HP Z8G4T X6142 256GB/1TB PC

Countries/regions selected: **Germany, United States**

HP Care Pack Services Simplify, Save and Protect

Care Pack Offerings let you concentrate on core activity by delivering a strong portfolio of services to protect your IT business by safeguarding digital assets and confidential information with global consistency.

Date	Jul 21, 2025
Serial Number	**CZC84678PL**
Product Name	**HP Z8G4T X6142 256GB/1TB PC**
Product SKU	**4PV34EC**
Country/Region	**Germany, United States**

HP Care Pack Services recommendations – Compare results

Other compatible HP Care Pack Services recommendations

Care Pack Product Number	Service Description	Local List Price
U22K3E	HP 3 year Onsite w/Predictive Detection Alerts HE Workstation	74 EUR29 USD
U22K4E	HP 4 year Onsite w/Predictive Detection Alerts HE Workstation	107 EUR121 USD
U22K5E	HP 5 year Onsite w/Predictive Detection Alerts HE Workstation	140 EUR215 USD
U22K6E	HP 3 year Onsite w/Predictive Detection Alerts/DMR HE Workstation	91 EUR57 USD
U22K7E	HP 4 year Onsite w/Predictive Detection Alerts/DMR HE Workstation	129 EUR157 USD
U22K8E	HP 5 year Onsite w/Predictive Detection Alerts/DMR HE Workstation	168 EUR260 USD
U53DFE	HP Carbon Neutral Computing Services - To the Door Service for Workstations.	14 EUR13 USD
U53DGE	HP Carbon Neutral Computing Services - To the Door with Usage Service for Workstations	22 EUR21 USD
U54A2E	HP 3 year Onsite w/Predictive Detection Alerts/Peripherals HE Workstation	99 EUR134 USD
U54A3E	HP 4 year Onsite w/Predictive Detection Alerts/Peripherals HE Workstation	144 EUR289 USD
U54A4E	HP 5 year Onsite w/Predictive Detection Alerts/Peripherals HE Workstation	190 EUR464 USD
U54A5E	HP 3 year Onsite w/Predictive Detection Alerts/DMR/Peripherals HE Workstation	91 EUR162 USD
U54A6E	HP 4 year Onsite w/Predictive Detection Alerts/DMR/Peripherals HE Workstation	134 EUR325 USD
U54A7E	HP 5 year Onsite w/Predictive Detection Alerts/DMR/Peripherals HE Workstation	176 EUR508 USD
U7944E	HP 5 year Next Business Day Response Onsite Workstation Hardware Support	99 EUR168 USD
U80LYE	HP 2yr Priority Access PC 250+ seats SVC	27 EUR16 USD
U80LZE	HP 2yr PriorityAccessPlus PC 1K+ seats SVC	46 EUR55 USD
U80M0E	HP 2 years Priority Management PC 5000+ seats SVC for PPS PC Products	73 EUR71 USD
U80M1E	HP 4 year Priority Access Service for PCs (250+ seats)	52 EUR32 USD
U80M2E	HP 5 year Priority Access Service for PCs (250+ seats)	64 EUR40 USD
U80M3E	HP 4 years Priority Management PC 5000+ seats SVC for PPS PC Products	104 EUR142 USD
U80M4E	HP 5 years Priority Management PC 5000+ seats SVC for PPS PC Products	128 EUR177 USD
U80M5E	HP 1 year Priority Access Service for PCs (250+ seats)	17 EUR8 USD
U80M6E	HP 3 years Priority Access Service for PCs (250+ seats)	40 EUR24 USD
U80M7E	HP 1 year Priority Management PC 5000+ seats SVC for PPS PC Products	34 EUR35 USD
U80M8E	HP 3 years Priority Management PC 5000+ seats SVC for PPS PC Products	81 EUR106 USD
U80M9E	HP 1 year Priority Access Plus Service for PCs (1000+ seats)	24 EUR27 USD
U80MBE	HP 3 year Priority Access Plus Service for PCs (1000+ seats)	58 EUR82 USD
U80MCE	HP 4 year Priority Access Plus Service for PCs (1000+ seats)	76 EUR110 USD
U80MDE	HP 5 year Priority Access Plus Service for PCs (1000+ seats)	95 EUR137 USD
UE342E	HP 3 year Next Business Day Response Onsite w/Defective Media RetentionWS HW Supp	66 EUR28 USD
UE379E	HP 3 year Next Business Day Onsite for CSR Parts Only DT HW Support	18 EUR29 USD

U22K3E

TOTAL:
74 EUR (DE)

29 USD (US)

More Info

Overview

Limit interruptions with remote support and convenient onsite repairs—all thanks to AI-powered predictive issue detection, alerts and automation.

Features

Predictive AI-powered insights and proactive onsite support

End user alerts and automated IT ticketing

Remote problem diagnosis and support

Onsite repair or replacement, anywhere work happens

Benefits

Fast response timesOptimize uptime with the predictive detection of device issues and alerts to end users. Proactively identify needed repairs and replacements quickly before impacting employee productivity.

Quickly resolve device issues for usersHelp streamline repairs with automated case generation that opens a case when a detected issue is acknowledged, and IT is prompted to schedule a repair at the end user's convenience.

Specifications

Support type	Active Care
Duration	3 years
Response time	Next business day response
Coverage window	Standard workdays - 9 hours
Place of service	Remote and Onsite
Service method	Onsite and Predictive Support
Warranty coverage	In warranty
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Care Pack Subtype	BASE
Product type	Care Pack
Countries/Regions Available	Germany-Deutschland, United States

Countries/Regions

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U22K4E

TOTAL:
107 EUR (DE)

121 USD (US)

More Info

Overview

Limit interruptions with remote support and convenient onsite repairs—all thanks to AI-powered predictive issue detection, alerts and automation.

