

Brief

# Face-to-face IT support from HP experts



## HP Tech Café Walk-up Center

Save time and provide a better, more efficient support experience for employees with onsite, in-person tech support.



For most organizations, getting IT support means having to deal with remote support staff and a drawn-out, painful process to fix or replace devices. The problem is that not all issues can be handled remotely, and the hassle and time it takes to get up and running again ultimately has a very negative impact on employee productivity. HP Tech Café Walk-up Center provides organizations with an onsite support center that will help keep employees working thanks to face-to-face support from trained customer engineers.

The HP Tech Café Walk-up Center serves as a central location for your employees to meet with tech experts and get help with their IT needs. Whenever they need assistance, they can make an appointment or just stop by, and a staff of trained HP Customer Engineers will be at their service and ready to handle any issues that can arise due to today's diverse, growing mix of office and mobile devices, new software, and support requests.

## Get personal

### Walk-up Center benefits:

- Eliminate the need for time consuming remote support with onsite, face-to-face help
- Increase employees' IT knowledge and confidence with readily available information, equipment, and demos
- Enable employees to get back to work as soon as possible with immediate assistance in getting devices up and running quickly
- Resolve hardware issues and other problems that can't be fixed remotely

The personal connections fostered between our onsite IT experts and your employees make a world of difference in the overall support experience. Employees can physically show the engineers the problems they're dealing with, which will ultimately save time with hardware repairs, new images, PC exchanges, and the distribution of accessories.

- **Knowledge and professionalism:** The staff of customer engineers provided by HP is adept in providing IT support as well as customer service. They are also skilled in supporting multi-vendor environments.
- **Happy employees:** The walk-up approach means your employees can get information and equipment immediately, without struggling to communicate with remote service providers over the phone.
- **Completely customizable:** You get to choose which services your organization provides. HP offers a full range of options, including help desk, service desk, break/fix, configuration, deployment, disposition, and user training. Custom variations of onsite support levels are also available.

## Services

The services provided by the HP Tech Café Walk-up Center are customizable based on customer need and may include:

Device support	Drop-off services	Self-help workstation	Mobile device support	Device replacement and loaners
<p><b>Employees can stop by the walk-up center for:</b></p> <ul style="list-style-type: none"><li>• Break/fix support</li><li>• Optional loaner devices during repair</li><li>• Deployment for new employees</li><li>• Environmentally-friendly equipment disposal</li><li>• Customized IT support services</li><li>• Stocked device accessories including keyboards, mice, memory upgrades, hard drive upgrades, cables, and PC power cords</li></ul>	<p><b>Devices can be dropped off and picked up later for the following services:</b></p> <ul style="list-style-type: none"><li>• Operating system migrations and upgrades</li><li>• Re-imaging</li><li>• Full PC migrations</li></ul>	<p><b>Employees can search our knowledge base or pick up brochures on topics including:</b></p> <ul style="list-style-type: none"><li>• Password reset</li><li>• Remote access</li><li>• Ordering accessories or devices</li><li>• Connectivity</li><li>• Security</li></ul>	<p><b>How-to support for personal iOS and Android devices includes:</b></p> <ul style="list-style-type: none"><li>• Corporate email activation</li><li>• Contacts</li><li>• Calendar setup</li></ul>	<p><b>Whole-unit replacement devices and loaner equipment includes:</b></p> <ul style="list-style-type: none"><li>• Laptops</li><li>• Desktops</li><li>• Workstations</li><li>• Tablets</li></ul>



## Implementation

Getting started with the HP Tech Café Walk-up Center involves HP performing the following actions:

- Creating and sharing a Statement of Work based on an assessment of visitors volume, location size, location selection, and investment
- Consultation on the construction of the center, including a site survey and guidance on design, signage, electrical and other installations, and furniture layout and purchasing
- Providing hardware, software, and accessories for engineers and inventory
- Providing tools to operate the center
  - Collateral material
  - Queue management
  - Tickets log and management
  - Software for diagnosis, backups, images, access to helpdesk, etc.
  - Access to helpdesk, vendors, and second level support
  - Inventory management
- Providing engineers and support staff who are skilled, experienced, and certified

### More than just support

In addition to receiving expert IT assistance, your employees can visit the HP Tech Café Walk-up Center to demo devices, hardware accessories, and other products. The center will also be stocked with commonly needed replacement parts and whole-unit spares that can be borrowed while devices are being repaired.





## Happy employees, healthy business

The quick, convenient support provided by the HP Tech Café Walk-up Center will impress and delight your employees, as they will no longer have to waste valuable time dealing with remote assistance. They will receive a more positive, convenient, and useful support experience with benefits that include:

- Increased knowledge and training thanks to face-to-face sessions
- Pleasant and comfortable support areas
- Increased support for a wide-range of devices, including the personal devices they use for work
- High-quality support from OEM-trained and experienced technicians

## Part of a bigger solution

The HP Tech Café Walk-up Center works best in combination with other HP services. Organizations taking advantage of HP Device-as-a Service will find it especially valuable. Additionally, the Walk-up Center is just part of the HP Tech Café service. To further increase efficiency and give employees a more complete IT support experience, pair it with the HP Tech Café Market, which offers vending machines and lockers for instant, self-service access to IT accessories and a secure storage place for device procurement, repair, and replacement.

For more information about HP Tech Café Walk-up Center, contact your local HP sales representative.

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Tech Café is part of the 'maintain' lifecycle phase of the DaaS offering.

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