



# HP Support Services

Elevate your HP services portfolio for SMBs with simple support options which can make a huge difference to your customers—and your business.

## 45%

of organisations will have remote and hybrid work models embedded into their work practices<sup>1</sup>

In today's fast-paced, hybrid workplace, customers require a seamless support experience that ensures uninterrupted productivity—no matter where they work.

Now more than ever, business leaders are looking for ways to sustain employee productivity and improve user experience while navigating tighter budgets.

Delivering HP Support Services to your customers provides the answer, and the possibility of future business expansion, enhanced revenue, and business transformation across today's hybrid work environment.

# 59%

of executive teams are looking to achieve increased operation efficiency and employee productivity with Generative AI<sup>2</sup>

HP Premium+ Support is ideal for SMBs and enterprise customers who are prioritising device uptime. HP Premium+ Support delivers fast, effective device resolution and replacement, helping employees to stay productive.

20% average gross margin per device.

Enhanced customer value and engagement.

Partners can sell, deliver, and manage.

Reduce remote and onsite support costs.



## Why partner with HP Support Services?

### Become a trusted advisor

Stand out from the competition with service offerings that add value and build customer loyalty.

### Make it simple

Deliver device support that responds to the needs of business leaders and enhances user experience.

### Increased earning

Grow your business and generate recurring revenue by utilising upsell and cross-sell opportunities.

1. IDC, "Enabling the Future of Work: Building Hybrid Models and a Culture of Trust – Future Enterprise Planning Guides", Whalen, Meredith, Loomis, Amy Ph.D, and Findling, Serge. Document #US49726522.

2. IDC, "Future of Work Trends, 2024:What to expect for 2024", Metah, Anu, Loomis, Amy. Document #US50634324.