Features

Predictive AI-powered insights and proactive onsite support

End user alerts and automated IT ticketing

Remote problem diagnosis and support

Onsite repair or replacement, anywhere work happens

Benefits

Fast response timesOptimize uptime with the predictive detection of device issues and alerts to end users. Proactively identify needed repairs and replacements quickly before impacting employee productivity.

Quickly resolve device issues for usersHelp streamline repairs with automated case generation that opens a case when a detected issue is acknowledged, and IT is prompted to schedule a repair at the end user's convenience.

Specifications

Support type	Active Care
Duration	4 years
Response time	Next business day response
Coverage window	Standard workdays - 9 hours
Place of service	Remote and Onsite
Service method	Onsite and Predictive Support
Warranty coverage	In warranty
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Care Pack Subtype	BASE
Product type	Care Pack
Countries/Regions Available	Germany-Deutschland, United States

Countries/Regions

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U22K5E

TOTAL:
140 EUR (DE)

215 USD (US)

More Info

Overview

Limit interruptions with remote support and convenient onsite repairs—all thanks to AI-powered predictive issue detection, alerts and automation.

Features

Predictive AI-powered insights and proactive onsite support

End user alerts and automated IT ticketing

Remote problem diagnosis and support

Onsite repair or replacement, anywhere work happens

Benefits

Fast response timesOptimize uptime with the predictive detection of device issues and alerts to end users. Proactively identify needed repairs and replacements quickly before impacting employee productivity.

Quickly resolve device issues for usersHelp streamline repairs with automated case generation that opens a case when a detected issue is acknowledged, and IT is prompted to schedule a repair at the end user's convenience.

Specifications

Support type	Active Care
Duration	5 years
Response time	Next business day response
Coverage window	Standard workdays - 9 hours
Place of service	Remote and Onsite
Service method	Onsite and Predictive Support
Warranty coverage	In warranty
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Care Pack Subtype	BASE
Product type	Care Pack
Countries/Regions Available	Germany-Deutschland, United States

Countries/Regions

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U22K6E

TOTAL:
91 EUR (DE)

57 USD (US)

More Info

Overview

Limit interruptions with remote support and convenient onsite repairs—all thanks to AI-powered predictive issue detection, alerts and automation.

Features

Predictive AI-powered insights and proactive onsite support

End user alerts and automated IT ticketing

Remote problem diagnosis and support

Onsite repair or replacement, anywhere work happens

Defective Media Retention

Benefits

Fast response timesOptimize uptime with the predictive detection of device issues and alerts to end users. Proactively identify needed repairs and replacements quickly before impacting employee productivity.

Quickly resolve device issues for usersHelp streamline repairs with automated case generation that opens a case when a detected issue is acknowledged, and IT is prompted to schedule a repair at the end user's convenience.

Specifications

Support type	Active Care
Additional support option	Defective media retention
Duration	3 years
Response time	Next business day response
Coverage window	Standard workdays - 9 hours
Place of service	Remote and Onsite
Service method	Onsite and Predictive Support
Warranty coverage	In warranty
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Product type	Care Pack
Countries/Regions Available	Germany-Deutschland, United States

Countries/Regions

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U22K7E

TOTAL:
129 EUR (DE)

157 USD (US)

More Info

Overview

Limit interruptions with remote support and convenient onsite repairs—all thanks to AI-powered predictive issue detection, alerts and automation.

Features

Predictive AI-powered insights and proactive onsite support

End user alerts and automated IT ticketing

Remote problem diagnosis and support

Onsite repair or replacement, anywhere work happens

Defective Media Retention

Benefits

Fast response timesOptimize uptime with the predictive detection of device issues and alerts to end users. Proactively identify needed repairs and replacements quickly before impacting employee productivity.

Quickly resolve device issues for usersHelp streamline repairs with automated case generation that opens a case when a detected issue is acknowledged, and IT is prompted to schedule a repair at the end user's convenience.

Specifications

Support type	Active Care
Additional support option	Defective media retention
Duration	4 years
Response time	Next business day response
Coverage window	Standard workdays - 9 hours
Place of service	Remote and Onsite
Service method	Onsite and Predictive Support
Warranty coverage	In warranty
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Product type	Care Pack
Countries/Regions Available	Germany-Deutschland, United States

Countries/Regions

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U22K8E

TOTAL:
168 EUR (DE)

260 USD (US)

More Info

Overview

Limit interruptions with remote support and convenient onsite repairs—all thanks to AI-powered predictive issue detection, alerts and automation.

Features

Predictive AI-powered insights and proactive onsite support

End user alerts and automated IT ticketing

Remote problem diagnosis and support

Onsite repair or replacement, anywhere work happens

Defective Media Retention

Benefits

Fast response timesOptimize uptime with the predictive detection of device issues and alerts to end users. Proactively identify needed repairs and replacements quickly before impacting employee productivity.

Quickly resolve device issues for usersHelp streamline repairs with automated case generation that opens a case when a detected issue is acknowledged, and IT is prompted to schedule a repair at the end user's convenience.

Specifications

Support type	Active Care
Additional support option	Defective media retention
Duration	5 years
Response time	Next business day response
Coverage window	Standard workdays - 9 hours
Place of service	Remote and Onsite
Service method	Onsite and Predictive Support
Warranty coverage	In warranty
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Product type	Care Pack
Countries/Regions Available	Germany-Deutschland, United States

Countries/Regions

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U53DFE

TOTAL:
14 EUR (DE)

13 USD (US)

More Info

Overview

Invest in services that help support your corporate sustainability goals and drive towards a low-carbon future. HP Carbon Neutral Computing Services1 enable businesses to offset the end-to-end carbon footprint of HP PCs.2,3

Benefits

PCs delivered carbon neutralBy delivering your PCs carbon neutral,2,3 we are making it easier for you to support your sustainability goals.

