



Redefine your service experience with HP

Ready Support and Ready Support Plus Services

Service overview



Keep your business up and running with Ready Support services. Whether it's a technical problem, remote support requirements or strained IT resources, this comprehensive package of support services has a solution for you. Ready Support services helps your business anticipate problems before they occur through predictive and proactive monitoring across devices and operating systems. Together with easy onsite and remote access to HP certified technical support, you get a reliable and superb service experience that keeps your business running.

Enhance your service experience with Ready Support Plus. You get access to a dedicated Customer Support Manager who will handle performance monitoring, executive reporting, and proactively provides insights and recommendation on your support needs. Downtime will be reduced as you get priority access to parts.

In addition, you will receive added protection against accidents, defective media, and hardware failure while traveling internationally, so that you can get back in business fast.



Comprehensive support

Support for most brands¹ and devices, with expert technicians on hand 24/7.



Consistent, world-class service

Experience a consistent service level of service, delivered by HP's world-class team of certified technicians.



Enhance productivity

With auto diagnosis and repair tools, our proactive agents help anticipate and avoid downtime, while optimising devices.



Meet your in-country IT concierge*

A Global Customer Support Manager located in your region that manages and proactively plans your IT support needs.



Key features

Accidental Damage Protection	Protect against accidents Accidents happen. So don't worry - accidental damage protection covers spills, drops, falls and more. ²
Defective Media Retention	Stay in control of your data Gain security and control when storage disks fail. We'll diagnose, provide a replacement disk, and return your old one.
Helpdesk 24/7	Chat and call anytime. Really. Our agents are ready to resolve your issues morning, noon, and night.
Next Business Day Onsite	We're there the next business day Our experts will be at your door for repairs, parts, and service the next business day. ²
Next Business Day Onsite Hardware Support for Travelers	Global service when you travel Rely on next-business-day ² service and the delivery of replacement parts in many countries across the globe.
Priority Management	You're always first in line Reduce your downtime with priority access to the parts you need to get up and running.
Managed Services	Get the most out of your devices Anticipate problems before they occur, so that you can get the most out of your devices—including all brands of PCs. ¹

Ready Support at a glance

Service Features		Ready Support	Ready Support Plus
Managed Services	HW/SW Inventory & Automated Report	•	•
	Read-Only Dashboard	•	•
	Security Scan	•	•
	Proactive Alert	•	•
	HP Entitlement Status	•	•
	Client Self Support Tool	•	•
	Proactive Support Specialists	•	•
	Predictive Analytics	•	•
	Locate/Lock/Wipe Device	•	•
	Security Install/Policy Enhancement	•	•
	Group Policies	•	•
	Windows Information Protection		•
	Password Recovery		•
	App Deployment (Windows)		•
	3rd Party and OS Patch Management		•
Helpdesk 24x7	Customer IT Helpdesk	•	•
	HW/SW/Operating System/Connectivity	•	•
Hardware Field Support	Next Business Day Onsite Service	•	•
	Travel Onsite Support (Notebooks)		•
	Defective Media Retention		•
	Accidental Damage Protection		•
Priority Management	Global Customer Support Manager		•
	Parts Prioritization		•
	Support History, Analytics & Reporting		•

For more information on Ready Support services, please contact your local HP sales representative or HP preferred reseller.

Learn more about HP Services at hp.com/go/services

Sign up for updates
hp.com/go/getupdated

* Available on Ready Support Plus.

¹ Multi-brand support available only through contractual services.

² Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit hp.com/go/cpc. HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

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