HP Service Desk solutions provide a cost-effective alternative to traditional onsite PC help-desk services. These solutions enable you to reduce the complexity of your IT organization, improve the efficiency of technical support, deliver improved service levels to your end users and increase staff productivity.

Key features and benefits
HP Service Desk solutions:
• Deliver single-point-of-contact technical support
• Provide fast, expert advisory support at an affordable cost
• Improve the efficiency and productivity of support processes
• Integrate easily with existing onsite or third-party solutions
• Give you greater control over direct and indirect support costs

The support challenge
The cost of providing expert, responsive support for your end users is extremely high. That’s because the tools they’re using have become more numerous and complex, and the entire end-user environment typically spans products from many vendors.

To deliver the right level of support for end-user desktops, notebooks and handheld devices, you have to make major investments in resources, personnel and training. And you have to keep making these investments if you’re going to keep up with the rapid evolution of technology. What’s more, end-user support probably falls outside your company’s core business and competencies.

But the cost of not providing adequate support can be even higher, especially since end-user productivity is essential to your everyday business activities. Lack of proper support lowers efficiency and productivity, increases downtime and makes your organization less competitive.

HP Service Desk solutions solve this dilemma. These solutions give you a cost-effective way to reduce the complexity of your IT organization while delivering improved service levels to your end users, thus helping to enhance their productivity.
Expert support whenever you need it

At HP, technology support is our business. We have the skills and resources in place to deliver the support you need at a price that fits your budget. HP has many years of experience providing IT support to customers worldwide. Our support specialists hold certifications from Microsoft® and other leading vendors of products for end-user environments.

With HP, you can feel confident that your end users will get expert, responsive support. Our highly effective help-desk services can be your key to lowering your support costs and investments while increasing the productivity of your staff.

A continuum of services

HP Service Desk offerings are available in a continuum of services that range from those appropriate for the needs of small and midsize businesses up to those designed to meet the needs of tens of thousands of users. These solutions include HP Standard Service Desk, HP Standard Service Desk Plus, HP Global Service Desk and HP Global Service Desk with eSupport.

HP Standard Service Desk solutions

HP Standard Service Desk solutions help increase productivity by providing expert, responsive advisory support for end-user devices running Windows® operating systems and popular business applications. These services provide an alternative to traditional onsite PC help-desk services without the traditional cost.

HP Standard Service Desk provides your business with a single-point-of-contact technical support solution that can be scaled upward as your needs grow. In essence, HP acts for you with respect to incident resolution assistance, delivering personalized and customized support to your end users.

With HP Standard Service Desk, you gain access to a large pool of highly trained support specialists. This makes it easy to assign adequate support resources to meet cyclical demands or specific support requirements, such as the deployment of new operating systems, the upgrade of antivirus software, or the rollout of backup and restore applications.

Additionally, HP Standard Service Desk can facilitate HP’s activities with any onsite or third-party support structure you currently have in place, helping to protect your investment and providing complementary support as needed.

HP Standard Service Desk Support

Standard Service Desk Support is designed to deliver maximum results at minimum cost to environments that need only the traditional help desk services. Deliverables include:

- Hosted toll-free telephone service
- Custom scripted call answer
- Problem triage/advisory support and call logging
- 24x7x365 support
- First- and second-level support, and third-level support call routing and tracking
- End-user instructional support
- Password resets
- Web-based incident logging and report viewing
- End-user satisfaction surveys
- Reporting
- Shared use of HP’s incident management system
- Self-creation privilege to HP incident reports
- Custom outage announcements
- Vendor management assistance
"Our HP Service Desk solution helps us focus on our core business while providing superior service to our users. The quality of service is excellent, and the technical support is top notch. And in the long run, the HP solution is saving us money."
— Charlie Orndorff, Vice President, Infrastructure Services CROSSMARK

**HP Standard Service Desk Plus Support**
Standard Service Desk Plus Support includes all Standard Service Desk deliverables plus:

- Support for up to 50 custom-scripted applications
- An ePortal that provides access to eCase (electronic case management), a status board and reports

Optional eSupport features include:

- How Do I? to provide a list of one-click fixes and wizards
- Self Heal for quickly repairing failing applications
- Knowledge Base to answer application questions
- My System Info for quick access to basic information on a user’s desktop and its health
- My Solutions to let users access previously saved personal solutions

Additionally, Standard Service Desk Plus is available with optional Electronic Password Resets. This feature allows users to change their own passwords online.

**HP Global Service Desk solutions**
HP Global Service Desk solutions build on the capabilities of HP Standard Service Desk solutions. HP Global Service Desk solutions include all of the features of HP Standard Service Desk and Standard Service Desk Plus along with additional capabilities and support features for enterprise environments.

HP Global Service Desk supports end users with a single point of contact for all questions and problems. HP takes full ownership of each problem or question, from the moment it reaches the service desk until it is resolved.

Designed for clients with complex support requirements, the HP Global Service Desk increases focus on Level 0 support, problem avoidance and improvement. It brings consistent processes to the support function while leveraging HP’s global infrastructure, people, processes and proven experience to deliver a service desk solution with the quality you need to support your user community.

Tailored to meet your precise needs, the HP Global Service Desk can help transform your support function into a value-added component of your IT organization.

**HP Global Service Desk**
HP Global Service Desk is built on a set of standard service components tailored to meet specific client requirements. It is managed to service level agreements (SLAs) to help deliver customer satisfaction.

HP Global Service Desk features include:

- Support levels 0–3, including full incident management, escalation and vendor management
- Support for the end-user computing environment, including standard and custom applications and infrastructure
- Seamless integration with your IT environment
- 24x7x365 global coverage with multi-language support
- Custom scripting capabilities
- Consistent, global, industry-standard IT Service Management (ITSM) processes, with closed-loop processes for improvement
- Rapid implementation and smooth transition
- HP Account Management Office services for single-point-of-management contact and accountability with a focus on client satisfaction and exceeding service levels

**HP Global Service Desk with eSupport**
HP Global Service Desk with eSupport delivers all of the features of HP Global Service Desk plus eSupport deliverables. These enhancements include a personalized support portal targeted to each end user, proactive support and improvement and self-help tools.
Why HP?
There are many reasons why HP is the right choice for your service desk solution. These include HP’s market reputation, experience and capabilities.

Market reputation
• Industry analysts consistently rank HP in a leadership position in the outsourcing market.
• Companies around the world trust HP to support more than 1.5 million end users.

Experience
• HP focuses on technical support and help desk services.
• Approximately 16,700 HP help desk agents handle approximately 3,000,000 calls per month.
• HP has more than approximately 20 years of experience in providing IT support to customers worldwide.
• With its large pool of resources, HP has the highly trained experts for your support needs.
• The HP Services IT Infrastructure Community encompasses approximately 28,000 Microsoft experts, approximately 7,500 system management experts, approximately 10,000 printing imaging experts and approximately 4,500 Cisco experts.

Capabilities
• HP has consistent global delivery capabilities in more than approximately 160 countries.
• HP has approximately 65,000 service employees.
• Approximately 105 HP Response/Operations Centers are in operation globally for 24x7x365 support.

To learn more
For more information on HP Service Desk solutions, contact your Authorized HP Reseller or HP representative today. We also invite you to visit our website at www.hp.com/services.

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