Impact you can see for yourselfHP offers a Sustainability Benefit Report4 that displays the carboh savings, giving you transparency into the sustainable impact across your HP PCs.2,3

A partner you can count onHP invests in high-quality offsets using rigorous lifecycle assessment methodologies3 so you can be confident in partnering with HP to advance your climate initiatives.

[1]HP Services are sold separately. 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.
[2]There are two offset options available: HP's Carbon Neutral to the Door option covers carbon offsetting of material extraction, component and product manufacturing, and product logistics. HP's Lifecycle option covers everything in the Carbon Neutral to the Door option plus device usage based on a four-year lifecycle for commercial HP notebooks and mobile workstations, and a five-year lifecycle for commercial HP desktops, displays, and workstations, and end-of-service.
[3]Lifecycle assessments (LCA) are validated by a third-party to conform to ISO 14040 and ISO 14044 and are used by HP to understand the total carbon footprint for HP personal systems products. Using this data, along with the information unique to each customer (e.g., product ship-to location, product portfolio), we calculate the total carbon emissions for a customer's fleet. HP then purchases and retires carbon offsets, procured through Climate Impact Partners who certifies HP's Carbon Neutral Computing Services in accordance with its Carbon Neutral Protocol (https://www.carbonneutral.com/the-carbonneutral-protocol). Please review this document for complete details (https://www8.hp.com/h20195/v2/GetDocument.aspx?docname=c08430102).
[4]Sustainability Benefit Report is available upon request.

Specifications

Support type	Sustainability services
Warranty coverage	Warranty independent
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Care Pack Subtype	STANDALONE
Product type	Carbon neutral
Countries/Regions Available	Germany-Deutschland, United States

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U53DGE

TOTAL:
22 EUR (DE)

21 USD (US)

More Info

Overview

Invest in services that help support your corporate sustainability goals and drive towards a low-carbon future. HP Carbon Neutral Computing Services1 enable businesses to offset the end-to-end carbon footprint of HP PCs.2,3

Benefits

PCs delivered carbon neutralBy delivering your PCs carbon neutral,2,3 we are making it easier for you to support your sustainability goals.

Impact you can see for yourselfHP offers a Sustainability Benefit Report4 that displays the carboh savings, giving you transparency into the sustainable impact across your HP PCs.2,3

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[2]There are two offset options available: HP's Carbon Neutral to the Door option covers carbon offsetting of material extraction, component and product manufacturing, and product logistics. HP's Lifecycle option covers everything in the Carbon Neutral to the Door option plus device usage based on a four-year lifecycle for commercial HP notebooks and mobile workstations, and a five-year lifecycle for commercial HP desktops, displays, and workstations, and end-of-service.
[3]Lifecycle assessments (LCA) are validated by a third-party to conform to ISO 14040 and ISO 14044 and are used by HP to understand the total carbon footprint for HP personal systems products. Using this data, along with the information unique to each customer (e.g., product ship-to location, product portfolio), we calculate the total carbon emissions for a customer's fleet. HP then purchases and retires carbon offsets, procured through Climate Impact Partners who certifies HP's Carbon Neutral Computing Services in accordance with its Carbon Neutral Protocol (https://www.carbonneutral.com/the-carbonneutral-protocol). Please review this document for complete details (https://www8.hp.com/h20195/v2/GetDocument.aspx?docname=c08430102).
[4]Sustainability Benefit Report is available upon request.

Specifications

Support type	Sustainability services
Warranty coverage	Warranty independent
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Care Pack Subtype	STANDALONE
Product type	Carbon neutral
Countries/Regions Available	Germany-Deutschland, United States

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U54A2E

TOTAL:
99 EUR (DE)

134 USD (US)

More Info

Overview

Limit interruptions with remote support and convenient onsite repairs—all thanks to AI-powered predictive issue detection, alerts and automation.

Features

Predictive AI-powered insights and proactive onsite support

End user alerts and automated IT ticketing

Remote problem diagnosis and support

Onsite repair or replacement, anywhere work happens

Solution Care Pack

Benefits

Fast response timesOptimize uptime with the predictive detection of device issues and alerts to end users. Proactively identify needed repairs and replacements quickly before impacting employee productivity.

Quickly resolve device issues for usersHelp streamline repairs with automated case generation that opens a case when a detected issue is acknowledged, and IT is prompted to schedule a repair at the end user's convenience.

Specifications

Support type	Active Care
Additional support option	PC Solution
Duration	3 years
Response time	Next business day response
Coverage window	Standard workdays - 9 hours
Place of service	Remote and Onsite
Service method	Onsite and Predictive Support
Warranty coverage	In warranty
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Product type	Care Pack
Countries/Regions Available	Germany-Deutschland, United States

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U54A3E

TOTAL:
144 EUR (DE)

289 USD (US)

More Info

Overview

Limit interruptions with remote support and convenient onsite repairs—all thanks to AI-powered predictive issue detection, alerts and automation.

Features

Predictive AI-powered insights and proactive onsite support

End user alerts and automated IT ticketing

Remote problem diagnosis and support

Onsite repair or replacement, anywhere work happens

Solution Care Pack

Benefits

Fast response timesOptimize uptime with the predictive detection of device issues and alerts to end users. Proactively identify needed repairs and replacements quickly before impacting employee productivity.

Quickly resolve device issues for usersHelp streamline repairs with automated case generation that opens a case when a detected issue is acknowledged, and IT is prompted to schedule a repair at the end user's convenience.

