

Reliable support wherever, whenever employees need it.

HP Support Services



Worry-free PC support to enable your workforce

It can be challenging for today's IT teams to oversee device maintenance and support needs for a workforce that only makes occasional trips to the office. Plus, traditional, reactive diagnosis and remediation of device issues can lead to costly employee downtime and frustration.

Many organizations are turning to trusted technology partners like HP, which has a robust portfolio of support solutions to supplement and expedite device maintenance, as well as help extend the life of their PCs.

FLEXIBLE SUPPORT TO KEEP BUSINESS MOVING

Help prevent productivity disruptions and enable IT to do more with reliable device support that keeps your people and PCs running at peak performance, wherever work happens.

HARDWARE SUPPORT ON YOUR TERMS

Go beyond a standard device warranty with enhanced capabilities and predictive insights that can streamline support requests⁵ to maximize employee and IT productivity and reduce the burden of device maintenance on IT.¹

STRETCH YOUR TECH INVESTMENT

Keep existing devices running optimally and get more time to plan your next refresh with Post-Warranty Support.^{2,4}

Empower employees to achieve more

Rely on HP to provide support services¹ that keep your devices running optimally. Select the service that best meets your needs from three easy-to-buy options—from affordable offsite support to more advanced features like drive retention or onsite support.



HP Essential Support¹

When IT budgets are tight, depend on HP to help troubleshoot PC issues with:

- Expert remote support
- Quality device repair at an HP expert facility



HP Premium Support¹

Get back to work quickly, thanks to expert remote assistance or an HP technician sent to repair your device at your location.

- Expert remote support
- Onsite support, wherever work happens



HP Premium+ Support^{1,5}

Limit disruptions with our fastest repair that includes:

- Expert remote support 24/7
- Smart support with predictive, AI-powered insights
- Active care to help identify, diagnose and remediate device issues with automation
- Rapid onsite response, wherever work happens



Extend device life with enhanced performance

Optimize IT investments and reduce your carbon impact by maximizing the life of your existing devices through HP Device Life Extension service.

Optional add-ons to extend support coverage for the unexpected such as accidental damage protection⁴, keeping defective drives to protect your data,^{3,4} and support while traveling.⁴

Contact your HP sales representative for additional support solutions to meet your custom business requirements.



1. HP Essential Support, HP Premium Support and HP Premium+ Support are available at the time of device purchase. 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/cpc. HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.
2. Post-Warranty Services may be purchased to extend protection on already-owned devices.
3. If Defective Media Retention is purchased, the defective drive will be retained by the customer.
4. Service package features may vary by geographic location. Sold separately or as an optional feature. Accidental Damage Protection must be purchased at the time of device purchase. Defective Media Retention and Travel Support must be purchased within 30 days of the device purchase.
5. Predictive insights and proactive support are only available on HP Premium+. Select HP Workforce Solutions require an HP Insights agent for Windows, Mac, & Android, available for download at <https://admin.hp.com/software>. For full system requirements and services that require the agent, please visit <https://admin.hp.com/requirements>. The agent collects telemetry and analytics around devices and applications that integrate into the Workforce Experience platform and is not sold as a standalone service. Internet access with connection to the Workforce Experience platform is required. HP follows stringent GDPR privacy regulations, and the platform is ISO27001, ISO27701, ISO27017 and SOC2 Type2 certified for Information Security.

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