

HP  
ACTIVE  
CARE

# HP LIFECYCLE SERVICES

OVERVIEW: HP ACTIVE CARE

PRIMARY AUDIENCE: PARTNERS

April 2021







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## HP ACTIVE CARE



1. WHY HP ACTIVE CARE?
2. VALUE FOR YOUR CUSTOMERS
3. SELLING HP ACTIVE CARE
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5. DEMONSTRATION OF HP ACTIVE CARE
6. ONBOARDING CUSTOMERS



*HP  
ACTIVE  
CARE*

# *WHY HP ACTIVE CARE?*







# KEEPING EMPLOYEES PRODUCTIVE

WHY ACTIVE CARE?



## WHAT THE INDUSTRY IS SAYING

**51%**

*Increase in IT spend for PCs to use at home<sup>1</sup>*

**56%**

*of IT Decisions Makers (ITDMs) believe they will outsource more due to COVID<sup>2</sup>*

**84%**

*of ITDMs believe the success of their companies is driven by the success of IT<sup>3</sup>*

**75%**

*of Fortune 500 CEOs say the Pandemic will accelerate digital transformation<sup>4</sup>*

**63%**

*of IT departments say they are being drained by day-to-day device management<sup>5</sup>*

Sources: 1,2 & 3. HP Proprietary Research Study April 2020. 4. Fortune 500 2020 CEO Survey. 5. Commercial IT needs and biggest challenges: IDC DaaS Americas Study, October 2016

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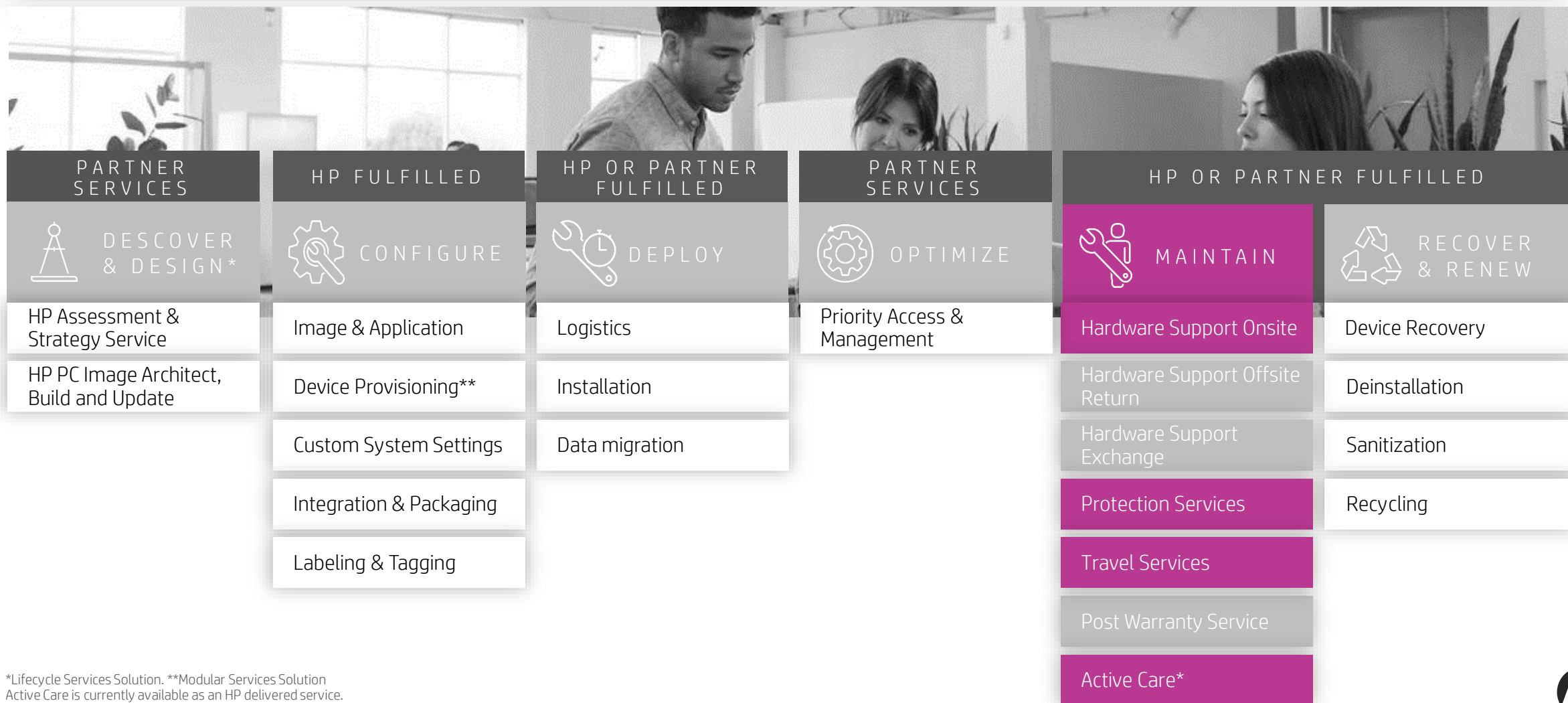


# HP LIFECYCLE SERVICES

## WHY ACTIVE CARE?



HP ACTIVE CARE: A MAINTAIN SOLUTION



\*Lifecycle Services Solution. \*\*Modular Services Solution  
Active Care is currently available as an HP delivered service.