Specifications

Support type	Active Care
Additional support option	PC Solution
Duration	4 years
Response time	Next business day response
Coverage window	Standard workdays - 9 hours
Place of service	Remote and Onsite
Service method	Onsite and Predictive Support
Warranty coverage	In warranty
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Product type	Care Pack
Countries/Regions Available	Germany-Deutschland, United States

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U54A4E

TOTAL:
190 EUR (DE)

464 USD (US)

More Info

Overview

Limit interruptions with remote support and convenient onsite repairs—all thanks to AI-powered predictive issue detection, alerts and automation.

Features

Predictive AI-powered insights and proactive onsite support

End user alerts and automated IT ticketing

Remote problem diagnosis and support

Onsite repair or replacement, anywhere work happens

Solution Care Pack

Benefits

Fast response timesOptimize uptime with the predictive detection of device issues and alerts to end users. Proactively identify needed repairs and replacements quickly before impacting employee productivity.

Quickly resolve device issues for usersHelp streamline repairs with automated case generation that opens a case when a detected issue is acknowledged, and IT is prompted to schedule a repair at the end user's convenience.

Specifications

Support type	Active Care
Additional support option	PC Solution
Duration	5 years
Response time	Next business day response
Coverage window	Standard workdays - 9 hours
Place of service	Remote and Onsite
Service method	Onsite and Predictive Support
Warranty coverage	In warranty
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Product type	Care Pack
Countries/Regions Available	Germany-Deutschland, United States

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U54A5E

TOTAL:
91 EUR (DE)

162 USD (US)

More Info

Overview

Limit interruptions with remote support and convenient onsite repairs—all thanks to AI-powered predictive issue detection, alerts and automation.

Features

Predictive AI-powered insights and proactive onsite support

End user alerts and automated IT ticketing

Remote problem diagnosis and support

Onsite repair or replacement, anywhere work happens

Solution Care Pack

Defective Media Retention

Benefits

Fast response timesOptimize uptime with the predictive detection of device issues and alerts to end users. Proactively identify needed repairs and replacements quickly before impacting employee productivity.

Quickly resolve device issues for usersHelp streamline repairs with automated case generation that opens a case when a detected issue is acknowledged, and IT is prompted to schedule a repair at the end user's convenience.

Specifications

Support type	Active Care
Additional support option	Defective media retention; PC Solution
Duration	3 years
Response time	Next business day response
Coverage window	Standard workdays - 9 hours
Place of service	Remote and Onsite
Service method	Onsite and Predictive Support
Warranty coverage	In warranty
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Product type	Care Pack
Countries/Regions Available	Germany-Deutschland, United States

Countries/Regions

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U54A6E

TOTAL:
134 EUR (DE)

325 USD (US)

More Info

Overview

Limit interruptions with remote support and convenient onsite repairs—all thanks to AI-powered predictive issue detection, alerts and automation.

Features

Predictive AI-powered insights and proactive onsite support

End user alerts and automated IT ticketing

Remote problem diagnosis and support

Onsite repair or replacement, anywhere work happens

Solution Care Pack

Defective Media Retention

Benefits

Fast response timesOptimize uptime with the predictive detection of device issues and alerts to end users. Proactively identify needed repairs and replacements quickly before impacting employee productivity.

Quickly resolve device issues for usersHelp streamline repairs with automated case generation that opens a case when a detected issue is acknowledged, and IT is prompted to schedule a repair at the end user's convenience.

Specifications

Support type	Active Care
Additional support option	Defective media retention; PC Solution
Duration	4 years
Response time	Next business day response
Coverage window	Standard workdays - 9 hours
Place of service	Remote and Onsite
Service method	Onsite and Predictive Support
Warranty coverage	In warranty
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Product type	Care Pack
Countries/Regions Available	Germany-Deutschland, United States

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U54A7E

TOTAL:
176 EUR (DE)

508 USD (US)

More Info

Overview

Limit interruptions with remote support and convenient onsite repairs—all thanks to AI-powered predictive issue detection, alerts and automation.

Features

Predictive AI-powered insights and proactive onsite support

End user alerts and automated IT ticketing

Remote problem diagnosis and support

Onsite repair or replacement, anywhere work happens

Solution Care Pack

Defective Media Retention

Benefits

Fast response timesOptimize uptime with the predictive detection of device issues and alerts to end users. Proactively identify needed repairs and replacements quickly before impacting employee productivity.

Quickly resolve device issues for usersHelp streamline repairs with automated case generation that opens a case when a detected issue is acknowledged, and IT is prompted to schedule a repair at the end user's convenience.

[1] HP hardware support services is available at the time of device purchase. 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 www.hp.com/go/cpc. 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.
[2] Select HP Workforce Solutions require an HP Insights agent for Windows, Mac, & Android, available for download at https://admin.hp.com/software. For full system requirements and services that require the agent, please visit https://admin.hp.com/requirements. The agent collects telemetry and analytics around devices and applications that integrate into the Workforce Experience platform and is not sold as a standalone service. Internet access with connection to the Workforce Experience platform is required. HP follows stringent GDPR privacy regulations, and the platform is ISO27001, ISO27701, ISO27017 and SOC2 Type2 certified for Information Security.

Specifications

Support type	Active Care
Additional support option	Defective media retention; PC Solution
Duration	5 years
Response time	Next business day response
Coverage window	Standard workdays - 9 hours
Place of service	Remote and Onsite
Service method	Onsite and Predictive Support
Warranty coverage	In warranty
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Additional support option	Defective media retention; PC Solution
Product type	Care Pack
Countries/Regions Available	Germany-Deutschland, United States

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U7944E

TOTAL:
99 EUR (DE)

168 USD (US)

More Info

Overview

When hardware issues come up, the sooner you can get running again, the better. Have expertise at the ready with HP Onsite Service[1], and vastly improve your product uptime. With high-quality remote assistance or convenient onsite support, help is there when you need it—so you can get back to work.

