

HP Hardware Support

Onsite Service

HP Customer Support Contractual Services Package



HP Hardware Support Service provides high quality remote assistance and onsite support for your HP and Compaq branded hardware and other eligible third party hardware products, helping you to increase equipment uptime and productivity.



With HP Hardware Support Onsite Service, technical problems with your covered hardware will be resolved in a timely and professional manner so you can rely on your hardware to be operational again quickly.

You have the flexibility to select optional service features and choose from several response times and coverage window alternatives to meet your specific service needs.

Service benefits

This service provides:

- Increased business productivity due to improved uptime
- Increased return on your IT investment
- Convenient onsite support
- High quality support backed by HP

Service feature highlights

- Remote problem diagnosis and support
- Onsite hardware support
- Materials and parts included
- Choice of coverage windows
- Choice of response times
- Work to completion
- Escalation management
- Access to electronic support information and services
- Electronic remote support (for eligible products only)
- Preventative maintenance (optional, for eligible products only)
- Defective material retention (optional, for eligible products only)

For more information

For more information on HP Hardware Onsite Support Services, contact any of our worldwide sales offices or resellers or visit our website at www.hp.com/hps/support

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To learn more, visit www.hp.com

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