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# WHAT IS ACTIVE CARE?

## WHY ACTIVE CARE?



- Care Pack-based management solution that provides fast, reliable response and resolution – all available as a single SKU on select HP Notebooks and Desktops
- Accelerated problem diagnosis and remediation helps users get up and running quickly
- Predictive and proactive hardware health from HP TechPulse—all from a unified, one-stop dashboard
  - Hard drive
  - Battery
  - Thermal
  - Critical BIOS updates
- End-to-end case management option of “click-to-create” to open a case in CDAX
- Partners option to resell, manage and deliver the service – Active Care is not an HP-Managed Solution

## FAST RELIABLE RESPONSE RESOLUTION

in the office or on the go



Remote technical  
support

+



Predictive  
Device Analytics

+



NBD Onsite  
Service

+



End-to-End Case  
Management

# = HP ACTIVE CARE

With options for Travel support, Accidental Damage Protection and Defective Media Retention Services

Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit [hp.com/go/cpc](http://hp.com/go/cpc). HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customers 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. This service does not include call to repair, or onsite exchange. Remote support availability varies by country and region. If Defective Media Retention is purchased alongside HP Active Care, any hard drives replaced will be retained by the customer. HP Active Care requires HP TechPulse – please visit [hpdaas.com/requirements](http://hpdaas.com/requirements) for full system requirements.

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# WHAT ACTIVE CARE IS NOT

WRAP UP AND LEARN MORE



ACTIVE CARE IS	ACTIVE CARE IS NOT	COMMENTS
Next Business Day onsite (NBD), with optional: <ul style="list-style-type: none"><li>Defective Media Retention</li><li>Accidental Damage Protection</li><li>Travel Support</li></ul>	<ul style="list-style-type: none"><li>Priority Access</li><li>Call To Repair (CTR)</li><li>Recover and Restore</li><li>One-Time Battery Replacement</li></ul>	HP Care Pack services available as part of the older Premiere Care offering can be added separately
Powered by HP TechPulse	HP Proactive Management	HP Proactive Management provides additional device analytics, insights, and manageability
A non-HP managed solution	An HP managed solution (e.g Proactive Management Enhanced or Premium)	HP Service experts will not monitor customer fleets and act on incidents
Automatic Device Enrollment in HP TechPulse	HP Managed Onboarding	Devices are pre-registered in HP TechPulse, and are enrolled via “Zero Touch” onboarding
For customers to proactively support devices or partners managing multiple customers	An individual user solution	The role of an ITDM is crucial in reviewing and responding to incidents reported by HP TechPulse
For customers or partner IT Manager/Decision Maker (ITDM)		





# PARTNER BENEFITS

## WHY ACTIVE CARE?



***INCREASE UPSELL OPPORTUNITIES:*** Two thirds of hardware sales do not include services beyond the base warranty

***INCREASE AVERAGE UNIT PRICING:*** Include services with hardware sales to drive higher margins per device per customer

***INCREASE CUSTOMER VALUE:*** With HP Services Partners can position themselves as trusted advisors

***INCREASE CUSTOMER STICKINESS:*** Build deeper relationships with customers by combining HP and your lifecycle services





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# *VALUE FOR YOUR CUSTOMERS*







