



Ensure maximum uptime for your devices

HP Next Business Day Onsite Service

The service that keeps you up and running

Imagine losing the use of your devices for a week. Can you afford the loss of productivity and disruption to your business? HP Next Business Day Onsite Service¹ provides remote assistance and onsite support for your hardware devices to ensure maximum uptime. Choose between a combination of multiple service options with several onsite responses, call-to-repair times and coverage windows in various durations to suit your business needs.



The support you need with HP Next Business Day Onsite Service



Faster response times that reduce downtime on devices experiencing technical problems.



No unexpected costs with replacement parts as material costs are already included.



Get expert help with technicians who specialise in HP products.



Gain peace of mind over sensitive business data as hardware repairs are done onsite.



Overview of HP Next Business Day Onsite

Definition	If an issue cannot be resolved remotely through the initial troubleshooting process, an authorised HP Services representative will arrive at your site the next business day for repair.
Features	<ul style="list-style-type: none">• Remote problem diagnosis and support• Onsite hardware support• Replacement parts and materials• Firmware updates for selected products• Onsite response time for hardware support• Escalation management• Access to electronic support information and services• Electronic remote support solution
Coverage	<ul style="list-style-type: none">• Standard business hours• Coverage includes parts and labour• Service is available for up to 5 years on HP Notebooks, Tablet PCs, Desktops, and Workstations

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 www.hp.com/go/carepack

