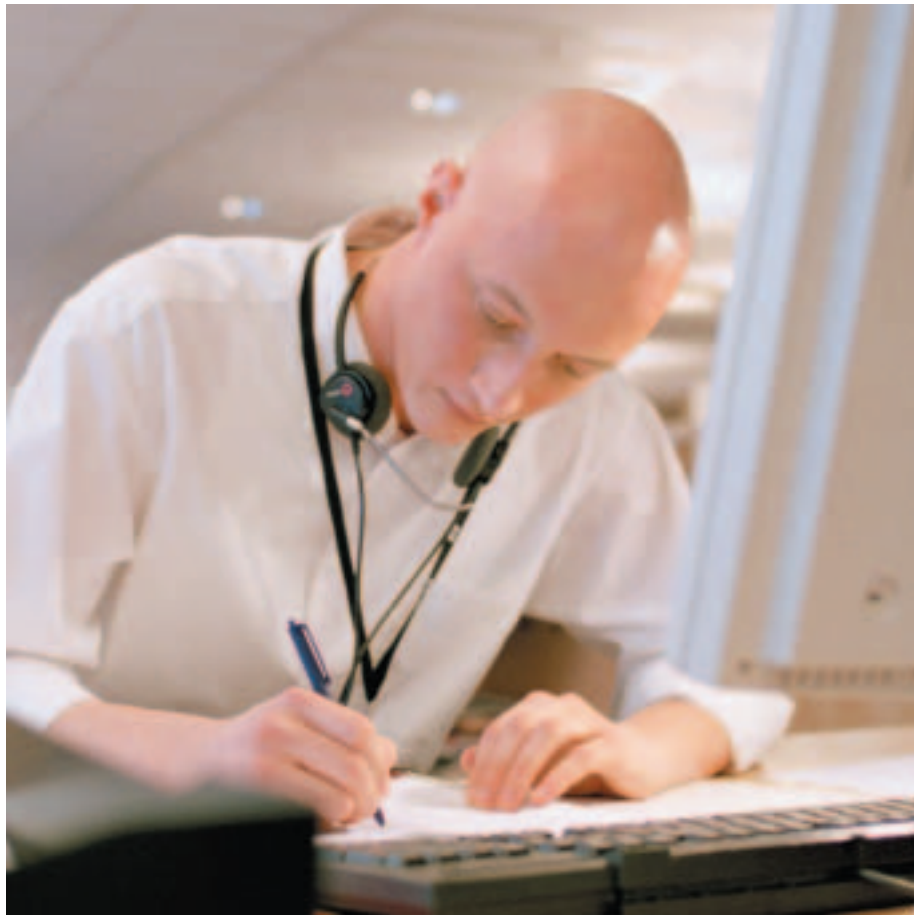




Find it. Fix it. Faster.

HP Instant Support Corporate Edition

Quickly identify, diagnose, and resolve problems across your distributed computing environment

End users don't care about rapidly evolving, multivendor computing and printing technologies. They don't understand your limited support resources, and pressures to lower total cost of IT ownership. They just want their computing devices to work. And they are willing to fix easy and intuitive issues themselves, as long as they can rely on you for the more complex problems.

Most support organizations are unable to run this way because they lack the availability of intuitive end user tools. Compounding the problem is the inability to link these tools to powerful help desk tools. HP Instant Support Corporate Edition (ISCE) fills the void by providing—and seamlessly connecting—end user and help desk solutions in a multivendor environment.

Our innovative suite of secure, non-intrusive, connected troubleshooting tools are a cost-effective way to proactively find, diagnose, and resolve problems across your distributed computing environment. The tools save time and money by allowing your enterprise computing users to easily and intuitively fix their own desktop and printing problems. If they can't, ISCE unified troubleshooting solutions proactively escalate up the support chain to you—and then ultimately HP—to quickly resolve problems.

End users can quickly find, diagnose, and fix their own problems

Depending on the nature of the problem, end users can try to resolve their own issues by using the following tools in the ISCE suite.

Augmented knowledge search lets users refine their natural language search to their specific computing device. System data is gathered, and only results specific to their particular system are returned.

PC Driver and BIOS support automatically gathers identifying information and delivers downloadable drivers and BIOS, along with information specific to the hardware and OS.

Printing Diagnostics allow end users to launch simple, automated configuration tests addressing print drivers, spooling service, hard-disk space, and firmware. If problems are recognized, solutions are automatically provided to the user.

PC Hardware/Driver software diagnostics offer a quick tests of hardware and associated software drivers. Generally, automated fixes are offered, but if not, specific content is supplied that guides users through the next steps.

