

HP CARE PACK SERVICES

Anytime. Anywhere.

COMPREHENSIVE DEVICE COVERAGE FOR YOUR HYBRID WORKFORCE



How can you plan in advance for PC problems?

Device issues are inevitable. Be prepared with robust coverage and support options that minimise downtime for employees in blended work environments.¹

From coffee spills to hard drive crashes, PC problems do happen. HP Care Pack Services provide the extra protection you need to keep hybrid workers working.

UNMATCHED EXPERTISE - Rest easy knowing that certified HP technicians bring deep device knowledge, pinpointing issues and identifying next steps for remediation.

SMARTER IT - Eliminate the surprise factor when you know your costs up front. Get the device coverage you need for a global workforce while protecting your budget.

BETTER EMPLOYEE EXPERIENCES - Give employees the fast diagnostic and repair help they need - whether they're at home, in the office or somewhere in between.



Unpacking the benefits



Expert HP team



Increased uptime



Predictable costs



Proactive approach

HOW HP CARE PACKS BENEFIT YOUR BUSINESS

Having your teams working at all hours all over the world can create a lot of extra work and worry for your internal IT team, as well as for your IT services partner. That's why every HP Care Pack is designed to provide professional-class coverage options and support services that create peace of mind.

Your HP hardware will be expertly repaired by those who know your devices best: HP certified technicians. It's like having your own team of experts at your IT service provider's side.

Your workers can experience greater productivity with increased device uptime. Our efficient services keep devices running smoothly and address repair issues quickly - at your employees' locations and at a time that's convenient for them.

With our proactive approach to predicting problems, there's no need to waste time finding suitable replacement parts, spend more money on urgent repairs or leave devices at service centres for weeks.

You'll also get lower, more predictable IT costs when you know device service costs up front. Pairing HP Care Packs with your devices from the start lowers last-minute expenses.



Avoid surprises knowing you're covered

CHOOSE FROM A RANGE OF COVERAGE OPTIONS FOR YOUR SPECIFIC NEEDS

We make servicing the PC fleet in your blended environment easier for your business, staff and IT services partner in three main ways:

FASTER REPAIR RESPONSE - Get back to work fast with an assortment of support services including Call-to-Repair,² Hardware Support Onsite Service and Next Business Day Hardware Support for Travellers.

ENHANCED PROTECTION - Protect against drops, spills and power surges with Accidental Damage Coverage, as well as other services such as One-Time Battery Replacement and Defective Media Retention.²

WARRANTY EXTENSION - Extend your PC's coverage beyond the base warranty with optional, flexible service extension plans of varied durations and levels.





NEXT BUSINESS DAY ONSITE RESPONSE¹

Repair or replace broken devices in just one business day³

Minimise costly disruption and keep people and projects in motion with a service-level option that goes beyond standard PC repair. Our rapid onsite response sends trained HP technicians to your employee locations - your IT services provider is no longer tasked with delivery or dropping off and picking up at insecure locations.



HP TRAVEL SUPPORT SERVICE

Help your staff travel worry-free with global device support

Give employees access to the HP device help they need - almost everywhere - with support coverage around the world.¹ Our Next Business Day Support for Travellers provides remote diagnosis and remediation or rapid repair by local experts, getting employees back up and running quickly with minimal impact on your IT services partner.



HP RECOVER AND RESTORE SERVICE

Protect your vital data

Resolve issues related to data loss due to mechanical failure, accidental deletion, software crash or malware. Our service identifies the root of the problem, fixes it and then recovers lost data and operating systems on select HP business notebooks, desktops and workstations.⁴ We also provide phone and chat software support assistance with North America-based HP-certified technicians.



HP ACCIDENTAL DAMAGE PROTECTION SERVICE²

Discover one easy fix for endless possible mishaps

Safeguard your PC investment against unforeseen incidents and out-of-pocket repair costs such as accidental damage, loss of equipment or loss of sensitive data. Our plans provide continuous, global coverage for part replacement and labour, with 24/7 real-time chat and phone support, door-to-door pick-up and return or onsite service.



HP DEFECTIVE MEDIA RETENTION SERVICE

Maintain secure control of defective hard drives

Sending your confidential data to a remote facility can violate data privacy regulations and endanger proprietary and confidential data.¹ Stay in control of sensitive data when even the best of hard drives fails. Our service replaces defective HP hard drives while allowing your IT services provider to keep and dispose of the original according to your own protocols.



COVERAGE THAT EXTENDS BEYOND PCs

Peripheral performance matters

The displays and accessories that connect workers to their devices are key to efficient hybrid work environments. Keep them running smoothly with coverage for docking stations, displays and other equipment.





PC support for the everywhere workforce

You can't totally avoid PC problems, but you can lessen their disruptive impact on your hybrid workforce and IT teams. Choose from an assortment of HP Care Packs with varied coverage periods and service levels to fit your organisation's needs around the globe.

LEARN MORE AT [HP.COM/GO/CAREPACKSERVICES](https://www.hp.com/go/carepackservices)



¹ Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on the date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/cpc.

² Coverage terms, limitations and restrictions vary by region and country. Contact your HP sales or partner representative for more information.

³ HP, "Changing, Evolving, Everything Is a Service," accessed 10 May 2022, <https://youtu.be/OC7MOHeBdFU>

⁴ HP Chromebooks, HP Mobile Thin Clients and HP tablets not covered.

HP Services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. The customer may have additional statutory rights according to the 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.