

# HP Active Care

June 24, HP Highlight

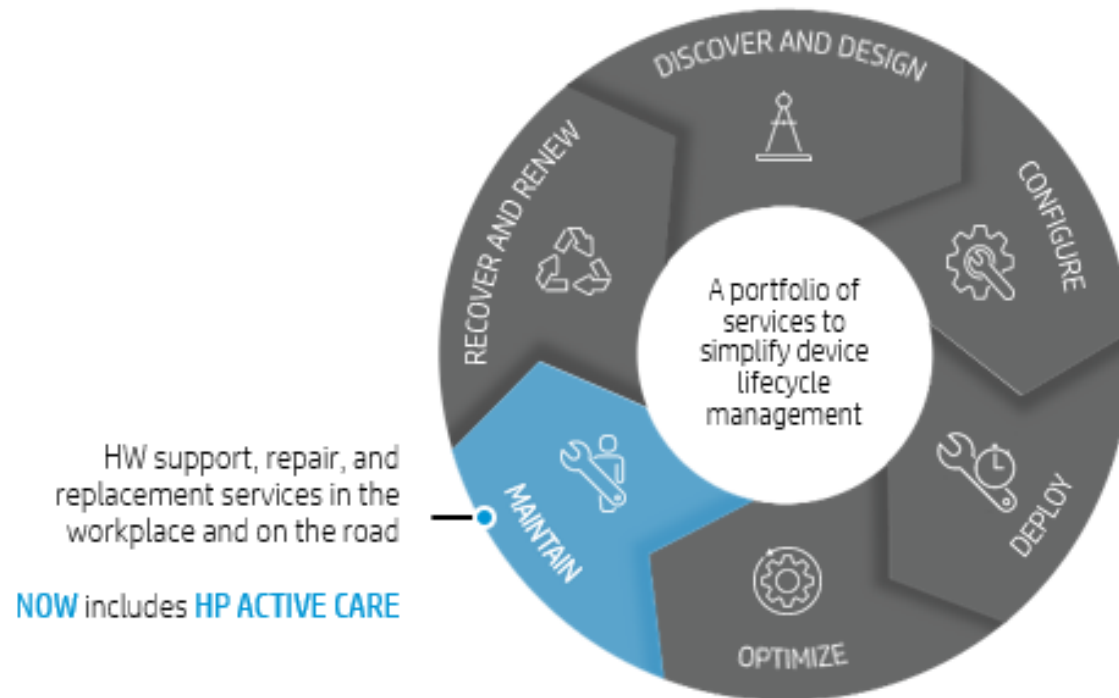
*HP Confidential.*

*For use by HP with Partners for internal training purposes only.*

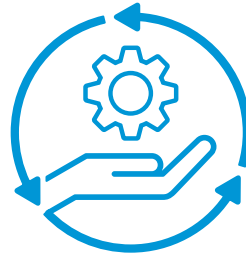


# HP LIFECYCLE SERVICES

For your customers who are challenged to deliver higher employee productivity and better experiences, all while doing more with less, HP Lifecycle Services is the reliable and trusted way to keep devices working optimally and customers happy, while opening you to new revenue opportunities.



# Introducing



## HP Active Care

---

Keep your customers devices up and running so they experience optimal uptime and fast resolutions for the way their employees work – in the office or on the go.

# HP Active Care

## INTRODUCTION

HP Active Care provides a single fast reliable response and resolution even with more users working remotely.

## SERVICE OFFERINGS

- TechPulse enabled analytics for predictive and proactive responses including,
- Inventory and health monitoring, Dashboard with analytics and reports, Predictive analytics
- Defective media retention
- Travel Support
- Remote support
- Next business day onsite support



## OVERVIEW

- One basic package with critical device support services and AI-based insights - which includes 3, 4, & 5-year terms
- Auto-case generation for HDD and battery failures.
- Replacement parts and materials, as well as firmware updates for selected products



