



Everything you need for optimal uptime, wherever you work.

HP Active Care provides quick, reliable response and resolution for HP devices.

Modern workers want the ability to work and collaborate easily wherever they go. However, keeping them connected, productive, and secure remains a central challenge for IT. HP Active Care is a world-class service and support solution that helps you deliver optimal uptime and faster resolution for your employees,^{1,2} while easing your workload.

Maintaining business continuity means identifying and resolving device issues before they become real problems. HP Active Care provides a combination of remote technical support, predictive device health analytics, proactive ticketing and remediation services, and Next Business Day Onsite Response to help your employees stay up and running—in the office and on the go.



Minimize disruptions

Get fast, reliable response and issue resolution, even as remote work grows. HP Active Care triggers HP Customer Support to fast-track problem diagnosis and provide resolutions to get your people back to work quickly.



Quickly resolve issues

Avoid potential productivity slowdowns with HP's Automatic Case Generation—automated functionality that opens a case when an issue is detected and triggers IT to schedule a repair.



Keep your PCs in peak condition

Take advantage of predictive analytics and proactive ticketing, powered by HP Tech Pulse. With a finger on the pulse of the health of every employee's HP device, you can quickly identify needed repairs before they typically impact the functionality of the device, and remediate before they impact users, to extend the life of your hardware.



Stay a step ahead with HP Tech Pulse

Predictive analytics help reduce downtime and avoidable maintenance by spotting issues before they become problems. HP's unique analytics technology, HP Tech Pulse, uses machine learning, preconfigured logic, and contextual data to deliver meaningful device, application, and usage insights to help you optimize IT spending and resources. With HP Active Care, we take this insight one step further, and provide auto-ticketing for those most frequent computer-stopping issues, such as hard disk drive and battery replacement.

A complete suite of protection

HP Active Care is a complete suite of device protection, support, and repair services tailored to suit your needs. You can get coverage worldwide^{1,2} on most HP commercial notebooks and desktops³ with these essential services:

- **HP TechPulse portal**—Allows you to set up alerts for issues and updates, and automated self-support tickets for incidents.
- **HP Remote Diagnosis and Support**—Where auto-ticketing is not available, our remote support agents perform diagnostics using electronic remote support.
- **HP Next Business Day Onsite Hardware Support**—Knowledgeable experts provide next business day onsite service to minimize disruptions.
- **HP Replacement Parts and Materials**—Helps reduce downtime and keep your devices up and running.

Expert support and protection can make all the difference in mitigating risk and avoiding unplanned out-of-pocket costs, especially during travel. HP Active Care also offers these **optional** services to match your business requirements:

- **HP Accidental Damage Protection⁴**—Protects your devices from physical damage due to sudden and unforeseen incidents.
- **Support for Travelers⁴**—Keeps your employees productive with support in over 90 countries around the world.¹
- **HP Defective Media Retention⁴**—Gives you control of any defective media to help protect sensitive data.



Improve your employee experience and total cost of ownership

HP Active Care is one part of HP Lifecycle Services, which provides the most reliable and trusted way to keep your devices working optimally and your employees happy—because when the PC isn't working, neither is the employee. Rely on HP Lifecycle Services to provide the expertise and solutions you need while reducing the total ownership cost of your PC investment for deploying, maintaining, and renewing your entire fleet.

Sign up for updates at hp.com/active-care

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. 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 Internet access with connection to Tech Pulse portal is required. For full system requirements, please visit <http://www.hpdaas.com/requirements>.

³ Excluding Chromebooks, RPOS, and thin clients.

⁴ Service levels and response times may vary depending on your geographic location.

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