

HP Tech Café Market



Market benefits:

- Customize your Tech Café with a vending machine, locker, or both.
- Provide immediate around-the-clock access to necessary accessories and supplies.
- Eliminate downtime and lost productivity waiting for supplies.
- Reduce demands on IT staff and service desk.
- Track purchases automatically, by employee or department.
- Exchange devices in need for repair for temporary replacements.
- 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—and all transactions are recorded automatically with a swipe or tap of an employee badge.

Keep your staff happy and productive with instant access to tech



Boost employee satisfaction with fast, self-service resolution of common helpdesk and tech support needs like failing devices or accessory purchases. A quick badge swipe enables access to loaner devices or supplies, even after hours.

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. Pay for accessories as-you-go, and help ensure you stay up-to-date with convenient IT Systems Management software integration and real-time reporting.²

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.



Vending machine benefits

- Provide instant access to popular accessories and supplies
- Charge purchases directly to employee cost accounts
- Monitor employee transactions, machine status, and supply levels



Customized vending accessories

Create the right mix of accessories for your employees with 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 linking your Tech Café Market to badges or cost locations so employees can grab-and-go while individual teams or IT can analyze spending with real-time analytics.



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, access analytics, and more through one, end-to-end user interface.³



Analyze activities and boost IT intelligence

Make it easy to manage all your company's accessory purchases with optional employee spending controls and inventory tracking at the item level.¹ Stay informed with storage lockers that track usage and send instant notifications to both IT and staff.

Locker system benefits

- Provide a secure repository to stage and exchange devices
- Set automatic alerts when devices are checked in or out
- Keep employees productive, instead of idle waiting for tech support



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

Standard	Enhanced
<p>You manage inventory, replenishment, ordering, and reporting.</p>	<p>HP manages accessory procurement, replenishment, ordering, and reporting.</p>
<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 1612 1523 1717" style="background-color: #4a3d8a; color: white; text-align: center; padding: 5px;"> <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 go.¹</p>



Implementation

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

- Creating and sharing a statement of work (SOW) based on your business' unique needs.
- Collecting requirements related to location, configuration, inventory, and user identification.
- Designing and building 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

The HP Tech Café Market works best in combination with other HP services. Offer a more complete IT support experience with the **HP Tech Café Walk-Up Center**, which serves as an onsite 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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