

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

FRICTION-LESS SUPPORT EXPERIENCES

Reduce frustration for employees and IT with the PC industry's first remote diagnosis and remediation⁷ for issues typically requiring physical intervention.⁶

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 support to more advanced features like predictive insights and onsite support.

HP Essential Support^{1,9}

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

- Expert remote support 24/7
- Onsite support, wherever work happens
- Optional device health insights to help identify, diagnose and remediate issues

HP Premium Support^{1,5,9}

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 24/7
- AI-powered, predictive detection of PC issues
- Help identify, diagnose and remediate device issues with automation

HP Premium+ Support^{1,5,9}

Limit disruptions with our fastest repair that includes:

- Expert remote support 24/7
- AI-powered, predictive detection of PC issues
- Help identify, diagnose and remediate device issues with automation
- Rapid onsite response, wherever work happens
- Preferred access to parts and HP service experts

Revolutionary support to fix more devices remotely than ever before^{6,7}

Speed PC issue remediation with a hassle-free, virtual hand-off to HP. The industry's most advanced remote support can diagnose and remediate more complex PC issues like boot failures, reimaging and BIOS fixes from anywhere. This out-of-band diagnosis and remediation remotely resolves up to 45% more issues that might cause a PC to crash and fail to reboot, with virtually no employee intervention or manual device repair.⁸

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, [battery replacement coverage](#)⁴, keeping [defective drives](#) to protect your data,^{3,4} and [support while traveling](#).⁴ Plus, add additional coverage for up to six peripherals.

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





1. The updated portfolio of HP Essential Support, HP Premium Support and HP Premium+ Support will be available on select HP commercial PCs (notebooks, mobile workstations, desktops and workstations) and is expected to be available for November 2024. 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. Expected to be available for November 2024, predictive insights and proactive support are only available with HP Premium Support and HP Premium+ Support. 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.
6. Out-of-band diagnostics and remediation is available in North America (which includes the US and Canada), and the 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 Premium Support or HP Premium+ Support.. 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. Check with your HP authorized sales rep for availability.
7. Based on HP's internal analysis of PC manufacturers with power cycle control, non-OS control, BIOS control and reimaging control as of 9/24/2024.
8. HP-commissioned survey conducted in August 2024 amongst 200 IT professionals across the US and the UK.
9. Service package features may vary by geography or hardware platform.

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.

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