# HP TECHPULSE

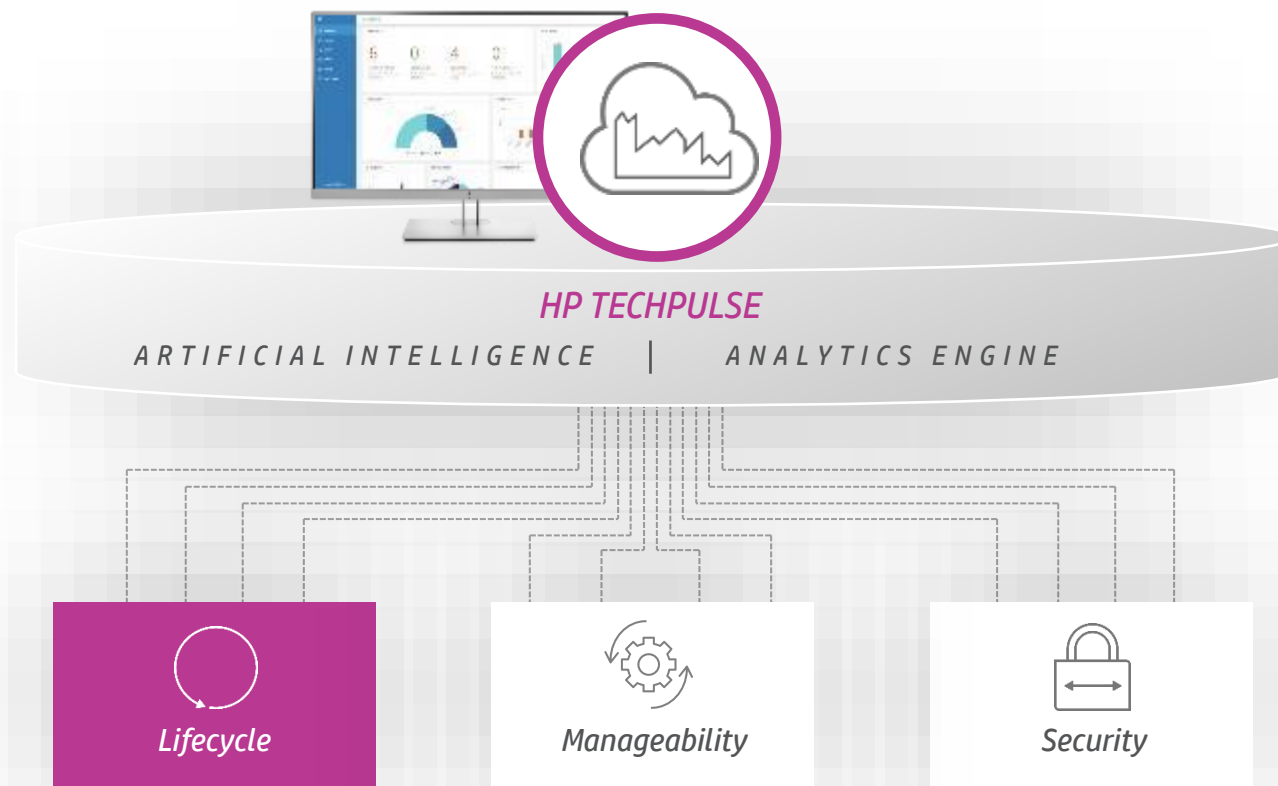
VALUE FOR YOUR CUSTOMERS



*An analytics and service delivery platform  
that aggregates critical device telemetry*

## *Platform capabilities*

- Intelligence – AI, machine learning
- Cloud-based portal
- Telemetry (billions of datapoints)
- Analytics engine
- Dashboard and reporting
- Incidents
- Available APIs



HP Active Care devices must be HP-manufactured PCs that meet the following device requirements: Windows 10 1703 or higher, Pro, Enterprise, or Education editions only; Windows 10 Home editions are not supported by this feature. This feature is only supported on HP TechPulse Windows Application (Setup.exe) version 3.20.495 and above. Internet access with connection to TechPulse portal is required. For full system requirements, please visit [hpdaas.com/requirements](https://hpdaas.com/requirements).





# HP ACTIVE CARE IS POWERED BY HP TECHPULSE

VALUE FOR YOUR CUSTOMERS



*ACTIVE CARE OPENS THE DOOR FOR SMB'S TO AUTOMATE SUPPORT WORKFLOWS  
WITH PROACTIVE INSIGHTS FOR A SIMPLE FAST RESPONSE*

## DEVICE TELEMTRY



Hard disk health  
Auto-case creation

Battery health  
Auto-case creation

Thermal health

BIOS updates

Device inventory

## AUTOMATED DASHBOARD WITH HP TECHPULSE



## ONSITE RESPONSE



**+ OTHER OPTIONS**

HP Active Care devices must be HP-manufactured PCs that meet the following device requirements: Windows 10 1703 or higher, Pro, Enterprise, or Education editions only; Windows 10 Home editions are not supported by this feature. This feature is only supported on HP TechPulse Windows Application (Setup.exe) version 3.20.495 and above. Internet access with connection to TechPulse portal is required. For full system requirements, please visit [hpdaas.com/requirements](https://hpdaas.com/requirements). BIOS updates require HP Sure Run enabled devices.



