

Problems solved. That's HP Support.

HP Essential Print Services

A portfolio of services for customers who want to manage their own imaging and printing environment.

Customer Value

Get peace of mind with services that can help keep devices running and business moving.



Increase Productivity

Minimize downtime to help increase productivity



Protect Imaging and Printing Investments

Consistent, reliable support from the experts



Stabilize Costs

Insure against unbudgeted repair costs

Return on Investment

HP Care Pack Services

Pre-configured support packages can extend and enhance standard limited warranties to increase uptime. Return and exchange services, onsite repair services, and value-added services are available.

HP Contractual Services

Customizable support packages provide flexibility to tailor the offering to meet specific service needs, price points, and payment terms required for the customer's business environment.

HP Priority Services

Suite of two premium service offerings help customers resolve IT challenges quickly with direct access to help desk support and dedicated account management.

- HP Priority Access
- HP Priority Management

HP Proactive Print Advisor – *Spring 2015*

Customers get premium-level help in managing their print environment from HP analysts, as well as proactive and detailed reports, observations, and recommendations from HP experts.

November 12, 2014



Get back to business faster

HP Priority Services

Put HP to work for your customer. Resolve IT challenges quickly with direct access to help desk support and dedicated account management.



Priority Access

- Specialized HP remote support
- Globally consistent experience
- Direct access with unique PIN
- Online case management to submit and track cases

Priority Management

All benefits of Priority Access *PLUS*

- Dedicated Customer Support Manager located in region
- Executive level reporting and business reviews
- Escalation and proactive support management
- Parts prioritization



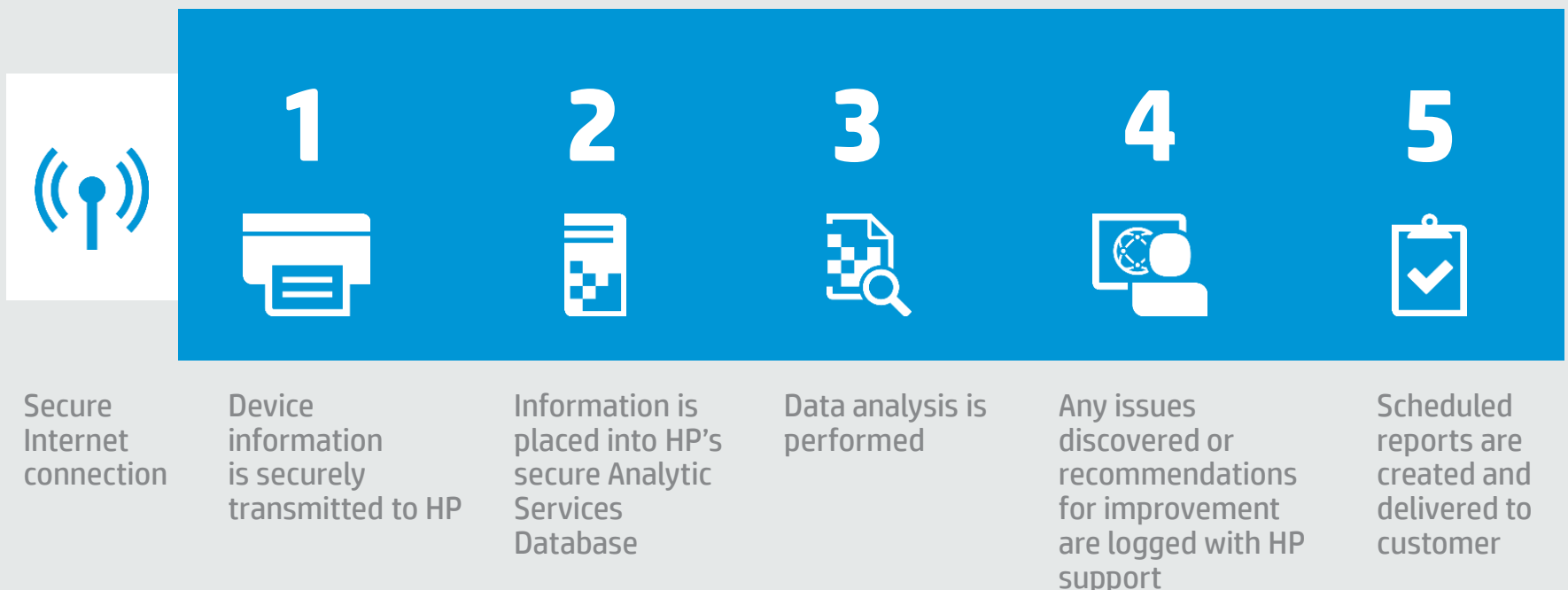
NEW in Spring 2015

Maximize business productivity

HP Proactive Print Advisor

Empower your customers. Resolve IT issues before they arise with proactive monitoring and reporting from HP.

- Remote device detection and monitoring using HP's advanced remote management software
- Premium-level monitoring and reporting from HP analysts
- Proactive and detailed reports, observations, and recommendations



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