PC support for the anytime, anywhere worker

Remotely resolve employee device issues with minimal downtime

Identify, prevent, and resolve employee device issues

Keeping your employees connected, productive, and secure in a blended work environment is no easy feat. A hybrid workforce support service can help.

HP ACTIVE CARE SERVICE
Live experts and smart automation deliver managed device protection, remote tech support, and fast repair.[1,2]

MINIMIZE DISRUPTIONS
Keep your workers up and running in the office or on the go. HP Active Care fast-tracks issue diagnosis and resolution, getting employees back to work quickly.

QUICKLY RESOLVE ISSUES
Avoid productivity slowdowns with monitoring that proactively identifies issues and automatically creates help desk tickets, triggering IT to schedule a repair.

KEEP YOUR DEVICES IN PEAK CONDITION
Extend the life of your hardware by monitoring the health of every employee device. Quickly identify needed repairs before they impact device functionality.

A complete suite of device protection

Maximize user productivity with device support services tailored for employees who divide their time between being in the office, traveling, and working remotely. Get coverage worldwide[1,2] on most HP commercial notebooks and desktops[3] with these essential services.

HP TechPulse[2] portal

Improve uptime and performance across your HP devices with predictive analytics, insights, and auto-ticketing for repairs—all from a single, easy-to-use dashboard that aggregates critical data from your endpoint devices and applications.

Next Business Day Onsite Response[1]

Minimize disruptions and maximize productivity with next-business-day on-site support from a trained HP support technician who travels to your employees' locations.

Accidental Damage Protection

Safeguard your hardware investment against unforeseen events like accidental damage, loss of equipment, or loss of sensitive data. Keep devices up and running with fast parts replacement.[1]

Defective Media Retention

When storage devices fail, maintain control of the defective media[1] in a way that meets your security standards for protecting sensitive data.

Stay a step ahead with HP TechPulse[4]

HP Active Care leverages the telemetry power of the HP TechPulse platform to proactively monitor device health. This AI-driven automation can automatically request service for your users—before they experience a device disruption or failure.

Travel Support

Give employees access to the help they need—almost anywhere they are—with support coverage around the world.[1]

When PCs don't work, your employees can't, either

If an HP device in your fleet does fail, HP Active Care delivers fast resolution and replacement, even across a geographically distributed workforce.[1,3] Customize your service package to the specialized device coverage options your organization needs, so that you're paying only for what you need.
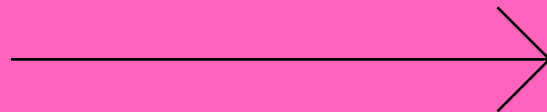
Support employees, wherever they work.

When your employees are everywhere, your PC support has to be too. With HP Active Care, you get remote technical support that troubleshoots HP device problems wherever and whenever users need help.

You get automated device health monitoring and predictive analytics that head off problems before they actually become problems. You get rapid device repair and replacement, even across a global hybrid workforce.

LEARN MORE AT HP.COM/ACTIVE-CARE/