

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 (formerly Active Care)⁵ leverages the telemetry power of the Workforce Experience platform to proactively monitor device health. The predictive insights² and automated service ticketing address device issues—before a device failure causes business disruptions.

HP Premium+ Support is offered on most HP commercial desktops and laptops, Chromebooks, and point of sale systems (RPOS).

HP PREMIUM+ SUPPORT SERVICE

Keep your people and PCs up and running with predictive insights that help you stay ahead of business disruptions.²

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.

KEEP YOUR DEVICES IN PEAK CONDITION

Extend the life of your hardware by monitoring the health of every employee device. Quickly identify needed repairs before they impact device functionality.



Fast IT support, when and where you need it

Keep employees engaged with device support services wherever work happens. Available on most HP commercial notebooks and desktops, HP Premium+ Support delivers fast device resolution and replacement, even across a geographically distributed workforce.¹

Help employees stay productive and happy with:

- Device health monitoring

- Predictive insights²

- End user alerts and automated ticketing

- Next business day response

- 24x7 remote support

- Onsite support from an HP expert



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—all from a single, easy-to-use optional dashboard that aggregates critical data from your endpoint devices and applications.

Optional add-on features



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.^{1,3,4}



Travel Support

Provide additional device support while your employees travel on business in more than 90 countries.^{1,3}



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.^{1,3}

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 and predictive analytics 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.



Contact your Connection Account Team for more information.

Connection
we solve IT™

Business Solutions
1.800.800.0014

Enterprise Solutions
1.800.369.1047

Public Sector Solutions
1.800.800.0019



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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. 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. Predictive insights and proactive support are only available with HP Premium+ Support. Select HP Workforce Solutions require an HP Insights agent for Windows, Mac, and Android. For full system requirements and services that require the agent, 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.
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. 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.

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