Less IT management, more time for your business

Stay ahead of technology demands with HP Personal Systems Managed Services

Get back to what matters most – your business

Employees rely on wide-ranging technology to do their jobs effectively – and many are using their own mobile devices to do so. All this hardware, software, and data is creating more costly – and time-consuming – IT challenges, shifting your focus away from serving your customers and growing the business.

With HP Personal Systems Managed Services, we manage your IT environment so you can focus on your core business priorities. Count on our end-to-end IT management services help to stay ahead of technology demands, boost employee productivity, reduce costs, and free up valuable IT time and resources. It's exactly what you need to keep business moving.

HP is a global leader in managed services

570,000

mobile handheld users

1,000

software vendor relationships
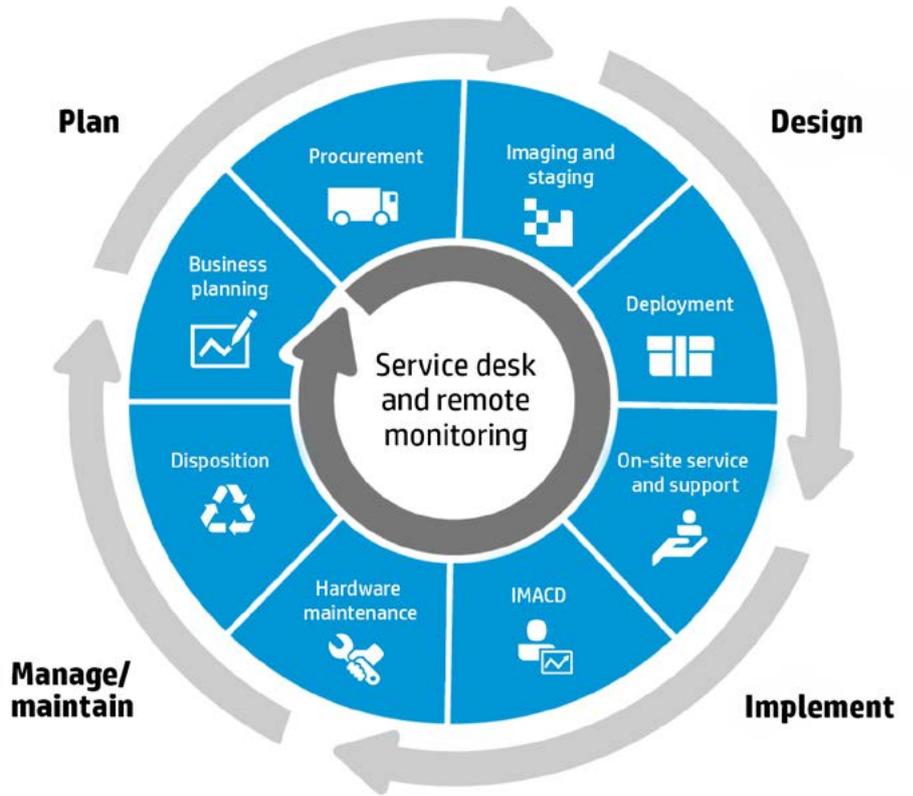
45 million

service desk contracts in 35 languages

5.4+ million

users in 135+ countries

Your source for end-to-end IT management

HP Personal Systems Managed Services provide support for all phases of enterprise IT management, from planning and procurement to on-site service and maintenance.

Focused on your business success

Scalable and modular, HP Personal Systems Managed Services provide everything you need to effectively configure, deploy, use, and care for your IT hardware – all with a single point of accountability.

Get up and running quickly with the help of our integration and deployment services. Create a seamless, low-maintenance PC environment by relying on us to manage your workspace infrastructure. Order hardware leasing and services as a single offering through our comprehensive asset procurement and services programme. And count on HP's expert service and support programmes to keep everything running smoothly.

HP Personal Systems Managed Services help make your IT environment more efficient, secure, and responsive to user needs.

88%

of enterprise businesses agree that personal systems configuration services improve operational efficiencies[1]

Concentrate on what matters

Your core business operations deserve your full attention. With HP's customised, fully managed IT solutions, you can focus on growing your business while we take care of the rest. We'll provide up-to-date, efficient, and secure technology solutions for your needs, so you can realise your business goals faster.

Control your costs

Stay on top of IT management expenses while moving them from capital expenditures to your operating budget, and standardise your IT processes to reduce complexity. Our bundled services and support free you from relying on a mishmash of different vendors – so you can create efficient economies of scale that help reduce costs while speeding up deployment and response times.

Better service, bigger productivity

Put your IT challenges in our hands and empower your staff to work to their fullest potential with improved IT service levels, less downtime, and consistent, high-quality support. HP helps you create an agile, cost-effective PC environment tailored to individual and team needs, so you can make the most of every business opportunity.

[1] "Gaining Efficiency and Reducing Costs by Using Add-On Services for Enterprise Peripheral Devices," InfoTrends, December 2013.

70%-85%

average share of IT assets devoted to ongoing support[2]

HP Integration and Deployment Services

Your ideal setup

Help employees perform their best with custom-built, ready-to-use PC systems from HP Integration and Deployment Services. You choose the specifications, we configure the PCs and deliver them to your office. HP Integration and Deployment Services gets you up and running quickly and securely, with hardware and software for standard, technical, executive, and mobile-user profiles.

