

HP IT Professional Help Desk for SMB

Support for small and medium businesses

IT Professional Help Desk for SMB provides fast, reliable access to specialized technical expertise that supplements your own Level 1 help desk. As a result, software questions, issues and problems are addressed quickly. It's a great, affordable way to help you protect your IT investments and increase your end-user satisfaction and productivity.





Every minute that an end-user question about software goes unanswered, or a problem or issue goes unresolved, can mean lost productivity, revenue and opportunity to your business. It can also have a ripple effect as end users seek peer-to-peer support, involving more and more of their colleagues and thereby distracting them from core business activities.

Your own help desk can answer many questions. But with today's complex applications, your end users often encounter issues that require more specialized experience and expertise. That's where IT Professional Help Desk for SMB can help.

This service provides expert Level 2 and Level 3 assistance in resolving software issues with server and end-user Microsoft® operating systems and applications. Designed specifically for small and medium businesses, it offers the convenience of a single point of contact and the flexibility and affordability of an HP Care Pack service. IT Professional Help Desk for SMB also goes beyond reactive support with proactive features that can reduce downtime and help you get the most from your IT environment.

Service benefits

- Enhances effectiveness of IT resources with escalation of second and third level software support to HP
- Helps minimize downtime due to software issues and/or defects with expert responsive support to ensure high availability
- Increases efficiency of valuable IT resources with access to comprehensive online resources
- Can lower total cost of ownership with proactive services that can optimize software performance
- Provides best-in class support with a single point of accountability

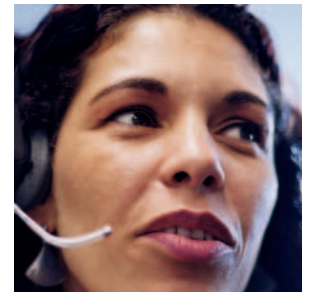
Fast answers. Expert support.

IT Professional Help Desk for SMB is designed to provide expert, affordable Level 2 and Level 3 support for SMB customers with a Level 1 help desk. Highly trained HP technical professionals complement in-house Level 1 capabilities with responsive assistance in resolving software issues with Microsoft operating systems and applications running on end-user devices, servers and wired or mobile network components based on a predetermined list of hardware and software supported by HP. This service can also include routing of support requests to HP hardware support/dispatch if a valid hardware contract with HP is in place.

Additional features and capabilities include:

- Extensive coverage with telephone support available 13 hours/day (8:00 am to 9:00 pm local time), five days a week
- Unlimited access to the HP Business Solution Center, a one-stop portal that offers outstanding support resources for PCs, printers, storage and other desktop computing devices
- Use of HP Instant Support Professional Edition (HP ISPE), a powerful suite of troubleshooting tools for desktop computing and printing products
- Access to the HP Business Solution Center, which offers the opportunity to interact with other professionals and to receive personalized email notifications of replies to questions and new message threads

IT Professional Help Desk for SMB reduces complexity by providing a single responsive source of support for your Microsoft software environment. Available as a five-incident HP Care Pack service, it also offers a level of affordability and flexibility that is ideal for SMBs.



HP: Outstanding support for your Microsoft environment

With a large Microsoft-trained workforce, HP offers superior talent to help you deploy and support Microsoft solutions in your environment. Our leadership is demonstrated by:

- More than 23,000 Microsoft-trained professionals, including over 3,400 Microsoft-certified professionals
- 10 million Windows® 2000/Windows NT seats and 8 million Exchange mailboxes deployed or under contracts
- Endorsement by Microsoft as a Worldwide Prime Integrator for Microsoft Windows 2000®, Microsoft Windows XP®, Microsoft Exchange Server 2000®, Microsoft BizTalk® Server 2000 and Microsoft .NET® technologies

For more than two decades, HP and Microsoft executives, engineers, sales and service teams have worked side-by-side to research, develop, test, implement and support solutions that meet your most demanding business objectives and help you drive new business development efforts. It's an alliance that brings you the best of two leading IT companies...and puts it to work for your success.

For your convenience

Our SMB customers 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 provides impressive flexibility and convenience, making it easy for you to purchase services and have them delivered by a trusted local resource with which you may already do business.

HP's commitment to you

IT Professional Help Desk for SMB is just one element of the HP Smart Office/Smart Support initiative. This program represents a company-wide coordinated approach to serve the small and medium business market more effectively. It's basically an effort to make technology easier for SMBs every step of the way—not just buying, but also installing, running, adapting and getting the most out of technology every day.

The services included in the Smart Support portfolio are the result of ongoing conversations we're having with our SMB customers about the challenges they face and the IT services they need to help meet those challenges. We call them "Smart Support" because they're all designed to help customers access the knowledge and support they need to get the most from their IT investments.

For more information

Your HP representative or authorized HP reseller can provide you with complete information about IT Professional Help Desk, as well as about the other SMB-specific services that make up our Smart Support portfolio. Information is also available on:

www.hp.com/go/carepack.



For more information visit www.hp.com/hps/support

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