartphone, printers, scanners, monitors, and more)



**Available on  
extended working  
hours 6 days  
a week**

## **Helpdesk is available on extended working hours, 6 days a week, covering multiple brands, devices, and operating systems.**

### **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 makes set-up, configuration, troubleshooting, and connecting a breeze.

### **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.

And with the Business Ready Suite, you can start benefiting from Helpdesk support and resolve potential issues before they slow you down. Just schedule a call and we will perform up to 3<sup>2</sup> different tasks such as diagnosis of your systems, tune up your PC, ensure security settings are up-to-date, or provide you consultation on data migration for your new PC.

### **Make sure it's secure**

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.



## At your service

Whether it's a monthly subscription to use best-in-class hardware and services, or remote assistance, HP Subscription and Helpdesk are exactly what you need to keep your business moving. Let us know how we can help. HP's end-to-end services let you choose either comprehensive IT management, or targeted, customisable offerings so you have expert support—when and how you need it.

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

- **Accidental Damage Protection**—Rest assured that your devices are covered in case of everyday accidents.
- **Tracking and Recovery Service**—Delete and recover data remotely, track and manage devices, detect unauthorised software—and more.
- **Next Business Day Onsite**—When in-person assistance is required, we'll be there the next business day.<sup>3</sup>

### **Learn more at**

[hp.com/go/subscribe](https://hp.com/go/subscribe)

[hp.com/uk/helpdesk](https://hp.com/uk/helpdesk)



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[hp.com/go/getupdated](http://hp.com/go/getupdated)

     
Share with colleagues

  
Rate this document

<sup>1</sup> Including phone, self-service, web tickets, email and chat.

<sup>2</sup> Business Ready Suite is limited to total of 30 minutes.

<sup>3</sup> Financing available through Hewlett-Packard International Bank plc (HPIB), Liffey Park Technology Campus, Barnhall, Leixlip, Co. Kildare, Ireland. Co. No. 289479 or other subsidiaries of Hewlett-Packard Financial Services ("HPFS") to qualified customers and is subject to credit approval and execution of standard HPIB/HPFS 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, consumers specifically excluded. Not all services or offers are available in all countries. Other restrictions may apply. HPIB reserves the right to change or cancel this program at any time without notice.

<sup>4</sup> 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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