

# HP Expert Now

For HP Channel Partners



## A mobile tool that provides direct and immediate access to HP experts

**For your customers:** Provide immediate access to a support engineer in your team who is available and qualified to help solve a printer issue that your customer is unable to solve alone.

**For you:** Enable your support personnel to immediately access the right HP Customer Engineer to get expert assistance with solving an end-customer's printer problem.

### Supported printers:

- HP Latex Printers
- HP PageWide XL Printers

Support for additional printer/press families will be available soon.

**Give your customers and your own support personnel immediate and direct access to the right HP expert. With HP Expert Now, you gain a powerful new way to improve productivity and customer experience and boost business growth – for you and for your customers.**

HP Expert Now is an innovative mobile tool that empowers you to provide customers with immediate access to your support personnel for streamlined and speedy resolutions of complex HP printer issues that they are unable to solve alone. With one click in the HP Expert Now application on an iOS or Android smartphone, your customer can broadcast a request for help that will reach all your support engineers who are on duty and qualified to help with the specific issue. Once one of your team members accepts the request and calls the customer, they can both share information and images via the HP Expert Now chat function.

This same tool also enables your support engineers to immediately reach the right HP Customer Engineer when they need help to solve a customer's printer problem, using the same broadcast and advanced chat functions.



## Maximize your uptime and productivity

HP Expert Now can reduce response time and streamline resolutions, enabling both you and your customers to do more with existing resources.

- Save logistics and administration costs, with efficient routing of your customers' request calls.
- Improve your visibility and control over open support calls – between you and your customers and between you and HP, with real-time open calls status visibility.
- Immediately contact the right HP experts who can best help you with a specific issue.
- Enjoy enhanced engagement with HP product experts, with advanced live chat capabilities.

## Enjoy a world-class customer experience

Boost your customers' loyalty by delivering a superior experience. And, enjoy best-in-class interaction with HP.

- Enhance engagement with your end-customers in business-critical situations.
- Drive higher customer satisfaction and NPS (Net Promoter Score).
- Easily access and use HP technical knowledge, tips and tricks.
- Broadcast support request messages to a targeted audience of HP Customer Engineers, for immediate and streamlined access to the right skills.

## Enable your business growth

Confidently expand your HP service and support offering, opening the way to incremental revenue.

- Grow your service offering to your customers, with high-margin services such as extended hours support.
- Leverage the broadcasting tool to send technical messages to your customers.
- Gain peace of mind with the ability to transfer call elevations directly to the right HP experts.
- Leverage innovative tools to grow your business, without additional investment.

## HP Service Advantage

HP Expert Now is an essential part of the HP Service Advantage strategy; a new approach to supporting your business so you can achieve predictable printing operations and an optimized cost structure. Contact your HP representative to learn more about HP Expert Now.

<sup>1</sup>Best in class support with mobile tools access is provided under the GSP (Graphics Service Partner) Accreditation Program (available in EMEA only).

### Learn more at

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