## KEY BENEFITS

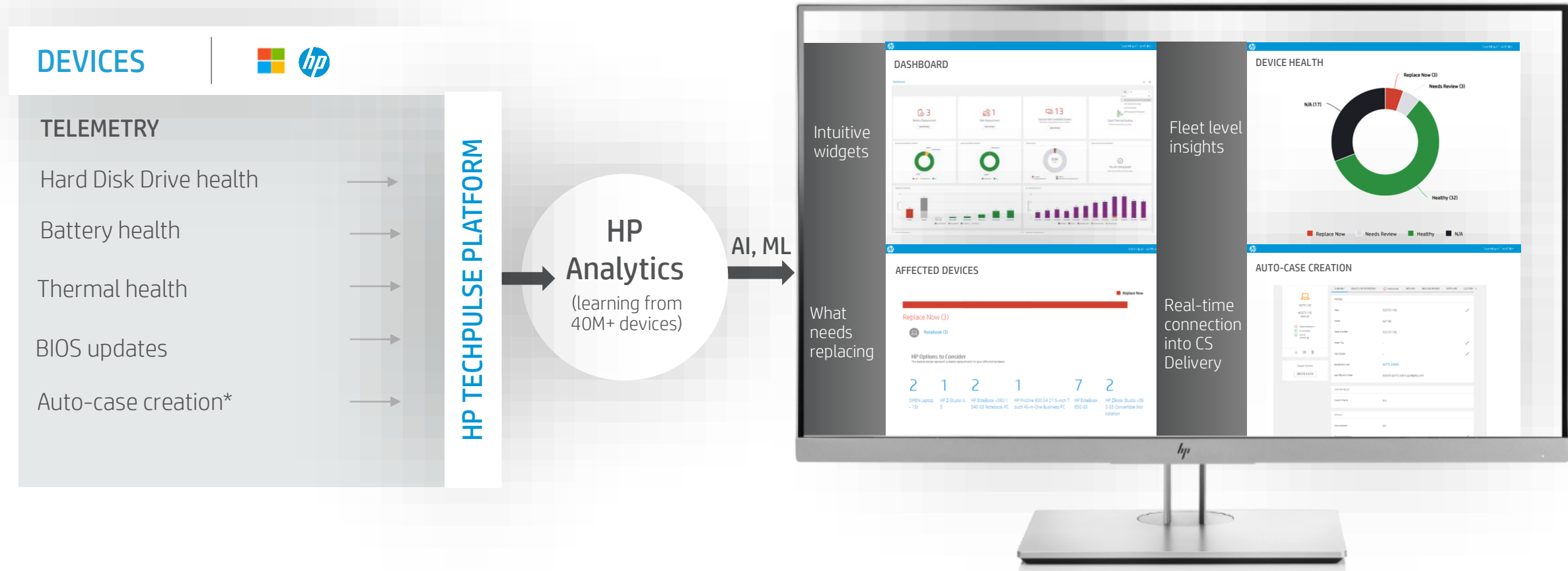
- Let your IT staff know the condition of your HP devices.
- Fast-track problem diagnosis and provide resolutions for end users.
- Consolidate critical device support services such as travel support, secure data and media, all with convenient onsite support from qualified experts