HP Integration and Deployment Services offers:
- Instant-on PCs built to your specifications

- Pre-configured devices for secure access

- Asset tagging to protect and recover lost or stolen PCs

- Project management for handling the details, including Install, Move, Add, Change, and Disposal (IMACD) services, shipping, and logistics

HP Workspace Infrastructure Services

One-stop shopping for your workspace support

Stay laser-focused on your customers and other business priorities while we manage your IT infrastructure. From asset management to incident resolution, our large pool of technology experts can build, maintain, and report on your technical back office – creating an ultra-reliable, always-on technical environment. Your employees get what they need to stay on task while your business gains a competitive edge.

HP Workspace Infrastructure Services offers:
- Single point of contact to streamline infrastructure management

- Extensive network of existing managed print services for quick and affordable service

- Integrated ticketing, asset management, Wintel server support, image and application management, and monthly operations reporting

- Remote diagnosis and on-site support to keep productivity high

[2] HP Services Market Statistics, October 2013.

HP Service Desk and Remote Support

More convenience, less cost

Time spent servicing your PCs is lost time for your business. HP Service Desk and Remote Support offers quick and thorough software and hardware support, reducing costs while keeping your PC environment running smoothly. Our broad service network applies its deep technical expertise and range of diagnostic and remediation tools to resolve technical issues on the first call whenever possible.

HP Service Desk and Remote Support offers:
• Key performance indicator (KPI) monitoring for device-based self-diagnosis and repair

• Remote service desk support with thorough diagnostic capabilities

• Remote desktop takeover allows for virtual hands-on support and troubleshooting

• Incident capture, first-call resolution, remote management, and ITIL escalation

• Support for HP and third-party devices, including tablets, phones, and laptops

HP Customer Service

We're here when you need us

Whether it's on-site personnel, an HP myITmarket kiosk, or scheduled remote-service appointments, we keep you up and running with skilled support when and how you need it most. HP myITpc walk-in service centres and HP myITmarket kiosks offer PC users all the experience and technical expertise of HP support agents, delivered in a consumer-focused, user-friendly package. It's IT support the way it should be – effective, friendly, and cost-efficient.
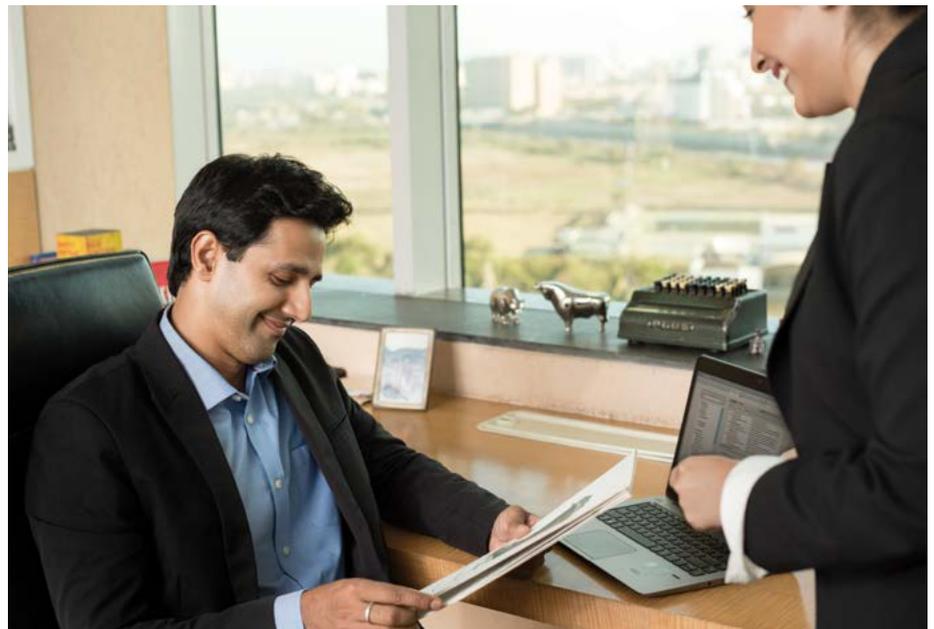
HP Customer Service offers:
• Skilled, consumer-focused support at HP myITmarket kiosks or during scheduled service visits

• Customised service based on standard, technical, executive, or mobile-user profiles

• Online repair scheduling for increased convenience

• PC repair, OS migration, smartphone support, and instructional support for both HP and third-party devices on-site or in an HP myITpc walk-in service centre

Up to 15%

increased user productivity with HP myITpc walk-in service centres and HP Proactive Support[2]

HP Asset Procurement and Services Program

Smooth out cash flows

Avoid sizable upfront payments when purchasing hardware by blending hardware and services together through the HP Asset Procurement and Services Program. Our all-inclusive package includes hardware, deployment, and end-to-end management, plus service-desk options. Let us manage your IT life cycle for you, so you're free to invest your time and resources in the business.

HP Asset Procurement and Services Program offers:

• Hardware: Desktops, notebooks, servers, and mobile devices

• Imaging and deployment: Image load, asset tagging, shipping, and logistics

• Infrastructure: Back-office asset and incident management, life cycle planning, asset disposition, and ongoing report generation

• Mobility: Tablet and smartphone optimisation, management, and support

• Remote and on-site support: Proactive self-diagnosis and repair, myITpc walk-in service centres, myITmarket kiosks, OS migration, and instructional support

Reclaim your time to drive business success

Thousands of organisations rely on us to deliver innovative, reliable technology solutions, backed by comprehensive support and expert consulting. With HP Personal Systems Managed Services, you can get back to what you do best and build a stronger, more responsive business.

Learn more at
hp.com/go/managedservices

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hp.com/go/getupdated

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