

Swap PC problems for productivity

HP NEXT BUSINESS DAY ADVANCE EXCHANGE SERVICE



DON'T LET BREAKDOWNS SLOW YOUR WORKFORCE DOWN

We are so reliant on computers for work that even one person with a device issue can bring productivity to a halt, create unexpected repair or replacement expenses, and add stress to already overwhelmed IT.

HP Next Business Day Advance Exchange brings it all under control by offering an easy way to manage the major pain points of device failure.

You get remote issue diagnosis and troubleshooting,¹ with a replacement unit shipped within the next business day after diagnosis for issues that can't be resolved remotely.² It's HP's fastest, easiest exchange solution, so your people can get right back to work.



FIX YOUR PC BREAK/FIX SPEND

Have a predictable, fixed cost for device support, repair, parts, and replacement, regardless of the number of units or support cases exchanged.^{3,4}



TRADE ISSUES FOR EFFICIENCY

Minimize downtime with HP remote support and troubleshooting¹ and next-business-day replacement if needed.²



EXCHANGE IT PRIORITIES

Leverage HP's global supply chain and expertise for your device support, stock management, custom device configuration, and replacement delivery.^{3,4}



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A convenient, cost-effective alternative to on-site support, advance exchange provides on-the-spot remote issue diagnosis and troubleshooting,¹ plus next-business-day advance unit replacement for issues that can't be resolved remotely.² It makes for predictable budgeting. It takes stress off your IT. And best of all, it helps keep your people happy and productive.

- ✓ Predictable monthly billing, no matter how many support cases or unit exchanges you require³
- ✓ Remote troubleshooting for installation, configuration, and setup issues during standard business hours¹
- ✓ Replacement device shipped within 24 hours after device issue unresolved by remote support²
- ✓ HP repairs, maintains, and ships dedicated stock of productivity-ready units preconfigured to your business specifications
- ✓ Device repair includes all costs related to shipping the defective product
- ✓ Replacement products and parts are new or equivalent to new

ADVANCE YOUR EMPLOYEE DEVICE SUPPORT STRATEGY

When your devices work, so do your people. With the added responsiveness of HP Next Business Day Advance Exchange, you can eliminate the surprises that can overwhelm your budgets, your IT team, and your productivity. Look to HP as your trusted partner for the technology, support, and managed IT services that keep working PCs in the hands of your workforce, so you can keep everyone happy and operating at their best.

CONTACT AN HP REPRESENTATIVE TODAY FOR MORE INFORMATION



¹ HP provides remote troubleshooting to customers (as a second line of support, after the end user worked with their own IT team) during regular business hours, generally 8am-5pm.

² Service levels and response times may vary depending on your geographic location. Restrictions and limitations apply.

³ 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.

⁴ Some restrictions may apply.