Features

Remote problem diagnosis and support

Onsite hardware support[1]

Faster tech support

Escalation management

Access to electronic support information and tools

HP remote system access and support

Benefits

Support you can count onKnow that your hardware will be good as new as soon as possible thanks to our knowledgeable expertise and efficient service and support.

Help is on the line - or at your doorOur support specialists are always ready to assist in whatever way the situation calls for, whether it's remotely over the phone or in person.

Specifications

Support type	Onsite repair
Duration	5 years
Response time	Next business day response
Coverage window	Standard workdays - 9 hours
Place of service	Onsite
Service method	Onsite repair
Warranty coverage	In warranty
Care Pack type	Electronic
Additional information	Excludes external monitor
Service type	ELECTRONIC CARE PACK
Care Pack Subtype	BASE
Product type	Care Pack
Countries/Regions Available	Germany-Deutschland, United States

Countries/Regions

EMEA Region

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U80LYE

TOTAL:
27 EUR (DE)

16 USD (US)

More Info

Overview

HP Priority Access Service provides direct access to highly skilled remote support agents for your IT help desk agents. It reduces help desk phone time by leveraging internal diagnoses to efficiently process repairs and resolve issues. And it delivers a globally consistent experience available in over 60 countries and more than 20 languages.[1]

Features

Technical support design for IT

Global experience

Direct access to highly skilled remote support agents

Online case management tools

Benefits

Straight talk—IT to ITGive your in-house IT help desk immediate access to highly-skilled remote support agents who can talk the talk and get straight to resolving the issues.

We treat your engineers like engineers—not end usersEnjoy collaborative IT assistance from a team that understands and appreciates your troubleshooting insight and leverages your internal diagnoses.

We put the world in world-class IT supportMake the most of your IT resources with access to online tools that let you quickly and easily open, monitor, and close IT case tickets.

Specifications

Support type	Priority services
Duration	2 years
Response time	Next available agent
Coverage window	Standard workdays - 9 hours
Place of service	Remote
Service method	Phone
Warranty coverage	Warranty independent
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Care Pack Subtype	STANDALONE
Product type	Priority services
Countries/Regions Available	Germany-Deutschland, United States

Countries/Regions

EMEA Region

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U80LZE

TOTAL:
46 EUR (DE)

55 USD (US)

More Info

Overview

HP Priority Access Plus Service provides all features of HP Priority Access Service – such as direct access to highly skilled remote support agents and a globally consistent experience available in over 60 countries and more than 20 languages. Then it goes beyond by providing an assigned remote point of contact to manage your support needs and delivers reporting on a quarterly basis.[1]

Features

Technical support design for IT

Global experience

Direct access to highly skilled remote support agents

Online case management tools

Assigned support contact

Benefits

Support where and when you need itPlus #1: An assigned customer support expert to manage your service requirements.

The power of insightPlus #2: Executive-level quarterly reporting on product quality and service status, to help keep business up and running.

Take things up a levelPlus #3: A dedicated escalation path that's customized to the needs of your organization.

Specifications

Support type	Priority services
Duration	2 years
Response time	Next available agent
Coverage window	Standard workdays - 9 hours
Place of service	Remote
Service method	Phone
Warranty coverage	Warranty independent
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Care Pack Subtype	STANDALONE
Product type	Priority services
Countries/Regions Available	Germany-Deutschland, United States

Countries/Regions

EMEA Region

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U80M0E

TOTAL:
73 EUR (DE)

71 USD (US)

More Info

Overview

HP Priority Management Service provides all features of HP Priority Access Service – such as direct access to highly skilled remote support agents and a globally consistent experience available in over 60 countries and more than 20 languages. Then it goes beyond by providing an HP global support manager located in your region who manages and proactively plans your global support needs. And, it provides parts prioritization, performance monitoring, executive level reporting, and proactive support planning.[1]

Features

Technical support design for IT

Global experience

Direct access

Online case management tools

Assigned support contact

Proactive support plan

Problem management

Parts prioritization

Performance management

Benefits

It's time to meet your in-country IT conciergeGet a global customer support manager located in your region who will manage and proactively plan your IT support needs.

You're always first in lineReduce your downtime with priority access to the parts you need to get up and running.

Have a premium support experience every timeEnjoy an IT support partner who will help you monitor system performance, deliver executive-level reports, and proactively plan your support needs.

Specifications

Support type	Priority services
Duration	2 years
Response time	Next available agent
Coverage window	Standard workdays - 9 hours
Place of service	Remote
Service method	Phone
Warranty coverage	Warranty independent
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Care Pack Subtype	STANDALONE
Product type	Priority services
Countries/Regions Available	Germany-Deutschland, United States

Countries/Regions

EMEA Region

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U80M1E

TOTAL:
52 EUR (DE)

32 USD (US)

More Info

Overview

HP Priority Access Service provides direct access to highly skilled remote support agents for your IT help desk agents. It reduces help desk phone time by leveraging internal diagnoses to efficiently process repairs and resolve issues. And it delivers a globally consistent experience available in over 60 countries and more than 20 languages.[1]

Features

Technical support design for IT

Global experience

Direct access to highly skilled remote support agents

Online case management tools

Benefits

Straight talk—IT to ITGive your in-house IT help desk immediate access to highly-skilled remote support agents who can talk the talk and get straight to resolving the issues.

We treat your engineers like engineers—not end usersEnjoy collaborative IT assistance from a team that understands and appreciates your troubleshooting insight and leverages your internal diagnoses.