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# *SELLING HP ACTIVE CARE*







# ENABLING PARTNERS

SELLING HP ACTIVE CARE

1

## ***PARTNER RESELL*** ***ALL PARTNERS***

Partner resells the service

Customer self-manages the  
HP TechPulse hardware  
health analytics

HP fulfills on Next Business  
Day Onsite and other  
services



2

## ***PARTNER MANAGED***

Partner resells the service

Partner manages the HP  
TechPulse hardware health  
analytics on customer's behalf

HP fulfills on Next Business  
Day Onsite and other  
services



3

## ***PARTNER DELIVERED***

Partner resells the service

Partner manages the HP  
TechPulse hardware health  
analytics on customer's behalf

Partner fulfills on Next  
Business Day Onsite and  
other services



In resell and partner managed options – replacement parts are ordered through HP TechPulse's auto-ticketing tool. Delivery partners order replacement parts through their existing CSN network tools – they do not use TechPulse. HP Active Care is available as a Care Pack with HP Notebooks and HP Desktops. Access to HP TechPulse customer data requires customer approval. Please note, for a seamless customer experience, prompt and accurate registration of the service is essential. Please contact your Partner Business Manager (PBM) for more information on hardware models and available, training and delivery options.







# TARGET CUSTOMER

SELLING HP ACTIVE CARE

## SWEET SPOT FOR YOUR CUSTOMERS

### TARGET CUSTOMER - ITDM DIRECT OR INDIRECT PURCHASE

ITDM for medium-sized packaging company in Iowa

- Small IT team
- Fleet changes every three-five years, every 20 – 25% each year
- Purchase outright – not interested in financing
- Need Defective Media Retention
- 10 -2500 HP devices



### CHALLENGES

- Chris needs a way to track his IT fleet as it ages
- He expects his IT interactions to be smooth and seamless
- Needs devices to be fixed as soon as repair requested
- Not willing to pay extra for this level of support



### NEEDS

- Proactiveness in repair as opposed to reactivity
- Would like to be able to add additional devices to fleet as required
- Way to track when devices may need replacement in an easy manner



100 employees

Chris has IT department of 2

He has all the responsibilities for running IT in his company





# HP ACTIVE CARE

VALUE FOR YOUR CUSTOMERS



*REMOTE TECHNICAL SUPPORT, PREDICTIVE DEVICE HEALTH ANALYTICS, REMEDIATION SERVICES, AND NEXT BUSINESS DAY ONSITE RESPONSE IN THE OFFICE OR ON THE GO*



## OVERVIEW

- One basic package with critical device support services and AI-based insights - which includes 3, 4, & 5-year terms
- Alerts for Hard Disk Drive, Battery, Thermal and BIOS
- Auto-case generation for HDD and battery failures.
- Remote Support, Parts and NBD Onsite Support.



## KEY BENEFITS

- Let your IT staff know the condition of your HP devices.
- Fast-track problem diagnosis and provide resolutions for end users.
- Consolidate critical device support services such as travel support, secure data and media, all with convenient onsite support from qualified experts



## DISCOVERY QUESTIONS

- What is your typical timeframe for device replacement?
- Are you interested in utilizing device telemetry to help solve IT issues?
- Have you thought of entering the TechPulse suite of services?
- Do you have a less complex IT environment?

Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit [hp.com/go/cpc](https://hp.com/go/cpc). HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customers 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. This service does not include call to repair, or onsite exchange. Remote support availability varies by country and region. If Defective Media Retention is purchased alongside HP Active Care, any hard drives replaced will be retained by the customer. HP Active Care requires HP TechPulse – please visit [hpdaas.com/requirements](https://hpdaas.com/requirements) for full system requirements.



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# *HOW TO PURCHASE HP ACTIVE CARE*







# HARDWARE AVAILABLE FOR ACTIVE CARE

PURCHASING HP ACTIVE CARE



## HP HARDWARE

Active Care is available as a HP Care Pack for HP Windows 10 Devices  
SKUs vary according to a variety of factors  
AV SKUs are available (EMEA only)

Customers must provide an ITDM contact when purchasing  
Partners must provide their point of contact functioning as the customer ITDM

FORM FACTOR	FAMILY	WARRANTY	CP TERM	SERVICES
NOTEBOOK	ELITEBOOK 7XX/8XX	3 YEAR	3 YEAR	NBD WITH ACTIVE CARE
	ELITEBOOK 10XX			
	PROBOOK 6XX		4 YEAR	NBD WITH ACTIVE CARE + ADP
	PROBOOK 400			
	PROBOOK X360			
DESKTOP	ZBOOK	1 YEAR	4 YEAR	NBD WITH ACTIVE CARE + DMR
	HIGH-END DESKTOP			
	LOW-END DESKTOP		5 YEAR	NBD WITH ACTIVE CARE + TRAVEL
	HIGH-END WORKSTATION			
	LOW-END WORKSTATION			

