



SOLUTION BRIEF

# HP SmartFriend Pro

Everyday support is just a phone call away

## Welcome to the future of K–12 education

It's no secret that today's classrooms look a little different than they used to.

Our learning environments—whether in-person or virtual—rely heavily on technology and new technology-driven teaching methods. But in a digital classroom, even the smallest technical issue can create big problems for student engagement.

**46%**

global increase of device shipments for teachers and students<sup>1</sup>

**66%**

of teachers expect an increase in blended learning after the pandemic<sup>2</sup>

**70%**

of teachers and students feel less connected to each other<sup>2</sup>

## A new kind of tech support

Today's faculty members, students, and parents are no strangers to change, but remote learning has given everyone another job they're too busy to take on: tech support.

Reduce the hassle of today's remote learning environments with HP SmartFriend Pro,<sup>3</sup> easily accessible phone support for any PC.<sup>4</sup> HP SmartFriend Pro helps students stay engaged, gives parents the help they need, and lets faculty offload everyday troubleshooting so they can prioritize their students and learning plans.

## Get to know HP SmartFriend Pro



**Available 24/7**

Speak with a real HP expert at a moment's notice<sup>4</sup>



**Tech-savvy**

Troubleshoot any tech issue, big or small



**Easy to talk to**

Get judgement-free answers, no questions asked



**Easy to work with**

Connect over the phone or by secure remote access



**Cross-compatible**

Solve any problem on any OS, device, or brand<sup>4</sup>



### A flexible lifeline for your faculty

HP's knowledgeable experts are available to help in any capacity to keep students more productive and engaged in remote learning environments. HP SmartFriend Pro technicians help improve student performance by resolving everyday issues when they happen.

Even when offloading time-consuming tasks from faculty and helpdesks, HP can provide reporting based on the interactions with HP SmartFriend Pro technicians to quantify the impact reduced tech disruptions have on the student learning experience.

Institutions may not have full capabilities to support remote learning—HP is here to help. With over 75 years of innovating technology and solving problems for users, HP SmartFriend Pro resolves any technical issue remotely while providing excellent customer service at a reasonable price.

### A trusted tech buddy for your students

Keep students learning in the event of unplanned technical issues with on-call phone support, providing a certified technician to assist with troubleshooting and resolving problems that may arise at a moment's notice.

Easily accessible HP support allows each student to remain productive by resolving technical issues. On school grounds, at home, or wherever schoolwork gets done—HP SmartFriend Pro is just one call away.

### A familiar helping hand for parents

Parents can rest easy and take advantage of convenient phone support, no matter the brand of their student's hardware. Each technician is knowledgeable across HP hardware, as well as other operating systems and manufacturers, so we can help all parents and students when they need it.

No need to be a technical expert. A helping hand is available 24/7 to walk parents and students through each step in assisting and troubleshooting any unplanned technical issues.

## Minimize technical difficulties in your classroom with HP SmartFriend Pro

For more information, please reach out to an HP representative.

<sup>1</sup> Latest FutureSource research: K-12 personal computing Market Track Q3 2020, Worldwide.

<sup>2</sup> Based on HP proprietary qualitative and quantitative research with 427 students and teachers in the U.S. and Germany.

<sup>3</sup> HP Care Packs are sold separately. 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](http://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.

<sup>4</sup> HP SmartFriend Pro supports any major brand of computer and tablet running Microsoft Windows, OS X, iOS, Android, or Chrome OS. HP SmartFriend Pro is sold separately or as an add-on feature.

Available in the U.S. only.

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