

Brief

Easy access to IT devices, accessories, and supplies—anytime



HP Tech Café Market

Decrease downtime by providing employees with instant, self-service access to IT accessories and a secure storage place for device procurement, repair, and replacement.



Choose to utilise a vending machine, a locker, or both as part of your customised HP Tech Café Market plan.

- Vending machine: Self-service vending of tech accessories and supplies
- Locker: A safe storage place for large items or devices in need of repair

It's a common problem in many organisations—when employees don't have access to the IT supplies or accessories they need, or have to wait for device repair or replacement, serious downtime occurs. HP Tech Café Market is a convenient solution to this problem, offering rapid resolution of your employees' service needs.

Choose to use an onsite vending machine for dispensing accessories, a secure locker that stores larger devices for procurement, repair, and replacement—or both. With the ability to customise the HP Tech Café Market offering to fit your unique business needs, you can be sure that employees will always have the IT equipment they need to continue to do their jobs effectively without skipping a beat.



Vending machine and locker design may vary by region.

Vending machine

The HP Tech Café Market vending machine provides your end users with instant, self-service access to the IT accessories and supplies they need. In less than a minute, at any time of day, employees can visit this self-service machine to obtain products including keyboards, mice, cables, power supply adapters, headsets, batteries, USB memory, ink cartridges, and more. Integrated approval, billing, and inventory fulfillment also make your life easier.

- **Instant fulfillment:** With IT supplies and accessories at their disposal 24/7, employees will be more productive and happier with their overall experience.
- **Company control:** Choose which products you'd like to offer and how often they can be accessed. Then track the peripherals being obtained through employee badge identification.
- **Managed inventory:** Stay on top of employee transactions, vending machine status, and supply levels with convenient reporting tools.

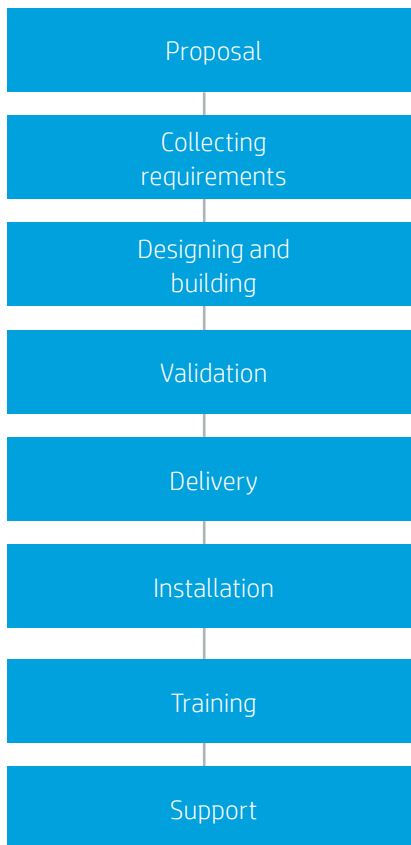
Locker

Choose to use the HP Tech Café Market locker instead of, or in addition to, the vending machine for a safe storage place that allows employees to procure larger devices or send them out for repair or replacement.

- **Secure repository:** Enable a secure exchange of devices when one is damaged or at the end of its lifecycle.
- **Convenient pick-ups:** Pick up and return devices based on whatever schedule works best for you.
- **Eliminate the wait:** Employees can immediately get back to work after dropping off a defective device since they don't have to wait around for someone to pick it up and can use a loaned device while theirs is repaired or replaced.



HP Tech Café Market implementation includes the following steps:



Installation requirements

Prerequisites for installing HP Tech Café Market in your workplace include sample products, sample badge, user access template, site survey questionnaire, secure storage for inventory, graphics file (if you would like to include your branding on the machine), and delivery address.

Before installation can begin, the following must be available at the site:

- Internet connection provided through either LAN access, Wi-Fi, or cellular network (based on local coverage availability)
- Dedicated electrical outlet
- Service elevator that can handle the size and weight of the machines
- Clearance requirement based on unit specifications
- Secure storage area large enough to hold 30 days inventory

Implementation

Getting started with the HP Tech Café Market involves HP performing the following actions:

- Creating and sharing a Statement Of Work based on your business' unique needs
- Collecting requirements related to location, configurations, inventory, and user access and identification
- Designing and building the decided upon configuration
- Performing a survey to validate the site requirements
- Shipping all necessary materials for installation from the factory and unpacking them at the site
- Installation, including electrical, signage, and network connection
- Training your employees on how to use the vending machine and/or locker
- Providing continuous IT support including activation updates, maintenance, help desk, and more

Built for your needs

The HP Tech Café Market is designed to fit your needs. You'll receive self-managed services with the option to completely customise the experience. You can choose to manage the HP Tech Café Market yourself, or you can have HP fully manage and support your solution. Any additional options are only available with full HP management. For help tailoring the HP Tech Café Market to suit your needs, work with your HP representative.

Included services:

- Vending machine and/or locker with custom skin
- Installation of the HP Tech Café Market machine
- Refill training
- User management
- Operations support
- Badge reader
- Software monitoring
- Transition management
- Program management
- Transaction tracking and reporting tool
- Filtering and generating reporting documents training
- Server and Inventory Management application access
- Parts warranty
- Break-fix support

HP-managed additional options:

- Initial ordering/stocking of HP Tech Café Market device inventory
- Order management and fulfillment (1 per month)
- Enhanced support management
- Monthly transaction tracking and reporting service

Business benefits

- Reduced Service Desk calls
- No waiting for delivery results in increased employee productivity
- Track and control employee productivity with badge numbers
- Save on product re-ordering and labor
- Detailed usage reports for easy, accurate tracking
- Convenient lockers provide secure device exchange

Happy employees, healthy business

The quick, convenient support provided by the HP Tech Café Market will impress and delight your employees, as they will no longer have to waste valuable time waiting for the IT devices they need. What does this mean for your business? Reduced downtime, lower costs, and higher productivity.

Other major benefits for employees include:

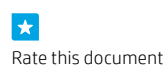
- Instant, self-service access to frequently used accessories and supplies that saves time
- A better support experience
- Obtaining common IT supplies with no administrative steps
- A secure repository for exchanging devices
- Ability to pick up and return devices based on the schedule that works best

Part of a bigger solution

The HP Tech Café Market works best in combination with other HP services. To further increase efficiency and give employees a more complete IT support experience, pair it with the HP Tech Café Walk-up Center, which serves as a central, onsite location for your employees to meet with tech experts and get help with their IT needs.

For more information about HP Tech Café Market, contact your HP sales representative.

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