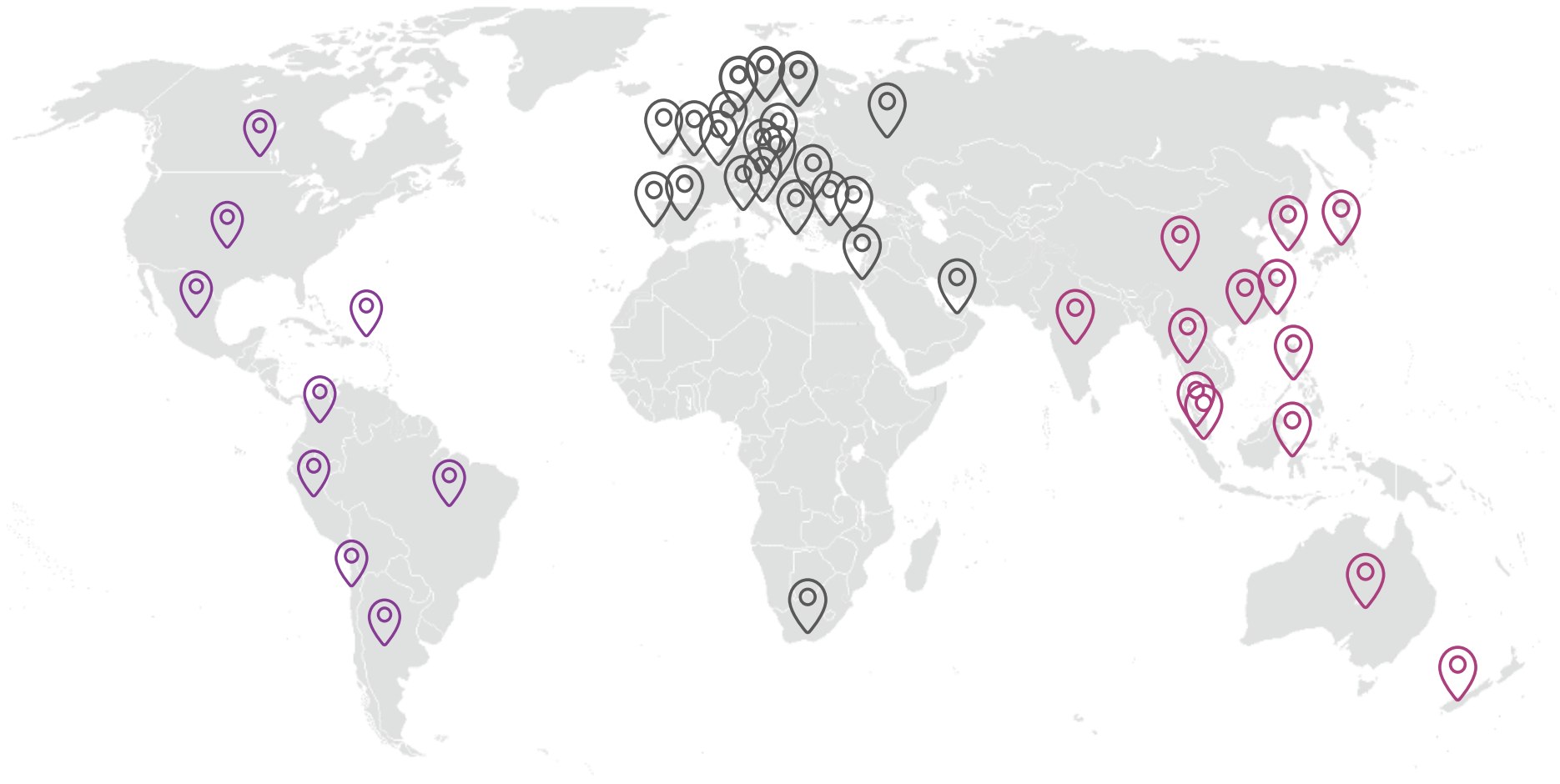
HP Active Care is available as a Care Pack with HP Notebooks and HP Desktops. Please contact your Partner Business Manager (PBM) for more information on hardware models and available, training and delivery options.





# GEOGRAPHIC AVAILABILITY

SELLING HP ACTIVE CARE







# ORDER FULFILLMENT FOR ACTIVE CARE

SELLING HP ACTIVE CARE



HP ACTIVE CARE: A MAINTAIN SOLUTION

Order  
Management  
Tool

HP TechPulse  
Registration

Company  
Registration

Automatic Device  
Enrollment

1

The customer order flows through a variety of systems until it reaches the Tech Pulse team

2

The customer or partner company is set up in tech Pulse (if it doesn't exist already)

3

The devices are added to the Company or Partner and are ready for enrollment  
Automatic Enrollment of devices occurs in two ways





# CARE PACK REGISTRATION

SELLING HP ACTIVE CARE



*REGISTRATION WILL HAPPEN AUTOMATICALLY\* IF ALL FIELDS BELOW ARE CAPTURED*

Care Pack  
Ordered

Care Pack  
Registered

Tech Pulse  
Welcome Email

Getting Started/  
Software  
Deployment/  
User Guide

ITDM Access to  
Tech Pulse  
Portal and  
Auto-Ticketing

Active Care will be available on  
most Commercial PC products.

