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 requests[5] 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 services[1] 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 Support[1]

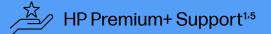When IT budgets are tight, depend on HP to help troubleshoot PC issues with:

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

HP Premium Support[1]

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 protection[4], 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.