

HP Expert Now

For Print Service Providers



Immediate access to HP experts, with one click

Get immediate access to a certified engineer who is available and qualified to help solve a printer issue that you are unable to solve alone.

Supported printers:

- HP Latex Printers
- HP PageWide XL Printers

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

Requirements:

- An active Service Agreement with HP or an authorised HP Service Channel Partner for the specific printer
- An Android or iOS smartphone with the HP Expert Now app installed

Get immediate and direct access to the right HP expert to help solve your HP printer issues. With HP Expert Now, you can maximise your uptime and productivity, enjoy an outstanding user experience, and boost your business growth.

HP Expert Now is an innovative mobile tool that enables you to get faster access to certified HP experts whenever immediate help is needed for your continued operations. It shortens your support case logging time and enables streamlined and speedy resolutions of any HP printer issues.

With a single click in the HP Expert Now application on your smartphone, you can broadcast a request for assistance that will reach all the HP certified support engineers who are on duty and qualified to help with the specific issue. Within a very short time, you will receive a call from the first available expert, ready to help with your specific issue.

The HP Expert Now application includes an advanced live chat function through which you and the support engineer can share information and images.



Maximise your uptime and productivity

HP Expert Now can reduce response time to business-critical support calls and streamline resolutions, enabling you to get back to printing faster.

- Immediately contact the right HP experts, with peace of mind.
- Enhance your engagement with HP experts with advanced chat capabilities.
- Maximise your uptime and productivity by getting immediate attention.

Enjoy a world-class customer experience

Benefit from an outstanding support experience from the initial request for help to full resolution of the issue.

- Get full visibility into the status of your open calls, any time.
- Easily access and use expert technical knowledge.

Enable your business growth

HP Expert Now works at the speed of your business.

- Leverage HP tools and supervision to maximise utilisation of your printer and help you drive more business growth.
- Maximise your uptime, productivity and the availability of your HP printer for best return on your 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 optimised cost structure. Contact your HP representative or HP Channel Partner to learn more about HP Expert Now.

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