Active Care will be auto-registered if the following fields are  
captured on the order:

- Hardware SKU & Serial Number
- Active Care SKU
- Quantity Match of HW and Care Packs on same Order

\*See Notes below for instructions on registration if devices and care packs purchased separately.

\*\*Devices will have ability to download TechPulse Agent, but persistence in various platforms may not be available until 2022.





# KEY REQUIREMENT FOR CARE PACK REGISTRATION

SELLING HP ACTIVE CARE



## ! WARNING!

- Must have the **valid email address** of the ITDM (partner or customer) utilizing the dashboard included in the registration before this can be enabled...



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# *DEMONSTRATION OF HP ACTIVE CARE*







# HP ACTIVE CARE

## DEMONSTRATION



HP ACTIVE CARE: A MAINTAIN SOLUTION







## Learn More

Trainings available for Partner Managed delivery model



### Active FAQs

[Solution Source Active Care](#)

[HP Lifecycle Services Level 2 Certification](#)

[HP Active Care Training for Channel Partners  
\(Course ID: 0001096826\)](#)

[HP Active Care Training for Channel Partners  
\(Course ID: 001096827\)](#)

[https://hpi.sabacloud.com/Saba/Web\\_spf/HPI/common/ledetail/0001098247](https://hpi.sabacloud.com/Saba/Web_spf/HPI/common/ledetail/0001098247)

Have a Question ?

Our team is here to help

[adil.kribach@hp.com](mailto:adil.kribach@hp.com)





# FREQUENTLY ASKED TOUGH QUESTIONS

VALUE FOR YOUR CUSTOMERS



**Q: Is Active Care a replacement for Proactive Management?**

No. Active Care is one tier of a complete portfolio providing solutions for customers at the Lifecycle and Manageability levels. Customers may desire the additional level of hardware and software insights provided by or may wish for HP to manage their fleets with, Proactive Management.

**Q: Does Active Care provide device reporting capabilities for the fleet?**

A: No. Advanced device reporting on the fleet is available as part of the insights available for HP Proactive Management customers and includes fleet level analysis available via PDF, Excel and HTML report outputs. Active Care includes charts and widgets with the dashboard, but not the reporting.

**Q: Are additional coverage combinations available for Active Care?**

A: At this time, coverage is limited to:

- NBD Onsite Response + Active Care

- NBD Onsite Response + Active Care + ADP

- NBD Onsite Response + Active Care + DMR

- NBD Onsite Response + Active Care + Travel





# FREQUENTLY ASKED TOUGH QUESTIONS

## DEMONSTRATION



Q: What kind of incidents can be reported through the automatic case creation tool in the TechPulse dashboard?

A: Hard Drive and Battery predictive failures only. For all other requests, the customer can engage HP through their standard support channels.

Q: Does the customer have to create a case through Active Care's TechPulse dashboard?

A: No. A customer can either click the button to create a case or engage HP through their standard support channels at their discretion.

Q: Can 1x battery replacement coverage be added to an Active Care Pack?

A: Yes. It would need to be added separately; future versions of Active Care may bundle this coverage.



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# ONBOARDING CUSTOMER AND PARTNER EXPERIENCE







# ONBOARDING PROCESS

ONBOARDING EXPERIENCE



*AUTO-REGISTRATION OF HP ACTIVE CARE (POWERED BY HP TECHPULSE) OCCURS DURING THE CARE PACK REGISTRATION STEP*

HP ACTIVE CARE: A MAINTAIN SOLUTION

HP Active Care  
Ordered

1

HP Active Care  
Registered

2

TechPulse  
Welcome Email

3

Getting Started/  
Software  
Deployment/  
User Guide Sent

4

ITDM/Partner  
Access to  
TechPulse Portal  
and Auto-  
Ticketing

5





# ONBOARDING REGISTRATION SCENARIOS

ONBOARDING EXPERIENCE



SCENARIO	PARTNER REGISTRATION DETAILS	WHO GETS WELCOME EMAIL	WHY IT MATTERS	OBJECTIVE
1. Reseller Only	Customer email	Customer ITDM	Instructions for HP TechPulse	Self/Customer Managed
2. Partner Managed	Partner email	Partner ITDM	Partner requests that the customer provides permissions for partner to access and manage	Partner Managed
	Customer email	Customer ITDM	Customer provides permissions for partner to access and manage	Partner Managed

In resell and partner managed options – replacement parts are ordered through HP TechPulse's auto-ticketing tool. Delivery partners order replacement parts through their existing CSN network tools – they do not use TechPulse. HP Active Care is available as a Care Pack with HP Notebooks and HP Desktops. Access to HP TechPulse customer data requires customer approval. Please note, for a seamless customer experience, prompt and accurate registration of the service is essential. Please contact your Partner Business Manager (PBM) for more information on hardware models and available, training and delivery options.





