

change
+ hp

Fix it fast—the first time.

The HP Business Support Center solves
technology issues quickly and
cost-effectively—right at the desktop.

Solutions for the adaptive enterprise.



The HP Business Support Center reduces the time and cost of supporting computing devices.

Given today's competitive, fast-paced business environment, you need to resolve technology problems quickly. If something goes wrong, you and your colleagues must fix it fast—or find someone who can.

In an Adaptive Enterprise, business and IT are synchronized to capitalize on change. The HP Business Support Center is designed to keep your systems up and running—and your company flexible and responsive.

Find what you need—fast.

With the HP Business Support Center (BSC), you gain access to an industry-leading, one-stop portal that offers timely support for PCs, printers, storage, and other desktop computing devices. More than 3 million business professionals a month who need fast answers to technical support questions visit the HP BSC to:

- Download drivers and software
- Troubleshoot a problem
- Set up, install, and configure products
- Discover how to use a product
- Perform regular maintenance
- Upgrade and migrate to new products
- Recycle and dispose of old products

The HP Business Support Center improves your productivity by offering free, online access to the information and tools required throughout the entire product support lifecycle—as well as online discussions and support from experienced peers.

Get one-stop access to information and tools.

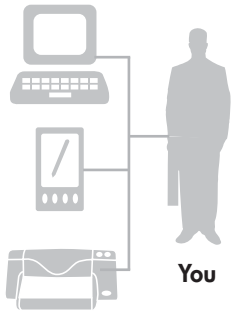
The HP BSC Web site is dynamic and customizable. The first step after accessing it is to choose the task you want to perform. Then, the portal will tailor product information, platform content, and related links to your specific requirements.

With all your support-related information intuitively organized in one place, you save time and money by getting faster, more accurate diagnosis of your hardware and software problems. If you need additional information, HP BSC discussion forums can help increase your knowledge and skills while keeping you current on the latest product support information. You can also choose to receive customized e-newsletters and proactive notifications of software updates for your specific products.

Access when you need it

Whether you are a small business owner supporting your own PCs and printers or an IT professional seeking cost-effective support for end users, the HP BSC is an ideal solution. The information you need is there when you need it, allowing you to resolve problems quickly and maintain a high level of productivity. The HP BSC also offers access to the HP IT Resource Center, which provides IT professionals with additional information to support their corporate IT environments—from desktops to data centers.

At the onset of a problem, HP BSC gives you immediate access to a variety of solutions and tools. If you need additional help, you can easily connect with HP experts for assistance.

	> Download drivers and software	 Help from HP representative via e-mail, chat, or Web case logging
	> Troubleshoot a problem	
	> Set up, install, and configure	
	> Discover and use a product	
	> Perform regular maintenance	
	> Upgrade and migrate	
	> Recycle and dispose	

One-stop driver and software downloads

Business professionals have complete access to product drivers, software, firmware, and other downloads designed to increase performance or solve operational problems. The HP BSC offers easy-to-navigate, product-based pages that list available downloads for products and operating systems. Users can download these files directly or gather relevant information for their own research. For example, a printer user can use Web-based diagnostics to determine if a system has the correct driver and then install the latest driver in one click. And content on the HP BSC includes both recent and legacy HP PCs and printers, allowing you to protect your investment in IT.

Troubleshoot and upgrade quickly from your desktop.

Troubleshooting a computer or printer problem without the proper resources is frustrating and time-consuming. HP designed the BSC with a task-based navigation system that makes it possible for users to find the troubleshooting section of the site almost instantly. Once a problem is identified and a solution proposed by the site's documentation or tools, you can easily download and install a new driver or update your software.

You can also engage with HP directly through HP Instant Support Professional Edition, which is available through the BSC at no extra charge. Supporting a wide range of products, HP Instant Support Professional Edition (HP ISPE) provides automated diagnostics that can reduce your troubleshooting efforts. HP ISPE also enables IT help desk professionals to remotely solve an end user's desktop or printing problem using ISPE's powerful diagnostics.

Gain expertise from your peers.

In addition to a robust and convenient collection of diagnostic and support tools, the HP BSC offers the opportunity to interact with other professionals in a collaborative online environment. HP's business support forums are a dynamic community of business professionals and provide users an easy-to-use, searchable database of knowledge, best practices, and experience.

This database includes direct advice and in-depth discussion threads. It contains more than 300,000 messages and more than 35 content categories such as desktops and workstations, mobile products, printing and digital imaging, servers, and storage. Community members can also subscribe to personalized e-mail notifications based on areas of interest and be automatically notified of replies to questions and new message threads.



For more information about HP Business Support Center,
please visit www.hp.com/go/bsc

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