

Commercial Care Packs, an HP Care service



Get enhanced levels of service and limit downtime

Care Pack services bridge the standard hardware warranty offered and provide the level of service customers need to run their businesses. With a variety of offerings, customers can customize a service solution to meet their needs.



Care Pack services

- Experience lower and more predictable IT costs while easing concern about productivity losses due to hardware failure.
- Provide upgraded service levels that lengthen coverage and expedite service response time.
- Care Packs are for HP Desktops, Workstations, Notebooks, Point of Sale solutions, Thin Clients, Tablet PCs, Monitors and Mobile POS Jackets.
- Enjoy HP's new services:
 - Recover & Restore
 - HP Touchpoint Manager
 - HP Proactive Intelligence

Care Pack services for Commercial PCs include the following:

Service Extension

Allows customers to extend service coverage of products to match the expected length of time they will be used. Service is available for 2, 3, 4, or 5 years on most products.*

Next Business-Day Onsite Response*

Provides faster response time for customers who want to reduce downtime on units experiencing technical problems.

For issues that cannot be resolved remotely, an authorized HP Services representative will arrive onsite the next business day after a call that falls within a contracted service window has been logged. HP returns covered hardware to operational condition, repairing or replacing components or entire units as necessary. Coverage includes all required parts, materials and labor.

For most notebooks, service under standard warranty typically takes 5 business days from diagnosis to resolution.*

Next Business Day Exchange*

Provides faster response time than the standard warranty for PC products that have an exchange base warranty by shipping a permanent replacement unit overnight via premium airfreight. Shipping charges—for both the returned and replacement products—are prepaid by HP. Replacement units are new or refurbished to like-new condition.*

4-Hour Same Business Day* Response

For desktops and workstations that are business critical, this service offers onsite response within 4 hours if call is placed within specified service window. Available either:

- **9x5:** 8 a.m.–5 p.m., Monday through Friday, excluding HP holidays;
- **13x5:** 8 a.m.–9 p.m. M–F, or
- **24x7:** 24 hours a day, 7 days a week, 365 days a year.

* Service levels and response times for Care Pack services may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/carepack.



Why purchase Care Pack services?

- 1 Increased productivity: Getting units up and running more quickly limits downtime, thereby enhancing productivity
- 2 Lower, more predictable IT costs: Knowing up front what it will cost to service units limits unknown and unexpected expenses
- 3 Professional service: The majority of technicians are HP badged—they don't work on any other brands, and have the most up-to-date product information



Accidental Damage Protection (ADP) G2

Helps avoid repair or replacement costs due to mishaps that occur during normal operation of devices. Accidental damage includes liquid spills, drops, falls, collisions, electrical surges, or any unintentional breakage that renders the unit inoperable. Accidental Damage Protection service will usually be delivered in the same manner as standard service—Onsite or Pick Up & Return. ADP G2 offers limited coverage for claims up to the value of the purchase price of the covered system or one replacement unit.

Defective Media Retention (DMR)

DMR allows customers to retain their malfunctioning hard drive while their defective drive is replaced. DMR gives customers control over sensitive and confidential data, and allows them to determine the best method of disposal for failed hard drives. This service assists customers with the requirements of Sarbanes-Oxley, HIPAA and Gramm-Leach Bliley Act standards.

Absolute Data & Device Security (DDS)

Absolute® Data & Device Security (DDS) is an adaptive endpoint security solution built into the core of HP devices. It provides you with a persistent connection to all of your endpoints and the data they contain. This means you're always in control, even if a device is off the network or in the hands of an unauthorized user. Your connection to each device provides you with the insight you need to assess risk and apply scenario-appropriate security measures.

Recover & Restore

Service that helps recover data lost due to mechanical failure, malware, human error, or operating system error. HP will recover your lost data, restore your Operating System, and provide you with the software support you need. HP provides a pre-arranged, low-cost and reliable solution for protecting critical data.

Traveler Service

Provides Next Business Day-Onsite service for notebook PCs in any of over 80 countries for customers who travel internationally. This can be combined with Accidental Damage Protection (ADP) G2 and Defective Media Retention (DMR) in some countries.

Post Warranty Service

Allows customers whose warranty is about to expire, or has already expired, to continue service delivered under warranty or Care Pack. Service can be extended for another year. A post warranty care pack must be purchased between 90 days before and 30 days after the original warranty or care pack expires. The unit must be in good operating condition, and the product's end-of-services life must be more than one year out. The end-of-services life date can be validated in Care Pack Central <http://cpc.ext.hp.com/portal/site/cpc/>

HP Touchpoint Manager

Boost productivity with a powerful cloud-based app that helps companies short on IT resources easily manage data, devices, and users. With HP Touchpoint Manager, IT can quickly troubleshoot issues real-time and use point-and-click security policies across different devices, brands and operating systems.

HP Proactive Intelligence

Predictive analytics help you boost productivity, while a consolidated dashboard and reporting tools help you track usage and stay on top of updates. Now you can leave the monitoring and support of your devices in the capable hands of our proactive agents, whose expert assistance and cutting edge technology tools help to proactively anticipate problems and fix them before they even occur—freeing up your IT manager to focus on other more pressing issues.

Learn more about Care Pack services hp.com/go/computingservices

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.

© Copyright 2017 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

