

Overview

HP Tech Café

Provide simple, efficient IT support with HP Tech Café. The Market offers an anytime, self-service solution, while the Walk-Up Center is a customised onsite space for face-to-face support.



HP TECH CAFÉ MARKET

The anytime, self-service vending and storage solution

Productivity grinds to a halt when employees have to wait on necessary supplies, or for IT to repair or replace a defective device. Empower your workforce to be tech-ready anytime with HP Tech Café Market, an end-to-end vending and storage solution for instant access to accessories plus 24 x 7 smart lockers for device swaps or repairs.¹



Keep your staff happy and productive with instant access to tech.

Boost employee satisfaction with fast, self-service resolution of common helpdesk and tech support needs like failing devices or accessory purchases. A quick badge swipe enables access to loaner devices or supplies, even after hours.



Lighten the load on IT with a full-service vending solution.

Take the stress out of managing accessories by letting HP do the ordering, inventory, and replenishment for you. Easily stay up-to-date with ITSM software integration and real-time reporting.²



With you every step of the way.

Count on HP to get you running smoothly with an expert Transition Manager to guide you throughout the project preparation and an Account Delivery Manager for your ongoing services and support escalations needs.

Vending machine benefits

- Provide instant access to popular accessories and supplies
- Charge purchases directly to employee cost accounts
- Monitor employee transactions, machine status, and stock levels



Smart locker system benefits

- Provide a secure repository to stage and exchange devices
- Set automatic alerts when devices are checked in or out
- Keep employees productive, instead of idle waiting for tech support



Solve tech problems and keep staff happy

It's already a bad day when you have to call tech support—and every minute spent on hold is another minute of wasted time. With Tech Café Walk-Up Center, HP will help deploy trained customer engineers at your business who are ready to help your staff with fast, face-to-face, multi-OS and multi-device setup and troubleshooting.¹



On-the-spot resolutions.

Keep your employees happy with fast, personalised, one-on-one IT helpdesk issue resolutions that get your staff back to work with minimal downtime.

Do more with your IT.

Empower your IT to focus on business-critical tasks and let the Walk-Up Center team manage end-user IT needs like configuration, helpdesk, maintenance, replacements, and disposals.¹

Tailored to your support needs.

Get a partner who works hand-in-hand with you, beginning with a site survey and then scoping desired areas like help tables, workbenches, and storage locations.

For more information, visit hp.com/go/techcafe or contact your sales representative.

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