We put the world in world-class IT supportMake the most of your IT resources with access to online tools that let you quickly and easily open, monitor, and close IT case tickets.

Specifications

Support type	Priority services
Duration	4 years
Response time	Next available agent
Coverage window	Standard workdays - 9 hours
Place of service	Remote
Service method	Phone
Warranty coverage	Warranty independent
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Care Pack Subtype	STANDALONE
Product type	Priority services
Countries/Regions Available	Germany-Deutschland, United States

Countries/Regions

EMEA Region

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U80M2E

TOTAL:
64 EUR (DE)

40 USD (US)

More Info

Overview

HP Priority Access Service provides direct access to highly skilled remote support agents for your IT help desk agents. It reduces help desk phone time by leveraging internal diagnoses to efficiently process repairs and resolve issues. And it delivers a globally consistent experience available in over 60 countries and more than 20 languages.[1]

Features

Technical support design for IT

Global experience

Direct access to highly skilled remote support agents

Online case management tools

Benefits

Straight talk—IT to ITGive your in-house IT help desk immediate access to highly-skilled remote support agents who can talk the talk and get straight to resolving the issues.

We treat your engineers like engineers—not end usersEnjoy collaborative IT assistance from a team that understands and appreciates your troubleshooting insight and leverages your internal diagnoses.

We put the world in world-class IT supportMake the most of your IT resources with access to online tools that let you quickly and easily open, monitor, and close IT case tickets.

Specifications

Support type	Priority services
Duration	5 years
Response time	Next available agent
Coverage window	Standard workdays - 9 hours
Place of service	Remote
Service method	Phone
Warranty coverage	Warranty independent
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Care Pack Subtype	STANDALONE
Product type	Priority services
Countries/Regions Available	Germany-Deutschland, United States

Countries/Regions

EMEA Region

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U80M3E

TOTAL:
104 EUR (DE)

142 USD (US)

More Info

Overview

HP Priority Management Service provides all features of HP Priority Access Service – such as direct access to highly skilled remote support agents and a globally consistent experience available in over 60 countries and more than 20 languages. Then it goes beyond by providing an HP global support manager located in your region who manages and proactively plans your global support needs. And, it provides parts prioritization, performance monitoring, executive level reporting, and proactive support planning.[1]

Features

Technical support design for IT

Global experience

Direct access

Online case management tools

Assigned support contact

Proactive support plan

Problem management

Parts prioritization

Performance management

Benefits

It's time to meet your in-country IT conciergeGet a global customer support manager located in your region who will manage and proactively plan your IT support needs.

You're always first in lineReduce your downtime with priority access to the parts you need to get up and running.

Have a premium support experience every timeEnjoy an IT support partner who will help you monitor system performance, deliver executive-level reports, and proactively plan your support needs.

Specifications

Support type	Priority services
Duration	4 years
Response time	Next available agent
Coverage window	Standard workdays - 9 hours
Place of service	Remote
Service method	Phone
Warranty coverage	Warranty independent
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Care Pack Subtype	STANDALONE
Product type	Priority services
Countries/Regions Available	Germany-Deutschland, United States

Countries/Regions

EMEA Region

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U80M4E

TOTAL:
128 EUR (DE)

177 USD (US)

More Info

Overview

HP Priority Management Service provides all features of HP Priority Access Service – such as direct access to highly skilled remote support agents and a globally consistent experience available in over 60 countries and more than 20 languages. Then it goes beyond by providing an HP global support manager located in your region who manages and proactively plans your global support needs. And, it provides parts prioritization, performance monitoring, executive level reporting, and proactive support planning.[1]

Features

Technical support design for IT

Global experience

Direct access

Online case management tools

Assigned support contact

Proactive support plan

Problem management

Parts prioritization

Performance management

Benefits

It's time to meet your in-country IT conciergeGet a global customer support manager located in your region who will manage and proactively plan your IT support needs.

You're always first in lineReduce your downtime with priority access to the parts you need to get up and running.

Have a premium support experience every timeEnjoy an IT support partner who will help you monitor system performance, deliver executive-level reports, and proactively plan your support needs.

Specifications

Support type	Priority services
Duration	5 years
Response time	Next available agent
Coverage window	Standard workdays - 9 hours
Place of service	Remote
Service method	Phone
Warranty coverage	Warranty independent
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Care Pack Subtype	STANDALONE
Product type	Priority services
Countries/Regions Available	Germany-Deutschland, United States

Countries/Regions

EMEA Region

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U80M5E

TOTAL:
17 EUR (DE)

8 USD (US)

More Info

Overview

HP Priority Access Service provides direct access to highly skilled remote support agents for your IT help desk agents. It reduces help desk phone time by leveraging internal diagnoses to efficiently process repairs and resolve issues. And it delivers a globally consistent experience available in over 60 countries and more than 20 languages.[1]

Features

Technical support design for IT

Global experience

Direct access to highly skilled remote support agents

Online case management tools

Benefits

Straight talk—IT to ITGive your in-house IT help desk immediate access to highly-skilled remote support agents who can talk the talk and get straight to resolving the issues.

We treat your engineers like engineers—not end usersEnjoy collaborative IT assistance from a team that understands and appreciates your troubleshooting insight and leverages your internal diagnoses.

We put the world in world-class IT supportMake the most of your IT resources with access to online tools that let you quickly and easily open, monitor, and close IT case tickets.

