

# Peace of mind with maximum device uptime

Minimize disruptions while strengthening your IT reach



## THREE LEVELS OF BREAK-FIX CARE TO MANAGE EVERY LEVEL OF NEED

The shift to hybrid work means IT is no longer conveniently available in person. This makes addressing device issues quite a bit more complicated and keeping employees working and productive more difficult. HP offers break-fix services to fit where and how your business works. Minimize work disruptions, quickly resolve device issues, and even predict problems before they become issues.



### HP CARE<sup>1</sup>

An affordable repair solution with remote and off-site support.



### HP ONSITE CARE<sup>1</sup>

Quick service by an expert HP technician remotely or dispatched to your business.



### HP ACTIVE CARE<sup>2</sup>

The work-from-anywhere repair solution that can proactively fix device issues even before they happen.

# TAILOR YOUR SERVICE TO YOUR NEEDS

Three levels of service let you select the right mix of critical device support. Maximize your coverage with predictive insights to identify, prevent, and resolve employee device issues from anywhere.



## HP CARE

A great option for getting your devices fixed and your people back to work. HP Care includes remote assistance for your covered devices that aims to solve device issues with 85% first-time resolution<sup>3</sup> and a drop-off or ship-to option at an HP repair center for more complicated issues.

- ✓ Remote assistance (diagnostics and troubleshooting) for covered HP hardware
- ✓ Device drop-off or ship-to location for repairs not resolved remotely
- ✓ Replacement HP parts and labor included

## HP ONSITE CARE

Return to productivity faster with HP Onsite Care. It delivers remote issue resolution for many issues and, for the tough problems, an authorized service representative is dispatched to your office with onsite technical support.

- ✓ Remote assistance (diagnostics and troubleshooting) for covered HP hardware
- ✓ Dispatch of HP expert technician to your business location
- ✓ HP parts and labor included

## HP ACTIVE CARE

Optimize performance and minimize disruptions with HP Active Care's expanded suite of services that includes predictive analytics, automated trouble ticketing process, 24/7 remote support, and next-business-day, in-person support dispatched to where your employees are working.<sup>2</sup>

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Proactive device health monitoring and automated service requests to avert device downtime

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Premium, 24/7 global remote support

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Next-business-day, on-site support from a trained HP support technician who travels to your employees' locations<sup>1</sup>

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HP parts and labor included

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Worldwide coverage<sup>1</sup> on most HP commercial notebooks and desktops

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An optional dashboard<sup>2</sup> aggregates critical data and provides predictive analytics for your fleet of HP devices

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Pop-up alerts on end users' devices allow employees to schedule repairs at a convenient time using automated ticketing

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Defective Media Retention,<sup>4,5</sup> Accidental Damage Protection,<sup>4</sup> Travel Support,<sup>4</sup> and HP Wolf Protect and Trace<sup>6</sup> add-on options available





## KEEP EVERYONE WORKING ANYWHERE

When your employees are everywhere, your device support needs to be too. With HP Care options, you get managed technical support that can also troubleshoot HP device problems whenever users need help.

This includes timely device repair, even across a global hybrid workforce, as well as an option with automated device health monitoring and predictive analytics to head off device problems before they impact employees' productivity.

LEARN MORE AT [HP.COM/ACTIVE-CARE](https://www.hp.com/active-care)



<sup>1</sup> 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](https://www.hp.com/go/cpc)

<sup>2</sup> HP Active Care requires HP TechPulse to be installed. Customer must manually download the HP TechPulse Windows app at [www.hpdaas.com/software](https://www.hpdaas.com/software) or provide consent at the time of your hardware's first boot, which enables HP to install HP TechPulse to collect information related to the device. HP Services Scan is provided on select HP commercial devices thru Windows Update and will check entitlement on each hardware device to determine if an HP TechPulse-enabled service has been purchased, and will download applicable software automatically. To disable this feature, please follow the instructions at <http://www.hpdaas.com/requirements>. HP TechPulse is a telemetry and analytics platform that provides critical data around devices and applications and is not sold as a standalone service. HP TechPulse follows stringent GDPR privacy regulations and is ISO27001, ISO27701, ISO27017 and SOC2 Type2 certified for Information Security. Internet access with connection to TechPulse portal is required. For full system requirements, please visit <http://www.hpdaas.com/requirements>

<sup>3</sup> Based on HP worldwide customer support data from 1/2022-10/2022.

<sup>4</sup> Sold separately or as an additional option.

<sup>5</sup> If Defective Media Retention is purchased alongside HP Care, HP Onsite Care or HP Active Care, any hard drives replaced will be retained by the customer.

<sup>6</sup> HP Wolf Protect and Trace is sold separately and is compatible with select HP 400, 600, 800, 1000 series, Windows based Laptops, select 800 desktops, and Z1 G8 Workstations. The HP WPT features and functions are activated by remote access to the target device and therefore for the desired outcome the device should be powered on and connected to the Internet. HP Wolf Protect & Trace requires the HP TechPulse agent to be installed by customer manually via a one-click download at [hp.com/active-care](https://hp.com/active-care), which enables collection of information related to the Device. HP TechPulse is a telemetry and analytics platform that provides critical data around devices and applications and is not sold as a standalone service. HP TechPulse follows stringent GDPR privacy regulations and is ISO27001, ISO27701, ISO27017 and SOC2 Type2 certified for Information Security. Internet access with connection to TechPulse portal is required. For full system requirements, please visit <http://www.hpdaas.com/requirements>. Available from your HP authorized sales representative.

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