



HP Tech Café Market



Benefits:

- Provide immediate around-the-clock access to necessary accessories and supplies and eliminate downtime
- Reduce demands on IT staff and service desk
- Charge purchases directly to employee cost accounts and trail transactions automatically
- Exchange devices in need of repair for temporary loaners
- Provide a safe location to stage devices for updates and charging

The anytime, self-service vending and storage solution

Empower your workforce to be tech-ready anytime and simplify IT support with HP Tech Café Market. It offers an end-to-end vending and storage solution for instant access to accessories plus 24 x 7 lockers for device swaps or repairs while managing the ordering, replenishment, and reporting for you.¹

Key features

Productivity grinds to a halt when employees have to wait on necessary supplies, or for IT to repair or replace a defective device. **HP Tech Café Market** eliminates unnecessary delays and empowers employees to help themselves, with immediate, self-service access to common supplies—from batteries and ink cartridges to mice and flash drives,—even device exchanges via secure storage lockers.



Lighten the load on IT with a full-service vend solution

Take the stress out of managing accessories and supplies by letting HP do the ordering, inventory and replenishment for you. You can also opt to pay for accessories “as-you-go” with HP-owned inventory so you only pay once employees make their purchases².



With you every step of the way

Count on HP to get you up and running smoothly with an expert Transition Manager to train you on software, hardware, and implementation techniques. An Account Delivery Manager will be your point person for your ongoing services and support needs.



Use analytics to stock and spend wisely

Easily manage your company's accessory purchases with reports, inventory tracking and optional spending controls¹. Smart storage lockers can track usage and send instant alerts to IT and staff.



Vending solution benefits



Customized vending accessories

Create the right mix of accessories for your employees with insights coming from analytics that track preferences and deliver personalized configurations for HP and non-HP accessories and supplies.



Easy procurement for employee purchases

Take the administrative steps out of employee supply purchases by enabling them to use their badge or cost location with Tech Café Market for quick grab-and-go experience while the IT department can track and analyze spending.



Consolidate your helpdesk tools into one

Use your existing ServiceNow IT workflow or service management system with your HP Tech Café Market to log tickets, track assets, review inventory levels, and more through one, end-to-end user interface³.

Locker system benefits



Instant, intuitive storage lockers

Reduce employee downtime by providing 24 x 7 access to smart lockers so they can drop off problematic devices, grab a loaner, and receive auto alerts when a device is ready for pickup. Now, IT can better service an increasingly mobile workforce.



Efficient and secure device transfer, anytime

Easily exchange shared devices between shifts and ensure your devices are charged and receive necessary updates—without a moment to lose—with lockers that have built-in security controls, power outlets, and CAT5 connections.

Support offerings

Your HP Tech Cafe Market is designed to fit your needs with a vending machine, locker system, or both, along with varying levels of management and support services.

Standard	Enhanced
Equipment, installation and implementation	Equipment, installation and implementation plus accessory procurement, replenishment and reporting fully managed by HP
<p>Key features of this plan include:</p> <ul style="list-style-type: none"> • Training • Hardware installation • Custom interior layout • Custom exterior design (skin/wrap) • Badge reader • Program management • User management database • Software operation, monitoring, updates, and report generation • Software user license (per deal) • Network servers, installation, and communications • Post-installation support • Software parts warranty • Accidental damage support 	<p>Includes all features of the standard plan, plus:</p> <ul style="list-style-type: none"> • Initial ordering and stocking of startup inventory • Order management and fulfillment/replenishment • Monthly transaction tracking and reporting service • Enhanced support management <div data-bbox="1057 1619 1523 1724" style="background-color: #0070C0; color: white; padding: 5px; text-align: center;"> <p>Additional option (Enhanced only)</p> </div> <p>HP owns the inventory, and sends monthly invoices based on actual inventory consumption. Instead of initial, upfront inventory and reordering costs, you pay as you go¹</p>



Implementation

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

- Create a statement of work (SOW) based on your business' unique needs
- Collecting requirements related to location, configuration, inventory, and user identification
- Design and build the final configuration
- Completing a survey to validate the site requirements
- Shipping all necessary materials from the factory and unpacking them at the site
- Installation, including electrical, signage, and network connection
- Training employees how to use the vending machine and/or lockers
- Providing IT support, including activation updates, maintenance, help desk, and more

Additional solutions to support your workforce

HP offers **HP Tech Café Walk-Up Center** as an additional service to support your workforce. It complements HP Tech Café Market as an on-site support center designed to keep employees' tech ready with face-to-face, personalized support from trained customer engineers.

For more information, visit hp.com/go/techcafe or contact your sales representative.

Sign up for updates
hp.com/go/getupdated



Share with colleagues

1. Plans and/or included components may vary by region or by Authorized HP Service Partner. Please contact your local HP Representative or Authorized HP Partner for specific details in your location.

2. Available in the Enhanced Service Plan only and availability may be limited by geography.

3. Integration available in select ITSM software providers. Ask account manager for compatible software options.

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