

Brief

Next Business Day Onsite



You invest in HP hardware to be more productive—can you afford to be without your computer for a week? Upgrading your standard warranty with HP Care Pack Next Business Day* Onsite Service limits downtime, allowing you to be more productive and focused on your business..



Service highlights

Limits downtime

Provides faster response time for customers who want to reduce downtime on units experiencing technical problems.

This upgraded service is most often purchased for business notebooks, most of which come with a standard pick-up and return or mail-in warranty.

Less downtime with Next Business Day Onsite Service means you are up and running more quickly, enhancing productivity and controlling costs over the life of the equipment.

Service benefits

Next Business Day Onsite Service (NBD Onsite):

- **Increases productivity**—Less downtime means you are up and running more quickly, enhancing productivity. Standard Pick Up & Return or Mail-In Service—where the unit must be shipped to HP to be repaired—typically takes 5 business days from diagnosis to resolution. Next Business Day* Onsite service puts days back into your business.
- **Lower, more predictable IT costs**—By purchasing NBD Onsite Service at the time of hardware purchase, you put in place a back-up plan that helps you predict and control costs over the life of the equipment.
- **Professional service**—90% to 95% of technicians are HP employees who specialize on HP products—they have the best training, tools and product information that HP offers.



HP Next Business Day Onsite Service is available for:



Desktops



Notebooks



Tablets



Workstations

Next Business Day* Onsite refers to response time. With this HP Care Pack, HP technicians are committed to resolve the issue in the shortest time possible.

Details

Key features

- Coverage includes parts and labor
- Available for up to 5 years on most models
- Standard business hours coverage
- Remote problem diagnosis and support

Availability

- NBD Onsite* is available on HP notebooks, tablet PCs, desktops and workstations

Customer benefits

- Provides next business-day onsite* repair for your hardware if the problem can't be resolved remotely
- Mitigates concerns about allowing sensitive data to leave your site
- Cost effective—less expensive than the average price of a new drive

* Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/carepack.

Contact us today to learn more about HP Next Business Day Onsite and other HP Care Pack Services at www.hp.com/go/carepack

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