



HP Priority Services

Value Proposition

A suite of premium, enterprise-class, global IT support services for PC and Printers that optimise helpdesk and IT resource performance, so that organisations can resolve issues efficiently. This service offers direct access to specially trained HP IT support specialists and online support tools available 24/7.



Who to sell to

- CIO or IT directors of multinational companies.
- CEO/CIO of medium size companies with regional offices.

Customer benefits



Direct access to specially trained HP support specialists designed to help IT help desk agents.



Globally consistent experience that is available in 63 countries and 20 languages.



IT help desk teams receive prioritised access with a toll-free number and a unique PIN.



Dedicated Global Customer Support Manager (GCSM) is located in the region to monitor and manage any support needs.

At a glance

Definition of HP Priority Services

- HP Priority Services¹ for HP commercial customers with internal IT help desks is a two-tier solution that includes HP Priority Access and HP Priority Management:
- HP Priority Access Service² offers anytime, anywhere access to advanced global support agents and a full suite of online management tools to expedite support needs and improve help desk productivity.
- HP Priority Management Service³ offers all the features of HP Priority Access, plus an assigned, in-region HP Global Customer Support Manager⁴ to monitor and manage support needs.

Coverage

- Case reporting for current or historical support cases with the ability to check on recent updates.
- Parts order management prioritisation⁴ to ensure minimal downtime.
- Pro-active support planning, comprehensive problem management, performance monitoring and executive-level reporting⁴.
- Available for 1, 3, 4 and 5 year durations for selected commercial HP PCs and/or Printers.

Service levels

- Direct, premium access to HP IT support specialists and online support tools available 24/7.

¹ Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit hp.com/go/cpc ² HP Priority Access requires a 250-device minimum of HP PC and/or HP commercial printers. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract. ³ HP Priority Management requires a 1,000-device minimum of HP PC and/or HP commercial printers. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract. ⁴ Available only with HP Priority Management.