# CARE PACK REGISTRATION

## ONBOARDING EXPERIENCE



1

ITDM to receive  
this information  
when Care Pack is  
registered

HP Care Pack <sup>TM</sup> Services Certificates – Summary	
Issued To: Customer Name: Address: Email: Phone Number:	
Contact For Service HP Inc.	
Ordered: UK702E	Quantity: 9
Service Description: HP 24 NextBusinessDay Onsite Notebook Only SVC	
Kindly refer to the attached pages for Registration Information. For details, see documents: <a href="#">Serial &amp; Component</a> , <a href="#">Product Content Entry</a> , <a href="#">HP Care Pack Activation</a> This Summary of Certificate(s) is your official proof of purchase. Please keep it for your records.	
Page 1 of 2	

Registration Information				
Product Serial No.	Product Number	Product Description	HP Care Pack Serial Number	Expiry Date
SC00195672	BW89TUT	HP P845007 (S-10210U) 15 GB/256 PC	X49L8K3872C	06/13/2023
SC00195674	BW89TUT	HP P845007 (S-10210U) 15 GB/256 PC	X572B4542C6	06/24/2023
SC00195656	BW89TUT	HP P845007 (S-10210U) 15 GB/256 PC	X620488C378	06/24/2023
SC0019566N	BW89TUT	HP P845007 (S-10210U) 15 GB/256 PC	X0H9R536742C	06/13/2023
SC0019568T	BW89TUT	HP P845007 (S-10210U) 15 GB/256 PC	X0K0U2J87C4	06/24/2023
SC00195688	BW89TUT	HP P845007 (S-10210U) 15 GB/256 PC	XP642K9735C	06/13/2023
SC0019569F	BW89TUT	HP P845007 (S-10210U) 15 GB/256 PC	XK63862J8794	06/13/2023
SC0019560L	BW89TUT	HP P845007 (S-10210U) 15 GB/256 PC	XT3LMS208C9	06/24/2023
Page 2 of 2				





# WELCOME EMAIL

## ONBOARDING EXPERIENCE



2

Following HP Care Pack registration welcome to HP TechPulse is sent to designated ITDM



Lets get started with your account

Dear ITDM

Your account has been enabled to access HP Active Care on HP TechPulse. If you already have an HP account with the email [testcompany@gmail.com](mailto:testcompany@gmail.com), you can use it to sign in to [www.hpdaas.com](http://www.hpdaas.com).

If you don't have an HP account yet, you can create one during the sign-in process.

1. First, go to [www.hpdaas.com](http://www.hpdaas.com).
2. Next, click on the "Sign In" button to display the sign-in screen.
3. Now, click the "Don't have an account? Sign up" link.
4. Fill in the required fields using [testcompany@gmail.com](mailto:testcompany@gmail.com) as the email address.
5. A verification code will be sent to your email.
6. Enter the verification code.
7. You're all set!

Thank You,

The HP Services Team





# GETTING STARTED EMAIL

ONBOARDING EXPERIENCE



3

Getting started email – HP account confirmation and contains Getting Started and User Guides



## Let's get started with HP Active Care

Dear Active\_Care Scenario\_1,

Thank you for being a valued HP Active Care Customer. Click the [Getting Started Guide](#) to proceed with device enrollment steps and understand the services.

**Service:** Active Care

**Customer ID:** C-9zvmW43

**Primary Account Owner:** Active\_Care Scenario\_1

[<cs.ww.ac.1@outlook.com>](mailto:cs.ww.ac.1@outlook.com)

**Your Business Partner:** Not Assigned

Please contact [HP Support](#) if you have any questions.

Thank You,

The HP Services Team





# WELCOME TO TECHPULSE EMAIL

## ONBOARDING EXPERIENCE



4

Step by step  
instructions on how  
to deploy the  
TechPulse client  
and utilize the  
dashboard

## Getting Started Guide

HP Active Care

### Introduction

This document outlines the steps that you need to follow to enroll your devices and start using **HP Active Care** on the HP TechPulse platform.

### Step 1: Deploy the HP TechPulse Client

When you are ready to automatically enroll Windows devices to **HP Active Care** on the HP TechPulse platform, decide how you would like to install the client on the devices. In general, we suggest that manual client installation is the best path, but have provided other methods, as well. Situations can be different for individual customers so please choose the method that best applies to you and your company.