Specifications

Support type	Priority services
Duration	1 year
Response time	Next available agent
Coverage window	Standard workdays - 9 hours
Place of service	Remote
Service method	Phone
Warranty coverage	Warranty independent
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Care Pack Subtype	STANDALONE
Product type	Priority services
Countries/Regions Available	Germany-Deutschland, United States

Countries/Regions

EMEA Region

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U80M6E

TOTAL:
40 EUR (DE)

24 USD (US)

More Info

Overview

HP Priority Access Service provides direct access to highly skilled remote support agents for your IT help desk agents. It reduces help desk phone time by leveraging internal diagnoses to efficiently process repairs and resolve issues. And it delivers a globally consistent experience available in over 60 countries and more than 20 languages.[1]

Features

Technical support design for IT

Global experience

Direct access to highly skilled remote support agents

Online case management tools

Benefits

Straight talk—IT to ITGive your in-house IT help desk immediate access to highly-skilled remote support agents who can talk the talk and get straight to resolving the issues.

We treat your engineers like engineers—not end usersEnjoy collaborative IT assistance from a team that understands and appreciates your troubleshooting insight and leverages your internal diagnoses.

We put the world in world-class IT supportMake the most of your IT resources with access to online tools that let you quickly and easily open, monitor, and close IT case tickets.

Specifications

Support type	Priority services
Duration	3 years
Response time	Next available agent
Coverage window	Standard workdays - 9 hours
Place of service	Remote
Service method	Phone
Warranty coverage	Warranty independent
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Care Pack Subtype	STANDALONE
Product type	Priority services
Countries/Regions Available	Germany-Deutschland, United States

Countries/Regions

EMEA Region

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U80M7E

TOTAL:
34 EUR (DE)

35 USD (US)

More Info

Overview

HP Priority Management Service provides all features of HP Priority Access Service – such as direct access to highly skilled remote support agents and a globally consistent experience available in over 60 countries and more than 20 languages. Then it goes beyond by providing an HP global support manager located in your region who manages and proactively plans your global support needs. And, it provides parts prioritization, performance monitoring, executive level reporting, and proactive support planning.[1]

Features

Technical support design for IT

Global experience

Direct access

Online case management tools

Assigned support contact

Proactive support plan

Problem management

Parts prioritization

Performance management

Benefits

It's time to meet your in-country IT conciergeGet a global customer support manager located in your region who will manage and proactively plan your IT support needs.

You're always first in lineReduce your downtime with priority access to the parts you need to get up and running.

Have a premium support experience every timeEnjoy an IT support partner who will help you monitor system performance, deliver executive-level reports, and proactively plan your support needs.

Specifications

Support type	Priority services
Duration	1 year
Response time	Next available agent
Coverage window	Standard workdays - 9 hours
Place of service	Remote
Service method	Phone
Warranty coverage	Warranty independent
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Care Pack Subtype	STANDALONE
Product type	Priority services
Countries/Regions Available	Germany-Deutschland, United States

Countries/Regions

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U80M8E

TOTAL:
81 EUR (DE)

106 USD (US)

More Info

Overview

HP Priority Management Service provides all features of HP Priority Access Service – such as direct access to highly skilled remote support agents and a globally consistent experience available in over 60 countries and more than 20 languages. Then it goes beyond by providing an HP global support manager located in your region who manages and proactively plans your global support needs. And, it provides parts prioritization, performance monitoring, executive level reporting, and proactive support planning.[1]

Features

Technical support design for IT

Global experience

Direct access

Online case management tools

Assigned support contact

Proactive support plan

Problem management

Parts prioritization

Performance management

Benefits

It's time to meet your in-country IT conciergeGet a global customer support manager located in your region who will manage and proactively plan your IT support needs.

You're always first in lineReduce your downtime with priority access to the parts you need to get up and running.

Have a premium support experience every timeEnjoy an IT support partner who will help you monitor system performance, deliver executive-level reports, and proactively plan your support needs.

Specifications

Support type	Priority services
Duration	3 years
Response time	Next available agent
Coverage window	Standard workdays - 9 hours
Place of service	Remote
Service method	Phone
Warranty coverage	Warranty independent
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Care Pack Subtype	STANDALONE
Product type	Priority services
Countries/Regions Available	Germany-Deutschland, United States

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EMEA Region

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U80M9E

TOTAL:
24 EUR (DE)

27 USD (US)

More Info

Overview

HP Priority Access Plus Service provides all features of HP Priority Access Service – such as direct access to highly skilled remote support agents and a globally consistent experience available in over 60 countries and more than 20 languages. Then it goes beyond by providing an assigned remote point of contact to manage your support needs and delivers reporting on a quarterly basis.[1]

Features

Technical support design for IT

Global experience

Direct access to highly skilled remote support agents

Online case management tools

Assigned support contact

Benefits

Support where and when you need itPlus #1: An assigned customer support expert to manage your service requirements.

The power of insightPlus #2: Executive-level quarterly reporting on product quality and service status, to help keep business up and running.

Take things up a levelPlus #3: A dedicated escalation path that's customized to the needs of your organization.

Specifications

Support type	Priority services
Duration	1 year
Response time	Next available agent
Coverage window	Standard workdays - 9 hours
Place of service	Remote
Service method	Phone
Warranty coverage	Warranty independent
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Care Pack Subtype	STANDALONE
Product type	Priority services
Countries/Regions Available	Germany-Deutschland, United States

Countries/Regions

EMEA Region

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U80MBE

TOTAL:
58 EUR (DE)

82 USD (US)

More Info

Overview

HP Priority Access Plus Service provides all features of HP Priority Access Service – such as direct access to highly skilled remote support agents and a globally consistent experience available in over 60 countries and more than 20 languages. Then it goes beyond by providing an assigned remote point of contact to manage your support needs and delivers reporting on a quarterly basis.[1]

Features

Technical support design for IT

Global experience

Direct access to highly skilled remote support agents

Online case management tools

Assigned support contact

Benefits

Support where and when you need itPlus #1: An assigned customer support expert to manage your service requirements.

