

Multi-Vendor Services

Standardize your service experience for multiple brands



Service benefits

- Single point of contact for service and support
- Consistent service and support experience across multiple brands¹
- Simplified purchasing and automated renewal of support services
- Flexible payment options designed with your needs in mind

Service highlights

- Asset Discovery Tool
- Data Migration Tool
- Touchpoint Manager
- Next Business Day Onsite Service
- Recycling
- Device Refresh

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 is now available across HP's portfolio of services for device lifecycle on select non-HP branded PCs and printers.¹ This provides a more consistent, high quality support experience worldwide to help simplify processes and improve work productivity.

Features

Specification

Asset Discovery Tool	Fast, easy tool that configures and discovers multi-vendor assets and provides information for all the devices located on your network.
Data Migration Tool	Provides a simplified, consistent quality migration from old devices to new and customizable solution tool to suit specific needs.
Touchpoint Manager²	Provides real-time insights and alerts with cloud-based tool via Touchpoint Manager
Next Business Day Onsite Service³	If we can't resolve the issue remotely, an authorized HP-representative will begin service onsite the day after the call has been received and acknowledged by HP.
Recycling	Recycling includes the disposal and/or physical destruction of the retired, removed assets. HP will manage the details of recycling your retired hardware assets safely and securely.
Device Refresh	Let HP experts dispose of all of your IT devices regardless of brand, in a secure manner and also assist in compliance with applicable local policies and regulatory requirements.



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:*

Asia Pacific

- Australia
- China
- India

*Every country may have different structures and resources to support the services. You should contact your country/regional Services Specialists and/or the Pursuit Team (Solution Architect).

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

¹ PC: Dell, Lenovo, Acer, Apple®
Printer: Lexmark, Xerox, Canon, Brother

² HP Touchpoint Manager requires purchase of a subscription and supports Android™, iOS and Windows 7 or higher operating systems and PCs, notebooks, tablets and smartphones from various manufacturers. Not available in all countries see hp.com/touchpoint for availability information.

³ 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. 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.

Sign up for updates
hp.com/go/getupdated



Share with colleagues



Rate this document

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 2016 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.

Apple is a trademark of Apple Computer, Inc., registered in the U.S. and other countries.

4AA6-5620EEP, June 2016