Application fix-on-the-fly (available Fall '03) proactively repairs applications while they are opening. Or, if preferences such as IP address or proxy settings change, users can check a calendar and settings are automatically rolled back to when the systems were working properly.

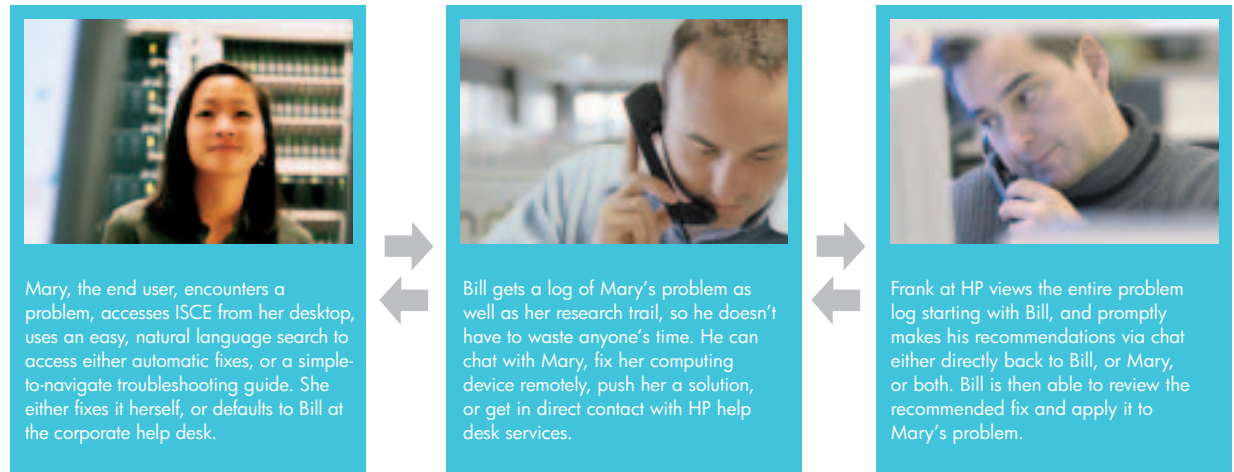
When the going gets tough, your help desk gets plugged in

The tool suite features a web chat interface that makes troubleshooting easy. If for some reason end users are unable to resolve their own problems, ISCE seamlessly escalates them to the next level of support. The system automatically gathers and organizes all problems and diagnostic data so that your IT department can skip the query process and get right to solving problems.

From there, your help desk can ask for additional information via web chat, search and return information on their own, chat directly with HP to solve the problem, launch additional diagnostics remotely, or use an integrated remote control module to take control of the end user's PC.

"We are using HP Instant Support Corporate Edition to manage large volumes of calls in our organization."
Eustaquio Leganes,
IT Support Manager,
Carrefour
(Madrid, Spain)

HP instant support—how it works.



Collaboration with HP is key

If your help desk is having difficulty resolving the issue, you simply take it one step higher. This could be HP, or another tier within your own support structure. All relevant information—including system data, chat session logs, diagnostics results, and more—is securely sent to the next level. Your corporate help desk can now chat with the next level of support to resolve the issue.

So many benefits from one solution

First and foremost, HP Instant Support Corporate Edition empowers your end users so they can be as productive as possible. For your IT help desk, ISCE not only helps you solve problems quickly, it allows you to do the following

- Fix it right the first time—the tool suite separates hardware and software problems to increase your chances for success.
- Eliminate hassles—ISCE requires no pre-installation, so end users can immediately start solving problems, instead of loading software. Also, activities take place in the background so the device can be used in parallel by the end user even during problem resolution.
- Choose what works best—either a variety of tightly linked self solve tools or the assisted solve option.
- Save money—lower your TCO by speeding problem resolution for both end users and corporate help desks.
- Work in the background—it's a zero-footprint solution that doesn't require any change to qualified PC images.
- Implement it right away—it's easy to deploy and easy to determine measurable benefit.
- Customize what you need—GUI, functionality, and language is optimized for specific business needs.

Support for a host of applications and devices

HP Instant Support Corporate Edition supports Microsoft® Internet Explorer 5.5 or later and also supports basic authentication on proxies compliant with http 1.1 standard.

The tool suite has been designed to leverage advanced search capabilities to identify similar problems, and provides a range of solutions and probability statistics for each solution. It diagnoses a host of multivendor computing products including desktop, mobile PCs, and printers—both local and networked.

The product suite works on all PCs (independent of PC OEM) running Windows® 98 and higher. No special hardware, software, additional memory, or firewall holes are required to run HP Instant Support Corporate Edition.



For more information about HP Instant Support
Corporate Edition, please contact your local sales
office or visit www.hp.com/go/instant-support

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