



HP Smart Office Services

Giving small and mid-sized businesses smarter,
simpler and safer ways to take advantage of technology



HP Smart Office Services offer a coordinated approach to support that reflects the importance of information technology (IT) for today's small and mid-sized businesses. Designed to simplify business IT, these services focus on helping you plan your IT investments, use your IT assets productively, and protect your IT environment almost continuously.

If you're like most other small and mid-sized companies, you now rely increasingly on your IT environment to reach your business goals. But you may not have the in-house resources to keep pace with day-to-day IT operational needs. As a result, you may be looking for a more cost-effective way to help ensure reliability and performance for your computer and networking systems, so you can focus your limited time and resources on your core business. That's where HP Smart Services can help.



Focused on your realities and requirements

HP Smart Services let you access a complete collection of innovative HP services and solutions specifically designed for the needs of small and mid-sized companies. HP's deep technical expertise combined with the strength of HP relationships with thousands of talented partners enables HP to offer outstanding solutions that respond to your realities and requirements. The HP Unified Support Network further improves the ownership experience by combining HP's wealth of experience with its partners' proven capabilities to deliver a total solution locally.

HP Smart Services are an excellent example of how HP helps your business get more: more expertise, more reliability and more value—plus an ownership experience that helps you focus on your business.

Key benefits

- **Expert support.** Prompt, professional assistance lets you spend less time focusing on IT and more on your business.
- **Focused for results.** Designed specifically to help you optimally Plan, Use, and Protect new and existing technology.
- **High tech, low cost.** You enjoy access to high-level HP technical expertise and an impressive range of industry leading alliance partners (Microsoft®, Oracle® and others)—all at an affordable price.
- **Easy-to-use technology.** IT assets become consistently more reliable and productive tools that contribute to your business and its goals.
- **Better return on IT.** HP Smart Services help ensure top performance and high availability, making it easier for you to get the most from your technology investment.
- **Adaptive infrastructure.** HP helps you build a foundation for business agility that makes it possible to leverage and integrate existing and future technologies—with better investment protection along the way.

Plan, Use, Protect: designed to simplify business IT

HP Smart Services offer a coordinated approach to support that reflects the importance of information technology to today's small and mid-sized businesses. These are services that are specifically designed to simplify the often complex area of business IT by helping you plan your IT investments, use your IT assets productively, and protect your IT environment almost continuously. With the HP Smart Services portfolio, HP offers:

- Smarter ways to plan and acquire the right business IT investments. This helps you to focus your limited time and capital on generating business results.
- Simpler ways to use and manage business IT and get more from your investments, thereby freeing your staff to be more productive and responsive to customers.
- Safer ways to protect and support business IT and take care of your investments. This protects your valuable data and assets, while also helping keep your business technology up-to-date and running smoothly.

HP Smart Services feature a comprehensive and flexible approach that makes it easy for you to create a program of support that's right for you and your business. The HP Smart Services portfolio offers solutions in four areas that you have identified as being the most important to your operations and success:

- HP Smart Mobility Services
- HP Smart End-User Support and Training Services
- HP Smart Proactive Services
- HP Smart Business Protection Services



HP Smart Mobility Services

Today's wireless local area networks (WLANs) make it possible to get the right information to the right people at the right time. But selecting and deploying the right WLAN can be difficult. Implementing wireless technologies and applications ranks among the top strategic challenges for small and mid-sized companies.

That's why HP Smart Mobility Services are designed to help you sift through the options and implement cost-justified wireless solutions much faster, with less risk and less disruption, than if you and your staff did the work yourself:

- **HP Wireless LAN Site Assessment Services** provide a personalized analytical assessment resulting in a predictive WLAN site survey report that can be invaluable in planning for and selecting the right WLAN solution. The report provides information on the quantity, placement and coverage of 802.11a, b or g wireless access points.
- **HP Wireless LAN Installation and Startup Services** help ensure top performance and availability from a WLAN solution right from the start. Specific services include the installation and startup of a specific number of WLAN access points and three client wireless PC devices.

HP Smart End-User Support and Training Services

HP Smart End-user Support and Training Services provide an antidote to the high cost of support and training for companies with limited IT resources. This solution set contains an essential service and an innovative approach to buying the training services you need:

- **HP IT Professional Help Desk** provides fast access to specialized level-2 and -3 technical expertise to complement your own IT resources.
- **HP Total Education One** provides unprecedented flexibility in planning and implementing an IT education and training program by allowing you to purchase "units of service" that can then be applied to any course (classroom or online) in the HP Education Services portfolio, as needed throughout the year.

HP Smart Proactive Services

To deliver the type of results your business relies on for its success, your IT systems must deliver high levels of both performance and availability. HP Proactive Support can help you achieve these levels by identifying and eliminating issues with your HP ProLiant servers before they impact your operations:

- **HP Proactive Plus** provides both proactive and reactive support for operating system software ONLY. Proactive features include an assigned remote account advisor, annual system health check and annual service activity report and review. Reactive features include 24x7 problem analysis and resolution with five reactive software service incidents per environment, software electronic support, access to technical resources, and more.
- **HP ProLiant System Minder** offers a total outsourced solution for small and mid-sized companies with limited or no IT resources. It provides a single point of operational and support ownership for responsiveness and accountability. It also includes a combination of management services and proactive/reactive support services for both hardware and operating system software that help maintain the performance and stability of all HP ProLiant 300-series servers in the environment.

Enhancing IT security and data backup and disaster recovery rank among your top priorities. They also rank among ours.

