



# Maximize productivity. Minimize downtime.

Get HP Premium+ Support for seamless commercial printing

Printer downtime coupled with IT staff shortages can cost organizations heavily in lost productivity. That's where HP Premium+ Support<sup>1</sup> makes all the difference. With priority access to HP print specialists and genuine HP parts,<sup>4</sup> your operations can run smoothly – even with demanding print jobs.

64%

of companies say that print is either important or very important to their business needs.<sup>6</sup>



80%

of service calls will be resolved remotely by 2026.<sup>7</sup>  
The average refresh cycle of a typical office multi-function printer will be extended by 20% versus pre-pandemic rates.<sup>8</sup>



57%

of hiring managers report difficulty finding skilled IT talent, while 43% still plan to grow their IT teams in 2025. This mismatch is pushing organizations to outsource more IT functions.<sup>9</sup>



37%

of companies expect to increase IT outsourcing spend over the next three years, with support, infrastructure services, and cybersecurity among the top outsourced functions.<sup>9</sup>



58%

of IT workers feel overwhelmed by daily tasks, and many report they can **only** handle 85% of support tickets they receive each day. Outsourcing is seen as a way to relieve this burden and improve service quality.<sup>9</sup>



## Prioritized Access

Get back to work quickly with preferred access<sup>4</sup> to support specialists. Leverage 24/7 support even while working outside regular business hours including:

- Out-of-office hours chat.
- Requests to call back during office hours.
- Priority call queue.
- Direct access to specially trained print support experts.<sup>5</sup>



## Accurate Issue Detection

Effortlessly maintain and optimize your print fleet with reliable, expert print support. Identify issues with telemetry-based data<sup>2,3</sup> that provides visibility into the root of the issue, equipping HP with valuable information to diagnose remotely.



## Onsite Support and Preferred Access to Parts<sup>4</sup>

Enjoy support that goes beyond standard device warranties. With detailed diagnostics and critical insights, experts arrive onsite prepared with the right parts and tools for effective repairs.

Keep your IT focused on strategic priorities while HP keeps your printers and people productive. Contact your local HP representative or channel partner to learn more.



### Disclaimers:

1. 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](https://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. Device Health is a telemetry and analytics app that provides critical data around devices and on select HP Enterprise printers with FutureSmart 4.11 firmware (or later). See FAQs at [https://support.hp.com/us-en/document/ish\\_4448373-4448539-16](https://support.hp.com/us-en/document/ish_4448373-4448539-16). Internet connectivity is required. Telemetry is only available in North America as of spring 2025.
3. Channel delivery is out of scope for this service if device health insights are enabled, in which case the service is delivered directly by HP. Channel customers have the option to contact HP directly.
4. Preferred access is providing a queue placement in front of warranty and other transactional service customers if there is a resource or part constraint.
5. Some features may only be available if the service is fulfilled by HP.
6. IDC, Print Security Business Priorities, Doc: # US50781224, September 2023.
7. IDC, IDC Futurescape: Worldwide Imaging, Printing and Document Solutions 2023 Predictions, Doc # US49751022, October 2022.
8. Keypoint Intelligence, Workplace Technology: Predictions for the Year Ahead, December 2022.
9. Alvarez, Jose, "IT Outsourcing Industry Trends Impacting 2025 and Beyond", Ausis, Published 2/18/25, Accessed 5/21/25