#### Client installation

**Manual install (recommended for most Active Care customers).** If you have a small enough fleet and would like to install the HP TechPulse client manually on each individual device, go to [www.hpdaas.com/software](http://www.hpdaas.com/software) and download the newest Windows release. Once downloaded, save it to a thumb drive, place it in the USB slot of the target device, and simply run the executable or MSI installer to install the client.

For larger fleets (25 or more devices):

**1. Active Directory or System Center Configuration Manager (SCCM).** If you are deploying the HP TechPulse client with Active Directory Group Policy or SCCM, follow the instructions in the [HP TechPulse Device](#)





# WELCOME TO TECHPULSE EMAIL

ONBOARDING EXPERIENCE



5

How to use the  
dashboard and  
configuration  
options etc



## HP Lifecycle Service

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## HP Active Care User Guide





# AUTHORIZING ACCESS TO DATA

## ONBOARDING EXPERIENCE



6

## PARTNER INVITES CUSTOMER TO APPROVE

The screenshots illustrate the following steps in the onboarding experience:

- Navigation:** The user navigates through the 'Companies' section in the sidebar.
- Company List:** A table lists companies with details like Name, Status, Subscription, Total Seats, and Partner Assignment. The 'ADD' button is highlighted.
- Add Company:** A dialog box prompts the user to send an invitation to an existing company by entering a Customer ID. The example shows 'C-9zvmW43' for 'The Best Company'.
- Company Details:** A detailed view of a company's settings, including Overview, Locations, Preferences, Roles and Permissions, Subscriptions, and Assigned Partner. The 'ASSIGNED PARTNER' tab is highlighted.
- Approve Partner:** A dialog box asks for confirmation to approve 'The Best Partner' as a partner, with 'APPROVE' and 'CANCEL' buttons.





# AUTHORIZING ACCESS TO DATA

## ONBOARDING EXPERIENCE



6

## CUSTOMER INVITES PARTNER

Overview Locations Preferences Subscriptions **Assigned Partner** Notifications

TESTCUST1  
(GMT+00:00) Etc/UTC  
Test Company  
testmailav2905@mailinator.com  
Hp Care Pack 2  
Active

PROFILE

Customer ID	C-CbhYCHYG
Company Name	TestCust1
Phone Number	-
Address	India

Overview Preferences Roles and Permissions Subscriptions **Assigned Partner**

ASSIGNMENT SETTINGS

Partner	Not Assigned	+
---------	--------------	---

Invite a Partner

Name  
Select an option

INVITE CANCEL

Invite a Partner

Name  
The Best Partner

Information

Partner ID:	1234321
Street Address:	123 Main St.
City:	Orlando
State/Province/Region:	FL
Zip Code:	32817
Country:	United States

INVITE CANCEL

Overview Locations Preferences Roles and Permissions Subscriptions **Assigned Partner**

ASSIGNMENT SETTINGS

Partner	Not Assigned	+
---------	--------------	---

INVITATIONS

Company Invitation	The Best Partner Partner ID: 1234321 Sent on 09/29/2020 at 12:59 PM (UTC)	✉ ✕
--------------------	---	-----





# FREQUENTLY ASKED TOUGH QUESTIONS

## ONBOARDING CUSTOMERS



**Q: Is an Onboarding Manager assigned from the Service GBU for Active Care accounts?**

**A:** No. Machines are pre-registered in Tech Pulse, and then are enrolled through a “Zero Touch” enrollment process when they boot up with the Tech Pulse agent software installed.

For persistent agents: Beginning in 1H 2021, HP will sell some devices configured to automatically install the TechPulse agent via Sure Start and Sure Run

For Non-persistent agents: The TechPulse agent can be downloaded and installed from instructions contained in the User Guide





# FREQUENTLY ASKED TOUGH QUESTIONS

VALUE FOR YOUR CUSTOMERS



Q. What are the advantages of selling HP Active Care vs. selling the services separately?

A. Bundle services – Next Business Day Response + TechPulse.

Cost savings for customers and is easier to bring through the sales motion as a single SKU. Easier to quote and easier to register it.

HP Active Care also provides the option for additional coverage on top of the Active Care bundle, such as Defective Media Retention (DMR), Accidental Damage Protection (ADP), or Travel Support to help suit all your customer's business needs.



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CARE

# THANK YOU

OVERVIEW: HP ACTIVE CARE

PRIMARY AUDIENCE: PARTNERS

NOVEMBER 2020







# ACKNOWLEDGMENTS

## THANK YOU



Windows is either a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries. Adobe PDF is a trademark of Adobe Systems Incorporated. Chrome and Chromium are trademarks of Google Inc.

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