The power of insightPlus #2: Executive-level quarterly reporting on product quality and service status, to help keep business up and running.

Take things up a levelPlus #3: A dedicated escalation path that's customized to the needs of your organization.

Specifications

Support type	Priority services
Duration	3 years
Response time	Next available agent
Coverage window	Standard workdays - 9 hours
Place of service	Remote
Service method	Phone
Warranty coverage	Warranty independent
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Care Pack Subtype	STANDALONE
Product type	Priority services
Countries/Regions Available	Germany-Deutschland, United States

Countries/Regions

EMEA Region

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Americas

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U80MCE

TOTAL:
76 EUR (DE)

110 USD (US)

More Info

Overview

HP Priority Access Plus Service provides all features of HP Priority Access Service – such as direct access to highly skilled remote support agents and a globally consistent experience available in over 60 countries and more than 20 languages. Then it goes beyond by providing an assigned remote point of contact to manage your support needs and delivers reporting on a quarterly basis.[1]

Features

Technical support design for IT

Global experience

Direct access to highly skilled remote support agents

Online case management tools

Assigned support contact

Benefits

Support where and when you need itPlus #1: An assigned customer support expert to manage your service requirements.

The power of insightPlus #2: Executive-level quarterly reporting on product quality and service status, to help keep business up and running.

Take things up a levelPlus #3: A dedicated escalation path that's customized to the needs of your organization.

Specifications

Support type	Priority services
Duration	4 years
Response time	Next available agent
Coverage window	Standard workdays - 9 hours
Place of service	Remote
Service method	Phone
Warranty coverage	Warranty independent
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Care Pack Subtype	STANDALONE
Product type	Priority services
Countries/Regions Available	Germany-Deutschland, United States

Countries/Regions

EMEA Region

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U80MDE

TOTAL:
95 EUR (DE)

137 USD (US)

More Info

Overview

HP Priority Access Plus Service provides all features of HP Priority Access Service – such as direct access to highly skilled remote support agents and a globally consistent experience available in over 60 countries and more than 20 languages. Then it goes beyond by providing an assigned remote point of contact to manage your support needs and delivers reporting on a quarterly basis.[1]

Features

Technical support design for IT

Global experience

Direct access to highly skilled remote support agents

Online case management tools

Assigned support contact

Benefits

Support where and when you need itPlus #1: An assigned customer support expert to manage your service requirements.

The power of insightPlus #2: Executive-level quarterly reporting on product quality and service status, to help keep business up and running.

Take things up a levelPlus #3: A dedicated escalation path that's customized to the needs of your organization.

Specifications

Support type	Priority services
Duration	5 years
Response time	Next available agent
Coverage window	Standard workdays - 9 hours
Place of service	Remote
Service method	Phone
Warranty coverage	Warranty independent
Care Pack type	Electronic
Service type	ELECTRONIC CARE PACK
Care Pack Subtype	STANDALONE
Product type	Priority services
Countries/Regions Available	Germany-Deutschland, United States

Countries/Regions

EMEA Region

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UE342E

TOTAL:
66 EUR (DE)

28 USD (US)

More Info

Overview

When hardware issues come up, the sooner you can get running again, the better. Have expertise at the ready with HP Onsite Service[1] with Defective Media Retention, and vastly improve your product uptime. With high-quality remote assistance or convenient onsite support, help is there when you need it - so you can get back to work.

Features

Remote problem diagnosis and support

Onsite hardware support[1]

Replacement parts and materials included

Escalation management

Access to electronic support information and tools

HP remote system access and support

Defective Media Retention

Benefits

Support you can count onKnow that your hardware will be good as new as soon as possible thanks to our knowledgeable expertise and efficient service and support.

Help is on the line - or at your doorOur support specialists are always ready to assist in whatever way the situation calls for, whether it's remotely over the phone or in person.

Stay in control of your dataGain security and control when dealing with defective storage disks. HP will diagnose the problem, provide a replacement disk and let you keep the old one.

Specifications

Support type	Onsite repair
Additional support option	Defective media retention
Duration	3 years
Response time	Next business day response
Coverage window	Standard workdays - 9 hours
Place of service	Onsite
Service method	Onsite repair
Warranty coverage	In warranty
Care Pack type	Electronic
Additional information	Excludes external monitor
Service type	ELECTRONIC CARE PACK
Additional support option	Defective media retention
Product type	Care Pack
Countries/Regions Available	Germany-Deutschland, United States

Countries/Regions

EMEA Region

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UE379E

TOTAL:
18 EUR (DE)

29 USD (US)

More Info

Overview

When hardware issues come up, the sooner you can get running again, the better. Have expertise at the ready with HP Onsite Service[1], and vastly improve your product uptime. With high-quality remote assistance or convenient onsite support, help is there when you need it—so you can get back to work.

Features

Remote problem diagnosis and support

Onsite hardware support[1]

Faster tech support

Escalation management

Access to electronic support information and tools

HP remote system access and support

Benefits

Support you can count onKnow that your hardware will be good as new as soon as possible thanks to our knowledgeable expertise and efficient service and support.

Help is on the line - or at your doorOur support specialists are always ready to assist in whatever way the situation calls for, whether it's remotely over the phone or in person.

Specifications

Support type	Onsite repair
Duration	3 years
Response time	Next business day response
Coverage window	Standard workdays - 9 hours
Place of service	Onsite
Service method	Onsite repair
Warranty coverage	In warranty
Care Pack type	Electronic
Additional information	Excludes external monitor
Service type	ELECTRONIC CARE PACK
Product type	Care Pack
Countries/Regions Available	Germany-Deutschland, United States

Countries/Regions

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Please note: Prices displayed here are for reference purposes only. Please refer to the appropriate pricing systems for accurate and complete pricing.