## DISCOVERY QUESTIONS

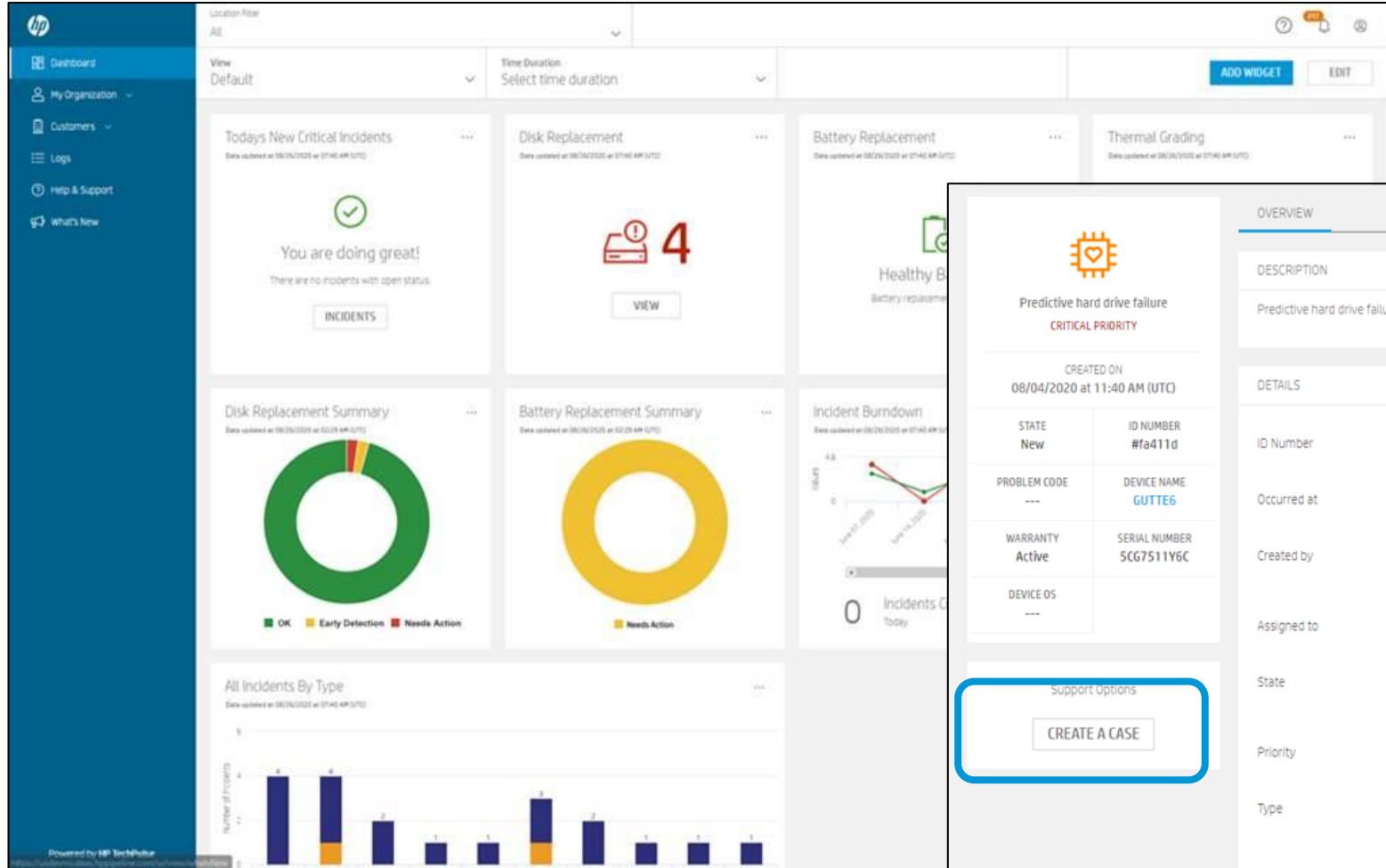
- What is your typical timeframe for device replacement?
- How close to expiration are the warranties on your current devices?.
- Do you find that you sometime need an additional year of coverage on your fleet?

# HP Active Care Insights powered by HP TechPulse



# HP Active Care

## An Insightful Dashboard and Automated Ticketing



HP TechPulse Dashboard view

The Auto-Ticketing Window displays the details of a predictive hard drive failure incident. The incident is titled "Predictive hard drive failure" with a "CRITICAL PRIORITY". It was created on 08/04/2020 at 11:40 AM (UTC).

