

# PC support for the anytime, anywhere worker

Identify, prevent, and resolve employee device issues



## When PCs don't work, your employees can't either

Keeping your employees connected, productive, and secure in a blended work environment is no easy feat. A hybrid workforce support service can help.

HP Premium+ Support<sup>5</sup> (predictive detection and alerts with preferred access) leverages the telemetry powered by the Workforce Experience Platform<sup>11</sup> to proactively monitor device health. The predictive insights<sup>2</sup> and automated service ticketing address device issues—before a device failure causes business disruptions.

HP Premium+ Support is offered on select HP commercial desktops, notebooks, workstations, mobile workstations, Chromebooks, and retail point of sale (RPOS).

### HP PREMIUM+ SUPPORT SERVICE

Keep your people and PCs up and running with predictive insights that help you stay ahead of business disruptions.<sup>1,2</sup>

### MINIMIZE DISRUPTIONS

Keep your workers up and running in the office or on the go. HP Premium+ Support fast tracks issue diagnosis and resolution, getting employees back to work quickly.

### QUICKLY RESOLVE ISSUES

Avoid productivity slowdowns with monitoring that proactively identifies issues and automates help desk tickets, prompting repairs to be scheduled at your convenience.

### PREFERRED ACCESS TO PARTS AND HP SERVICE EXPERTS

Get support fast with prioritized delivery and support via phone and chat capabilities as well as case queue, field dispatch and parts prioritization.<sup>6,7</sup>

# Fast IT support, when and where you need it

Keep employees engaged with device support services wherever work happens. Available on select HP commercial desktops, notebooks, workstations, mobile workstations, Chromebooks, and retail point of sale (RPOS), HP Premium+ Support delivers fast device resolution and replacement, even across a geographically distributed workforce.<sup>1</sup>

Help employees stay productive and happy with:

- Device health monitoring
- Predictive insights<sup>2</sup>
- End user alerts and automated ticketing
- Next business day response
- 24x7 remote support
- Onsite support from an HP expert
- Preferred access to parts and HP service experts
  - Office Hours Call Me<sup>6</sup>
  - Out of Office Hours Chat<sup>6</sup>
  - Case Queue Prioritization<sup>6,7</sup>
  - Parts Prioritization<sup>7</sup>
  - Field Service/Dispatch Prioritization<sup>7</sup>



## Stay a step ahead with the HP Workforce Experience Platform

Improve uptime and performance across your HP devices with predictive analytics, insights, and automated ticketing for repairs—from the PC desktop or a single, easy-to-use dashboard that aggregates critical data from your endpoint devices and applications.



## Optional add-on features<sup>1,3</sup>



### Defective Media Retention

When storage devices fail, maintain control of the defective media in a way that meets your security standards for protecting sensitive data.<sup>1,3,4</sup>



### Travel Support

Provide additional device support while your employees travel on business in more than 90 countries.<sup>1,3</sup>



### Accidental Damage Protection

Safeguard your hardware investment against unforeseen events. Repair or replace your PC when accidental drops, spills, or electrical surges harm your device.<sup>1,3</sup>



### Device Life Extension

Optimize IT investments and reduce your carbon impact by maximizing the life of your existing devices.<sup>9</sup>



### Battery Replacement

Replace failing batteries (offsite or onsite) when the originally purchased battery is detected with a failure resulting from defects in materials or workmanship or has a diminished charging capacity below 50 percent.



### Peripheral Care Pack

Add additional coverage for up to six peripherals.<sup>10</sup>



### Out-of-band Diagnosis and Remediation

The industry's most advanced remote support can diagnose and remediate more complex PC issues like boot failures, reimaging and BIOS fixes from anywhere.<sup>8</sup>

# Support employees, wherever they work

When your employees are everywhere, your PC support has to be too. With HP Premium+ Support, count on remote technical support and onsite repair that troubleshoot HP device problems wherever and whenever users need help.

Automated device health monitoring, predictive analytics preferred access to parts and HP service experts head off problems before they impact employee productivity. Rapid device repair and replacement keep your people and PCs running, even across a global hybrid workforce.

Learn more at [www.hp.com/premium-plus](http://www.hp.com/premium-plus)



1. 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](http://www.hp.com/go/cpc).
2. HP Premium Support (onsite support with predictive issue detection and alerts for PCs only) and HP Premium+ Support (onsite support with predictive issue detection, alerts and preferred access for PCs only) require an HP Insights agent for Windows, Mac, & Android for predictive insights, available for download at <https://workforceexperience.hp.com/software>. 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 is required. HP follows stringent GDPR privacy regulations, and the platform is ISO27001, ISO27701, ISO27017 and SOC2 Type2 certified for Information Security
3. Sold separately or as an additional option.
4. If Defective Media Retention is purchased, defective drives will be retained by the customer.com/requirements
5. The updated Hardware Support services portfolio is available for select HP commercial PCs (desktops, notebooks, workstations, mobile workstations, Chromebooks, and RPOS). The Hardware Support services 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](http://www.hp.com/go/cpc).
6. Requires creating a case through MyHPSupport.com.
7. Prioritized support is providing a queue placement in front of warranty and other transactional service customers if there is a resource or part constraint.
8. Out-of-band diagnosis and remediation is available in North America (which includes the US and Canada), and EMEA markets (limited to specific countries) as an HP Care Pack for select HP commercial platforms that are Intel® vPro® and Intel® AMT enabled and are entitled to HP Essential Support (onsite support with optional device health insights for PCs only), HP Premium Support (onsite support with predictive issue detection and alerts for PCs only) or HP Premium+ Support (onsite support with predictive issue detection, alerts and preferred access for PCs only). 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](http://www.hp.com/go/cpc).
9. The HP Device Life Extension capability is for HP commercial PCs. HP-certified partners will perform functional diagnostics, data removal, interior and exterior cleaning, enhance device performance, reimaging, and conduct platform updates.
10. Service available on commercial desktops, workstations, mobile workstations, and select notebooks.
11. The Workforce Experience Platform is planned to be available in a future release in various tiers and with optional add-on solutions. The Workforce Experience Platform is for commercial customers and some features and capabilities may require additional purchase of HP services and/or commercial hardware capable of supporting the HP Insights agent for Windows, Mac, & Android. Activation and restrictions may apply. Select HP Solutions requires an HP Insights agent for Windows, Mac, & Android, available for download at <https://workforceexperience.hp.com/software>. For full system requirements and services that require the agent, please visit <https://workforceexperience.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.

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.