

# HP PrintOS Service Center

For HP Certified Service Delivery Partners



## Streamline your service and resolution processes with a single point of access

### Real-time customer and printer information and guidance

- See customer and printer status, history, alerts and more.
- Get printer-specific troubleshooting, diagnostics and more.

### Complete, up-to-date knowledge

- Get access to the latest technical knowledge – with MyKnowledge, built-in.

### Easy and fast contact

- Elevate urgent cases, typically with <10 minutes response time – with HP Expert now, built-in.

Maximize service delivery efficiencies and provide a best-in-class customer experience. With HP PrintOS Service Center, available only to HP Channel Partners that are certified for service delivery, you can gain operational efficiencies and additional business that together improve your bottom line.

Service Center is a one-stop-shop for all HP knowledge, technical support information, tools, and elevations for HP Channel Partners. With all the resources integrated together and accessible via a single easy-to-use interface, you can quickly get the answers and support you need, without navigating through multiple systems. You can save time and hassle, improving your own productivity as well as the service you provide to your customers.

## The go-to app to optimize your service efficiency

Service Center provides you with a single point of access to your customers, detailing in real time their status, alerts and geolocation.

All the HP service tools you currently use, along with a host of new capabilities, are now integrated in Service Center, giving you a single point of access for MyKnowledge and HP Expert Now, with access to other tools coming soon.

<sup>1</sup> The HP PrintOS Mobile Application is compatible with Android 4.0 or later and iPhone mobile digital devices running iOS 8 or later, and requires the press/prINTER and the smart phone to be connected to the Internet.

HP PrintOS Service Center is available as a web portal and as a mobile app<sup>1</sup> for Android and iOS.

## Key features

### My Dashboard

Get real-time access to your customers, status, alerts and geolocation.

### Troubleshooting

When a printer needs attention, get the recommended recovery plan immediately. Access HP service tools from one single point.

### Statistics and reports

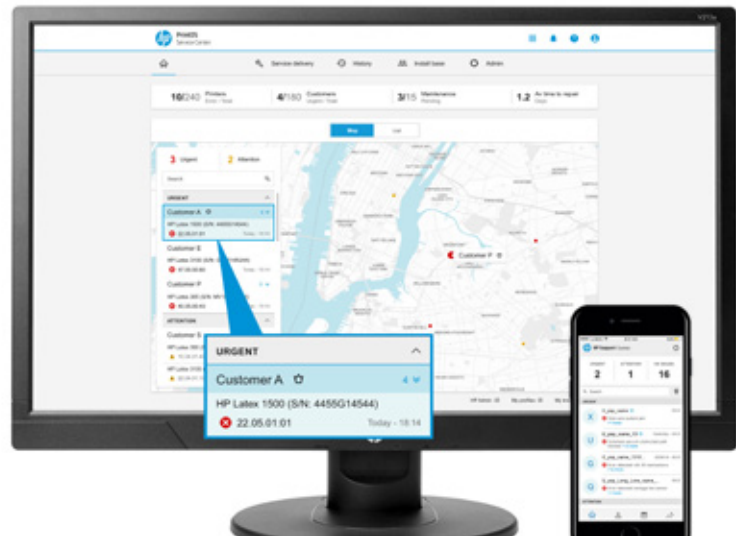
Access historical customer or printer usage performance.

### Register

Take advantage of simplified printer and customer registration to enable access to device information.

## HP PrintOS

Service Center is part of HP PrintOS, a print production operating system with apps that help companies get more out of their HP presses and printers, and simplify and automate their production processes. PrintOS also helps HP Channel Partners optimize their service efficiencies. Access the open and secure cloudbased PrintOS platform anytime, anywhere.



## Maximize your uptime and productivity

- Save logistics and administration cost and time with easy access to information and tools, anytime, anywhere, and even on the go.
- Monitor your customers remotely, with more visibility into their needs, improved control, and better planning of your resources.
- Maximize the uptime and productivity of your customers' printers with enhanced diagnostics, troubleshooting, and remote resolution.

## Deliver a best-in-class experience

- Enhance engagement with your end-customers, anticipating their needs and planning to meet them.
- Deliver a superior customer experience, and increase customer satisfaction and loyalty.
- Easily access updated technical knowledge, and save time in both diagnosing and resolving issues, while reducing onsite engineer visits.

## Grow your business

- Grow your service offering with higher-margin services.
- Increase your customer pages and revenue from supplies and add-ons.
- Enhance engagement with HP, with faster response time from HP experts and back-to-back support, for greater peace of mind.

## All you need to know, all in one place

Access HP PrintOS Service Center via the web portal or via the mobile app<sup>1</sup>. Wherever you are, Service Center is with you, on your desktop or in your pocket.

### Learn more at

[hp.com/go/printos](http://hp.com/go/printos)  
[hp.com/go/latexprintos](http://hp.com/go/latexprintos)

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