HP Tech Café Walk-Up Center

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.

Keep your staff ready and IT happy

Deploy a trained, dedicated, onsite IT customer support team that's ready to help your staff in the HP Tech Café Walk-Up Center.[1] Partner with HP for fast, face-to-face, multi-OS and multi-device setup and troubleshooting in a center customized to fit your workforce and IT requirements.

Key features

Few employees have the experience and expertise to properly troubleshoot malfunctioning devices; and waiting on hold for remote tech support can seem equally daunting. **HP Tech Café Walk-Up Centers** offer a prompt, satisfying alternative to phone support with in-person, on-site help from expert technicians who can diagnose problems firsthand and provide explanations and reassurance along the way.

On-the-spot resolutions

Keep your employees happy and your tech up and running with fast, personalized, one-on-one IT helpdesk issue resolutions that get your staff back to work with minimal downtime—by appointment or as a walk-up.

Do more with your IT

Empower your IT to focus on business-critical tasks and offload your everyday end-user IT issues to a customized Tech Café Walk-Up Center with a trained support team that caters to your specific multi-vendor, multi-OS environment.

Tailored to your support needs

Design a Tech Café Walk-Up Center that delivers the exact helpdesk services and experience you need. Get a partner who works hand-in-hand with you, beginning with a site survey and then scoping and shaping diverse aspects of your center and its staff.

Get insightful analytics

Find out how your Tech Café Walk-Up Center is doing. Track and collect data on common IT issues, device performance, accidental damage, and failure, customer engineer productivity, and troubleshooting success rates.[1]

A human connection

Create a better support experience that provides users with information and equipment right on the spot, instilling trust, increasing productivity, and improving employees' knowledge of their IT.

A range of services

Take advantage of customer engineers who are trained in both technical knowledge and customer service and are ready to support your device lifecycle by assisting with configuration, deployment, helpdesk, maintenance, repair, replace, and disposal.[1]

Customize your design

Outfit your Tech Café Walk-Up Center as you see fit. HP will help facilitate the design with options including self-help desks, product displays, help tables, workbenches for hardware and supplies, and a storage area.

Staffing and education

Once your Tech Café Walk-Up Center is built, rely on HP to help you assign and train the customer engineer team, integrate the center into your existing workstreams and processes, and help you communicate its offerings to your employees.[1]

Walk-Up Center services

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

Device support

Employees can stop by
the walk-up center for:

- Accidental damage support
- Optional loaner devices
  during repair
- Deployment for new employees
- Environmentally friendly equipment
  disposal
- Customized IT support services
- Stocked device accessories including
  keyboards, mice, memory upgrades,
  hard drive upgrades, cables, and PC
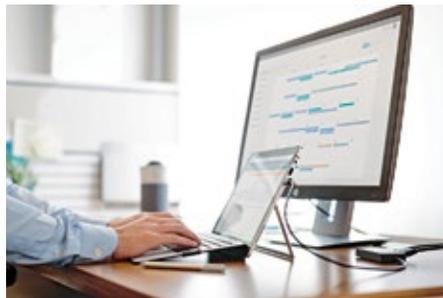 power cords

Drop-off services

Devices can be dropped off and picked up later for the following services:

- Operating system migrations
  and upgrades
- Re-imaging
- Full PC migrations

Mobile device support

How-to support for personal iOS and Android devices includes:

- Corporate email activation
- Contacts
- Calendar setup

Self-help workstation

Employees can search our knowledge base or pick up brochures on topics including:

- Password reset
- Remote access
- Ordering accessories or devices
- Connectivity
- Security

Device replacement and loaners

Whole-unit replacement devices and loaner equipment include:

- Laptops
- Desktops
- Workstations
- Tablets

Implementation

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

• Creating and sharing a statement of work (SOW) based on an assessment of visitor volume, location size, location selection, and investment.

• Consulting 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
  - Ticket log and management
  - Software for diagnosis, backup, images, helpdesk access, etc.
  - Access to helpdesk, vendors, and second-level support
  - Inventory managements

• Providing engineers and support staff who are skilled, experienced, and certified.

Additional solutions to support your workforce

The HP Tech Café Walk-Up Center works best in combination with other HP services. Increase efficiency with **HP Tech Café Market**, which offers an end-to-end vending and storage solution for instant access to accessories plus 24 x 7 lockers for device swaps or repairs. HP can handle the ordering and replenishment of equipment, and provide reporting, to make management easy and effective.[1]

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

Sign up for updates
hp.com/go/getupdated

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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.

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