

Brief

# HP Tech Café Walk-up Center



Designed for service. Need help? We're here for you—  
with hands-on assistance to keep you productive.



## Insights

- Our convenient, walk-in service gives in-person, face-to-face help.
- Our walk-in approach provides you with information, equipment, and demos—all right on the spot.
- We're here to get your equipment up and running—and you out the door to keep on working.

## What is HP Tech Café Walk-up Center?

The HP Tech Café Walk-up Center provides end-user support at levels that are designed to provide customers with a flexible set of building blocks which allows a company to determine what levels of support they require in a given location or campus environment. Custom variations of the HP Tech Café Walk-up Center support levels are available if a customer requires additional levels of on-site support. The HP Tech Café Walk-up Center is also designed to work very well with other HP Workplace Support Services like our HP Tech Café Market, which gives you IT vending machine and locker access to what you need when you need it.

The HP Tech Café Walk-up Center provides on-site staff for users to get help with their IT needs. Customer Engineers are highly trained to handle today's diverse, growing mix of office and mobile devices, new software, and support requests. Users can drop in whenever it's convenient to get support as the HP Tech Café Walk-up Center provides space and service for a variety of needs.

## Convenient for you

- On-site staff for PC Help
- Drop in with or without an appointment
- Do it yourself brochures, so you can work through the issues yourself

## More than just help for your PC

The HP Tech Café Walk-up Center has a product display area where employees can demo PC and laptop devices, hardware accessory options, and other products. The backroom provides workspace for HP engineers to resolve more difficult or time-consuming issues, such as operating system upgrades or device refreshes.

When you're in a hurry and have a bad keyboard or DVD drive, come in and get it replaced fast. Our center has commonly needed replacement parts and whole-unit spares ready to lend you.

## Services we provide

### Device support

Users get break-and-fix service, optional loaner devices during repair, setup help for new employees, “green” equipment disposal, and customized IT support services.

Typical device accessories we stock include keyboards, mice, memory upgrades, hard drive upgrades, cables and PC power cords.

Other items are also available through our HP Tech Café Market, which uses a badge or pin for access.

### Software installations and OS migration

Operating system migrations, re-imaging, OS upgrades, or full PC migrations can be simple. Users just drop off their devices, and we do the rest. Typically, in 1 or 2 days.

### Issue resolution and “How do I?” help

PC issues, questions, and information to obtain new services can be supplied by the HP Tech Café Walk-up Center staff or our self service options. You get 1:1 help to solve your issues.

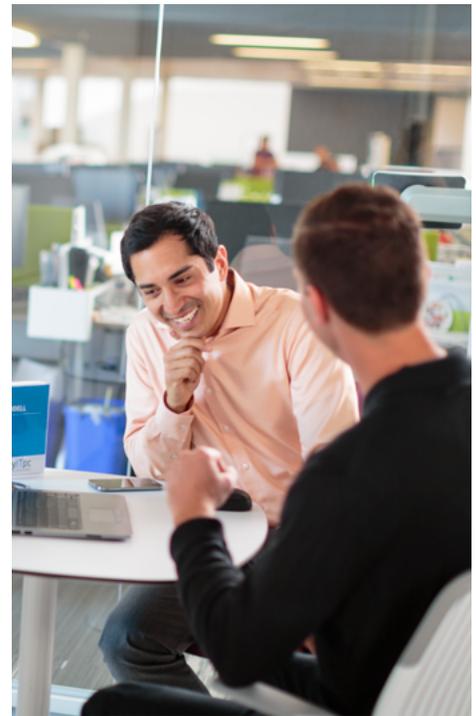
A workstation area allows employees to search our self-help topics and knowledge base or pick up brochures with specific instructions. Topics such as password reset, remote access, ordering accessories or devices, connectivity, security, or any frequently asked topic is covered.

### Mobile device support

Employees can request how-to support for their personally owned, business use iOS and Android devices. Common service requests include activation for corporate email, contacts, and calendar setup.

### Device replacement and PC loaners

HP can supply whole-unit replacements for corporate-issued devices such as laptops, desktops, workstations and tablets. We also provide PC and laptop loaner equipment while users wait for their primary devices to be repaired.



## Review the benefits

There are many HP advantages:

- Innovative user support—an alternative to the traditional approach that increases user satisfaction throughout the experience
- Face-to-face sessions increase user knowledge and training
- Pleasant and comfortable support areas
- Increased support for a wide range of devices, including nonstandard or bring your-own equipment
- Factory-authorized skills with OEM-trained and experienced technicians to ensure quality support
- Increased confidence with HP support of infrastructure, security, mobility, and communications needs

## Learn more

[hp.com/go/computingservices](http://hp.com/go/computingservices)

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