You can complement HP Smart Proactive Services with reactive services that help ensure fast response and expert repairs if problems do arise. Stand-alone services include:

- **On-site hardware support** covers all parts and labor and lets you select from 13x5 or 24x7 coverage with 4-hour response time. High-availability environments can also select a 6-hour call-to-repair plan.¹
- **Telephone software support** is available with your choice of 9x5 or 24x7 coverage.

You can also select from two services that offer the convenience of combined hardware and software support:

- **Support Plus** features 4-hour, on-site hardware support with 13x5 coverage, software technical assistance, and software updates.¹
- **Support Plus 24** extends the hardware support coverage of Support Plus to 24x7.¹

HP Smart Business Protection Services

Today, you face the same security threats as enterprise companies. But you may lack the resources to adequately deal with them. HP Smart Business Protection Services make it easy for you to access the capabilities and solutions you need to reduce threats, help build a more secure overall environment and recover quickly from natural or manmade disasters.

- **HP Security Vulnerability Assessment** provides a trusted partner with industry-certified credentials to lead you through the complex security field. This service delivers confidential and expert advice to help you protect your business from malicious attacks. It focuses on identifying your key vulnerabilities and also includes expert assistance to help you identify solutions that can deliver the results you need.

- **HP Security Enhancement Unit of Service** is a flexible, new purchasing approach that lets you buy and use affordable HP Care Pack Services “units” to access the specific services you need to address your environment’s vulnerabilities and your business security requirements. It can be used to quickly follow up on the findings and recommendations of the HP Security Vulnerability Assessment service.
- **HP Smart Desktop Management** service offers a comprehensive approach to business protection and security in one integrated, off-the-shelf solution for networked PCs and laptops from HP and other vendors. Features include remote data backup and restore, virus protection, automatic Microsoft operating system updates, and 24x7 online support with real-time assistance available from HP-trained professionals. Flexible and scalable, this service adapts easily to both small and mid-sized businesses.
- **HP Smart Online Backup and Recovery** provides online backup capabilities on a scope and at a cost that are appropriate and accessible to companies like yours. With online backup, there is no backup window, so there’s less chance of losing data. Backups are also monitored on a 24x7 basis, further enhancing reliability and reducing the need for hands-on administration.
- **HP Accidental Damage Protection** goes beyond standard warranty and service contracts to provide coverage that reflects how handhelds, notebooks, and tablet PCs are being used today. The service covers non-intentional liquid spills in or on the unit, drops, falls, collisions, electrical surges and damaged or broken parts including LCDs. Pick-up and delivery of the covered device is provided nationwide, from wherever the user is located.
- **HP Recover-All Service** augments the HP limited warranty or basic maintenance agreement for HP ProLiant servers to provide coverage for a wide range of natural and manmade disasters, accidents and environmental hazards. It provides 72-hour response for the delivery of replacement equipment, with damaged equipment repaired or replaced on a “priority-one” basis. All repairs and replacements are made with no deductions or depreciation. This service is only available by a custom statement of work quote.¹

¹Service levels and response times for HP Care Packs may vary depending on your geographic location. Restrictions and limitations apply. For details, visit www.hp.com/go/carepack.



HP Unified Support Network

You can purchase products and services directly from HP or from the hundreds of HP authorized solution and service providers nationwide, thanks to the HP Unified Support Network. The network connects all of the support capabilities HP brings to the market—including resellers who sell and deliver HP-branded services. It provides impressive flexibility and convenience, making it easy for you to purchase services and have them delivered by a trusted local resource with whom you may already do business.

Additional benefits of the HP Unified Support Network include:

- Full use of complementary HP and reseller capabilities to deliver:
 - Outstanding, complete solutions
 - Innovation, flexibility and choice
 - Greater business value from your IT investments
 - Infrastructure services and platform leadership
- The best of two worlds:
 - The impressive resources and capabilities of HP
 - The account/industry/area knowledge of a local reseller
- An HP channel partner network that has proven its ability to deliver outstanding results for over 30 years

A strong, ongoing commitment

HP has long recognized the importance of small and mid-sized companies and has concentrated much of its efforts on meeting their specialized needs. HP Smart Services further that commitment with a multimillion-dollar initiative aimed at helping you transform your IT environment into an asset that actively contributes to your success.

HP Smart Services offer additional advantages, including:

- **Better together.** HP Smart Office provides products, solutions and services built to work together, delivering better performance and availability with compatibility, ease of use and ease of support engineered in from the start.
- **Reduced cost and complexity.** In today's environment, IT resources are limited and productivity is critical. Innovative HP services can provide you with a virtual IT staff. It's a reliable, affordable way to access the expert, responsive support you need.
- **Comprehensive portfolio.** HP supports the broadest range of products in the industry, with a flexible portfolio ranging from low-cost product support to custom value added services.
- **Flexibility and ease of use.** HP services help you maximize productivity by making it easy to choose the precise level of service to proactively manage your IT environment.
- **Technology coverage.** By covering the broadest range of technologies (printers, servers, desktops, networks, storage, personal systems and more), we can provide end-to-end consistency in your IT environment.
- **Complete life cycle support.** You can rely on HP to meet all of your support requirements, from performing initial installations to helping ensure top performance and availability day after day.

What it all comes down to is that HP Smart Services help you achieve your business goals more easily by making your IT environment more responsive to the requirements and realities of your business. They simplify business IT by supporting you in three critical areas: planning your IT investments, using your IT assets productively, and protecting your IT environment almost continuously.

For more information

Your HP representative or authorized HP reseller can provide you with more information about HP Smart Services and the complete HP Smart Office initiative. Information is also available online at www.hp.com/go/smartservices.

Visit www.hp.com/go/smartservices for more information.

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