STATE	ID NUMBER
New	#fa411d

PROBLEM CODE	DEVICE NAME
---	GUTTE6

WARRANTY	SERIAL NUMBER
Active	5CG7511Y6C

DEVICE OS
---

Support options

[CREATE A CASE](#)

**OVERVIEW**

**DESCRIPTION**

Predictive hard drive failure

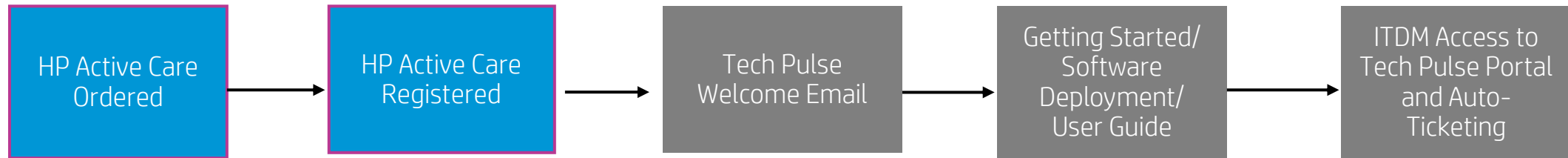
**DETAILS**

Field	Value
ID Number	fa411d
Occurred at	08/04/2020
Created by	Test Company 08/04/2020 at 11:40 AM (UTC)
Assigned to	Unassigned
State	New 08/04/2020 at 11:40 AM (UTC)
Priority	Critical
Type	Hardware Health Battery Predictive Failure/Recall
Asset Location	-

Auto-Ticketing Window

# HP Active Care Onboarding Process

Registration will happen automatically\* if all fields below are captured



Active Care will be available on most Commercial PC products including\*:

- Notebooks
  - ZBook Workstations
  - EliteBooks
  - ProBooks
  - 200-300\*\*
- Desktops
  - Z Workstations
  - EliteDesk
  - ProDesk
  - 200 Microtowers\*\*

Active Care will be auto-registered if the following fields are captured on the order:

- Hardware SKU & Serial Number
- Compatible Care Pack SKU
- Quantity Match of HW and Care Packs on same Order
- End Customer Detailed information including email address

\*See Notes below for instructions on registration if devices and care packs purchased separately.

\*\*Devices will have ability to download TechPulse Agent, but persistence in various platforms may not be available until 2022.

# HP SMART SUPPORT<sup>1,2,3</sup>

## FAST RESOLUTION TO IT-RELATED ISSUES WITH AI & TELEMETRY



FASTER  
BREAK/FIX  
SCORED

**#3**

BENEFIT FOR  
MODERN DEVICE  
MANAGEMENT<sup>4</sup>



An option that enables HP Customer Support to diagnose issues quickly and keep users productive



KEEP USERS UP AND RUNNING

Streamlined  
customer support  
with automated  
telemetry



QUICKLY RESOLVE ISSUES

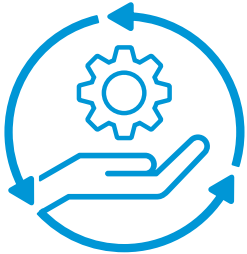
Fast hardware diagnosis to  
expedite support calls.



MITIGATE DOWNTIME

Shorter support calls  
enabled by AI technology

# CHANNEL PARTNER BENEFITS



**UPSELL OPPORTUNITIES:** Two thirds of hardware sales do not include services beyond the base warranty

**INCREASE AVERAGE UNIT PRICING:** Include services with hardware sales to drive higher margins per device per customer

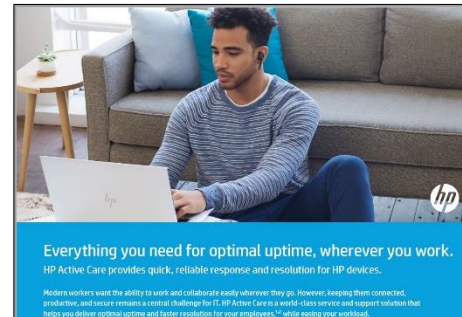
**ADD CUSTOMER VALUE:** With HP Services AND Solutions Partners can deliver added value by positioning themselves as trusted advisors

**BOOST CUSTOMER SATISFACTION:** Build deeper relationships with complete end-to-end solutions by combining HP HW with Lifecycle services

# RESOURCES AND MARKETING CONTENT

## HP Active Care

- HP Sales Central
- HP University (SABA)
- Carepack Central



Color sheet

### HP Active Care

HP Care Pack Services

**Service benefits**

- Integrate downtime with that response
- Quick response times for users
- Anytime support and emergency response
- Secure data and mobile
- Mobile for the enterprise
- Next-business-day service
- Remote access and support from qualified experts

