

# Multi-Vendor Services



## Service benefits

- Consistent world-wide support across HP and other-branded PC and printing products<sup>1</sup>
- Reduce your services vendor list and focus all support services through a single vendor
- Fast response times that help increase up-time
- Avoid unexpected service costs; all parts and labour are covered

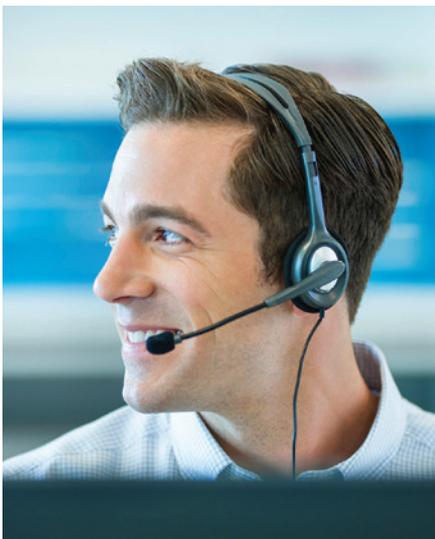
## Service highlights

- Remote diagnosis and troubleshooting
- Next Business Day Onsite response during standard business hours (9 to 5) for all of your commercial PCs and printers<sup>1</sup>
- Includes all technical support, parts, and labour required to provide onsite support of target products

## Service overview

Purchasing and accessing support services across multiple Original Equipment Manufacturers (OEMs) is a cumbersome process that provides an inconsistent support experience across your various devices—from pricing to availability of service across geographies—and requires multiple support numbers. Multi-Vendor Services delivers HP's world-class Onsite Repair Services for HP-branded and select non-HP branded PCs and printers.<sup>1</sup> This provides a more consistent, high quality support experience worldwide to help simplify processes and improve product uptime.

Feature	Specification
<b>Remote troubleshooting</b>	When a problem does occur, an HP support agent will perform remote troubleshooting to diagnose the issue and, if possible, solve it immediately.
<b>Next Business Day Onsite Service<sup>2</sup></b>	If we can't resolve the issue remotely, an authorised HP-representative will begin service onsite the day after the call has been received and acknowledged by HP.
<b>Parts and labour included</b>	All technical support, parts, and labour required to provide onsite support are included in the cost of the service.
<b>Flexible payment options</b>	Flexible payment options are designed with your needs in mind. Choose between monthly or annual payments.
<b>Automated renewal of support services for PCs and printers</b>	Automatically renew support services for both HP- and non-HP branded services at the same time.
<b>One-vendor negotiation</b>	Provides a single point of contact for negotiating service for HP- and non-HP PCs and printers around the world, eliminating the hassle of managing multiple purchasing and/or service agreements.



## Delivery specifications

- Multi-Vendor Service is available between 9:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays.
- Once a call is received, an HP support agent will attempt to perform remote troubleshooting to diagnose and, if possible, resolve the issue.
- If necessary, an HP authorised representative will arrive at your site during the coverage window to begin hardware maintenance service the next coverage day after the call has been received and acknowledged by HP.
- Calls received outside the coverage window will be acknowledged the next coverage day and serviced within the following coverage day.

## Coverage

Multi-Vendor Services cover HP-brand PCs and printers and select non-HP-branded commercial laptops, desktops, tablets, and printers. The following vendors are covered:

### Computers

- Dell
- Lenovo
- Acer
- Apple®

### Printers

- Lexmark
- Xerox
- Canon
- Brother

Coverage is currently available in the following regions, though it may vary by country/region:

### North America

- US
- Canada

### APJ

- India
- China
- Australia

Multi-Vendor Next Business Day Onsite Service also offers support for travellers in a number of countries/geographic locations around the world. For more information on Travel Zones, see [HP Next Business Day Hardware Support for Travellers](#).

## Terms and conditions

For the full list, see [Terms and Conditions](#).

## For more information

To learn more about Multi-Vendor Services, as well as other related services from HP, contact your local HP preferred reseller or HP sales representative, and visit our website at [hp.com/go/pcandprinterservices](http://hp.com/go/pcandprinterservices).

<sup>1</sup> PC: Dell, Lenovo, Acer, Apple®

Printer: Lexmark, Xerox, Canon, Brother

<sup>2</sup> Service levels and response times 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](http://hp.com/go/cpc). 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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