

# Enjoy peace of mind with comprehensive device support



## Onsite Device Support with Analytics and Proactive Management<sup>1</sup>

### Services benefits

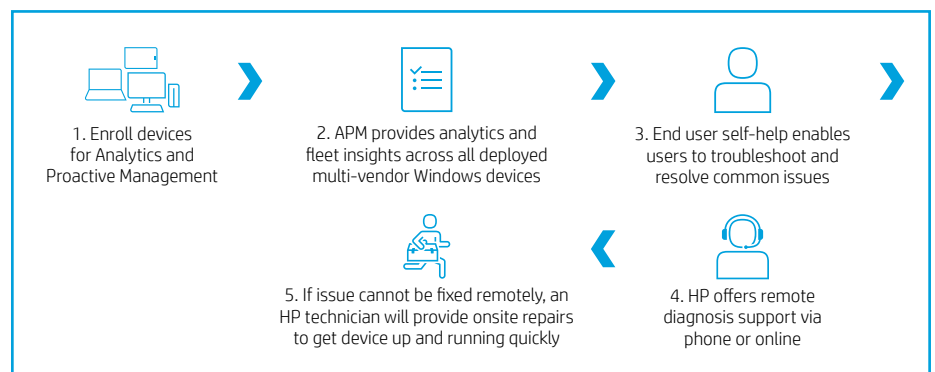
- Optimise fleet performance and prolong the life of your hardware with a consolidated dashboard that lets you track inventory and monitor device health<sup>1</sup>
- Reduction of time-to-resolution of service events, thus reducing downtime for end users and increasing business productivity
- Trust your hardware with our knowledgeable experts, efficient service, and world-class support

### Services overview

At HP, we are dedicated to creating service solutions that help your organisation elevate productivity and efficiency, while keeping device downtime low. This exclusive service offer combines HP Analytics and Proactive Management (APM) and Onsite Device Support to provide you with a solution to monitor inventory and device health across your entire deployed Windows fleet, while detailed analytics and reports help you anticipate problems and fix them before they even occur.

In the event that a hardware problem cannot be fixed remotely, you can activate the HP Onsite Device Support service and an HP technician will be sent to your premises to provide onsite repairs for your eligible covered hardware. This solution will enable your IT to offload time-consuming tasks and focus more on strategic projects.

### How it works



### Service features

#### Mass device enrollment

Simplifies large-scale enrollment of your devices and users with a single PIN code for HP Analytics and Proactive Management.

#### Inventory monitoring

Get detailed information on hardware and software inventory such as processors, hard disk drives and storage, as well as operating system versions and software applications.

#### Health monitoring<sup>2</sup>

Track device health including CPU utilisation, memory, battery, hard disk drive storage capacity, operating system and software health to ensure your devices are running optimally.

#### Consolidated dashboard with analytics and reports

View and extract fleet insights with a dashboard that provides detailed reports on hardware and software inventory, and system health.

#### End user self-help

Enable your end users to troubleshoot and repair commonly encountered issues with optimisation and diagnostic tools, without needing assistance from your company's IT team.

### Remote problem diagnosis and support

We will work during the coverage window to remotely troubleshoot, remedy, and resolve the hardware incident with you. If a hardware incident cannot be resolved remotely, an HP technician will provide onsite technical support.

### Replacement of parts and materials

We will provide HP-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements.

## Onsite Device Support with Analytics and Proactive Management:

New HP Devices	Base Warranty	Part Number	Service Description	Price
Business Desktops	1y	U9LZ8E	HP 3y APM NBD Onsite DT only HW STD Svc	\$XXX
	3y	U9MD0E	HP 3y APM NBD Onsite DT only HW STD Svc	\$XXX
Business Notebooks (AN)	1y	U9LZ8E	HP 3y APM NBD Onsite NB only HW STD Svc	\$XXX
	3y	U9LZ6E	HP 3y APM NBD Onsite NB only HW STD Svc	\$XXX
Business Notebooks (6U)	1y	U9MC4E	HP 3y APM NBD Onsite NB only HW STD Svc	\$XXX
	3y	U9LZ6E	HP 3y APM NBD Onsite NB only HW STD Svc	\$XXX

For your existing HP and non-HP Windows devices, please reach out to your services specialist for a customised quote.

### Get in touch with us

Interested in learning more about Onsite Device Support with Analytics and Proactive Management? Contact us at [\[email address\]](#).

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1. Standard Plan only.  
2. Device health monitoring not available on Windows 10 Mobile operating system devices.

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