**Service highlights**

- HP TechTake-enabled products, including:
  - Servers and workstations
  - Database with analysis and reports
  - Remote problem diagnosis and support
  - On-site hardware support
  - Replacement parts and materials
  - Access to 24x7 global IT Service Request Center
  - Travel services available in more than 20 countries
  - On-site maintenance
  - Protection against accidents

**Service overview**

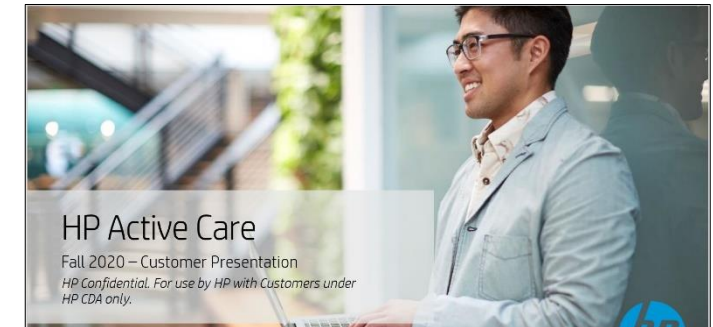
HP Active Care is a world-class PC service and support for office and mobile workers. Active Care helps IT achieve optimal uptime and faster resolution support on HP devices. With remote technical support, proactive health checks, immediate on-site, and local business day on-site response, Active Care keeps employees up and working wherever they are or on the go.

Active Care also integrates with an integrated power, diagnosis, and remediation, helping you get up and running quickly. An integrated one-hour on-site resolution, including parts, labor, and travel, is available, enabling IT decision makers to schedule repairs as their convenience. HP Active Care system will monitor the machine and send the IT team the condition of every PC in their fleet. HP quickly identifies issues when and where they occur, before issues become critical and costly service needs.

**Features and specifications**

**HP TechTake-enabled support features**

HP Active Care provides on-site and on-call service to customers powered by HP TechTake, a powerful cloud-based analytics platform. With 10 years of innovation from individuals, on-site, and remote, HP Active Care provides the most advanced, rapid on-site service from a global, one-stop cloud-based.



HP Confidential. For use by HP with Customers under HP CDA only.

HP Restricted. For internal audiences only.

## HP Active Care

### Frequently Asked Questions (FAQ)

#### For Sales

This document answers the most commonly asked questions about the HP Active Care service offering for HP notebooks, HP workstations, and HP desktops.

October 2020



# THANK YOU

[Ralph.van-der.baan@hp.com](mailto:Ralph.van-der.baan@hp.com)  
[Brian.Sembach@hp.com](mailto:Brian.Sembach@hp.com)  
[Irene.Quah@hp.com](mailto:Irene.Quah@hp.com)



HP Confidential. For use by HP with Customers under CDA only.  
HP CONFIDENTIAL. © 2020 HP Development Company, L.P. The information contained herein is subject to change without notice.



# HP ACTIVE CARE TECHNICAL DEMO



HP CONFIDENTIAL. © 2020 HP Development Company, L.P. The information contained herein is subject to change without notice.



# PROACTIVE INSIGHTS

CLOUD-BASED / AI DRIVEN

---

## UNIQUE TELEMETRY AND ANALYTICS

Monitor and optimize the performance of the workplace computing environment

---

## DIGITAL EMPLOYEE EXPERIENCE

Track, measure and improve

---

## BUSINESS INSIGHTS REVIEW

HP experts offer in-depth consultation with each customer for suggestions and remediation



# THANK YOU

[Ralph.van-der.baan@hp.com](mailto:Ralph.van-der.baan@hp.com)  
[Brian.Sembach@hp.com](mailto:Brian.Sembach@hp.com)  
[Irene.Quah@hp.com](mailto:Irene.Quah@hp.com)



HP Confidential. For use by HP with Customers under CDA only.  
HP CONFIDENTIAL. © 2020 HP Development Company, L.P. The information contained herein is subject to change without notice.