

Multi-Vendor Services

Simplify your support options.

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Background

Multi-Vendor Services

- Most HP “commercial” customers **also have non-HP branded** PCs and/or Printing devices.
- Purchasing and accessing care services (break-fix support) across multiple OEMs (Original Equipment Manufacturers) is cumbersome, and provides an inconsistent support experience.



The Customer Problem

Key challenges and issues

Some of the **key challenges and issues** customers face while managing multiple hardware support vendors are:

- 1 Inconsistent **support experience**
- 2 Variations in **service availability** across geographies
- 3 Different **support numbers to call** for every brand
- 4 Pricing **variations across brands**
- 5 Complexity in managing & comparing **different hardware support contracts**
- 6 Complexity to **manage multi-contract** invoicing



The Solution

Onsite Hardware Repair Services for Multi-Vendor commercial PC and Printing products

Multi-Vendor Services addresses all of the customer pain-points by providing you a consistent, high quality support experience via a single support number.

HP's world class Onsite Repair Services are now available for select non-HP branded PCs and printers. Our Multi-Vendor services allow for a consistent, high quality support experience worldwide. As a result, they can help you improve product uptime.

The Service Offer



- **Next-day response**, standard business hours non-HP (9X5) for branded commercial PCs & Printers.
- **All technical support**, parts, and labor required to provide onsite support.

Value Proposition

HP will act as a single, high quality Multi-Vendor services provider that will support the customer's PC and Printer care services needs at a worldwide level.



“Standardize your service experience for multiple brands.”

Service benefits



Single point of contact for service (hardware repair) and support (phone based technical support).



Consistent T&Cs and support experience across brands¹.



Simplified purchasing and automated renewal of support services for PCs and Printers: one vendor to negotiate with.

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



Service Features

Feature	Specification
Remote troubleshooting	When a problem does occur, an HP support agent will perform remote troubleshooting to diagnose the issue and, if possible, solve it immediately.
Next Business Day Onsite Service ²	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.
Parts and labor included	All technical support, parts, and labor required to provide onsite support are included in the cost of the service.
Flexible payment options	Flexible payment options are designed with your needs in mind. Choose between monthly or annual payments.
Automated renewal of support services for PCs and printers	Automatically renew support services for both HP- and non-HP branded services at the same time.
One-vendor negotiation	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.

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HP Multi-Vendor Service Coverage



Global Landscape

- 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).

Region

Countries

North America

Canada & United States

Asia Pacific and Japan

Australia, China & India



Languages supported

The following languages are supported by HP support centers:
Cantonese, English, French, German, Hindi, Mandarin.

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

Service eligibility

The Customer must have a **sizable suite of mostly HP products**, but must also have **devices from other vendors** to meet specific needs.

For example,

- Customer has standardized on HP xxx series notebooks, but purchases Apple Pro-Books for their executives, and/or Dell workstations for their engineers.
- Customer has standardized on HP computers but has mostly Lexmark printers.
- Customer has standardized on HP printers and has a mixed bag of PCs from various vendors.

Customers matching this profile will be offered our HP Multi-Vendor services for both new and install base products.



Thank you

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