



HP Active Care

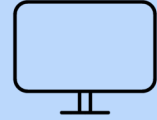
What is HP Active Care?

HP Active Care is designed for small to mid-sized businesses and enterprise customers with 50-5,000 HP devices. HP Active Care can be attached to HP hardware at the point of sale or sold as a stand-alone SKU. It delivers optimal uptime and fast support resolution on HP devices.^{1,2}

HP Active Care

	Included	Optional
Dashboard Analytics	<input checked="" type="checkbox"/>	
Pop-up Alerts on End Users' Devices	<input checked="" type="checkbox"/>	
Automated Case Generation	<input checked="" type="checkbox"/>	
HP Remote Problem Diagnosis & Support	<input checked="" type="checkbox"/>	
Next Business Day Onsite Support	<input checked="" type="checkbox"/>	
Replacement Parts & Materials	<input checked="" type="checkbox"/>	
HP Travel Support ³		<input checked="" type="checkbox"/>
HP Defective Media Retention		<input checked="" type="checkbox"/>
HP Accidental Damage Protection		<input checked="" type="checkbox"/>

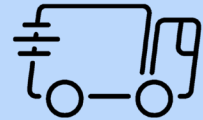
Partner Benefits



Build customer loyalty by improving end user experience.



Receive incentives for resale of HP Active Care.



Grow revenues with higher margin and Next Business Day break/fix.

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Ways HP Partners can Choose to Sell/Support HP Active Care⁴

- Resell:** All **HP Channel Partners** can sell HP Active Care with hardware deals:
- Resell and Manage the Dashboard:** Partners⁵ can sell HP Active Care and support their customers' IT admins via predictive alerts on users' devices and an optional dashboard that facilitates issue resolution by HP across HP fleets.
- HP Full Delivery Partners** can support their customers by receiving and monitoring insights, alerts, and support tickets on their behalf. Service delivery Partners can also provide onsite hardware support via HP Active Care.

Want to learn more? Visit HP.com or Sales Central

¹ HP Active Care requires HP TechPulse to be installed. Customer must manually download the HP TechPulse Windows app at www.hpdaas.com/software or provide consent at the time of your hardware's first boot, which enables HP to install HP TechPulse to collect information related to the device. HP Services Scan is provided on select HP commercial devices thru Windows Update and will check entitlement on each hardware device to determine if an HP TechPulse-enabled service has been purchased, and will download applicable software automatically. To disable this feature, please follow the instructions at <http://www.hpdaas.com/requirements>. HP TechPulse is a telemetry and analytics platform that provides critical data around devices and applications and is not sold as a standalone service. HP TechPulse follows stringent GDPR privacy regulations and is ISO27001, ISO27701, ISO27017 and SOC2 Type2 certified for Information Security. Internet access with connection to TechPulse portal is required. For full system requirements, please visit <http://www.hpdaas.com/requirements>.

² If Defective Media Retention is purchased alongside HP Active Care, any hard drives replaced will be retained by the customer.

³ Service levels and response times may vary depending on your geographic location.

⁴ Program requirements can be found in the Lifecycle Specialization Program Guide and the Delivery Program Guides both available on the Partner Portal.

⁵ Lifecycle Specialization is available to all Amplify partner types: Synergy, Power, and Power Services.

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