



Expertise to meet your unique challenges

HP Collaboration Support Services

Peace of mind with the right support to match your needs

Collaboration Support Services help you accelerate communication and creativity with a comprehensive portfolio of offerings designed to meet your exact needs for your HP Poly solution or HP Dimension with Google Beam. We are committed to providing best-in-class technical support to our customers and helping organizations drive increased end-user success as you embrace new ways of working and achieve positive business outcomes through collaboration.

Designed for your unique environment

HP Support Services for Collaboration devices provide the right level of assistance and technical expertise, when and where you need it, to keep your end users productive, connected, and satisfied.

Fast Resolution

Gain access to unlimited priority 24/7 global technical support¹ and improved response times in HP Poly-enabled ecosystem cloud solutions.

Business continuity

Should a failure occur, HP Support Services provide pre-paid advance hardware replacement with next business day shipping² to assure business continuity.

Access to premium software

Deliver a superior end-user experience and see greater technology adoption with enterprise integration, IT tools, and powerful capabilities to maximize success.

Choose the right HP Collaboration Support Service for you

Gain peace of mind that you have chosen the right level of support for your business needs. Select the right market offering and add our optional capabilities to receive the exact level of assistance and technical expertise you need, when you need it. Keep your solutions running, your end users productive, and your IT team stress free.



Poly+ – Unlock the potential of the possible with essential support

Access the right level of assistance and technical expertise, when and where you need it, to keep your end-users productive, connected, and satisfied.



Poly+ Analyze – Priority technical support and insights and analytics for your entire estate

Enjoy priority access to expert technical support, hassle-free asset management with HP Poly Lens³, and insights and analytics for your entire HP Poly estate with HP Poly Lens Pro for Rooms.



Poly Elite – Proactive, personalized high-touch premium+ support

Proactive, personalized, high-touch concierge level support to manage your dispersed collaborative environment around the world, helping you minimize risks through strategic upgrades and smart asset management. Includes everything in Poly+ Analyze.

Resident Technical Services

Bring our technical expertise to your site. Supplement your existing staff with continuous, onsite technical and networking expertise, supporting your daily operations.

Customer Delivery Manager

Augment your internal resources, receive analysis and improvement recommendations, and accelerate adoption of your Communication & Collaboration investment.

Technical Customer Assurance Manager

Your Technical Customer Assurance Manager serves as your dedicated consultant, helping you grow, manage, and optimize your Communication & Collaboration investment and achieve desired business outcomes.



Find the HP Collaboration Support Service that's right for you

For the best customer experience, we recommend the purchase of a Collaboration Support Service for your solution. Gain peace of mind by contacting your HP sales representative or authorized HP Channel Partner today.

Learn more at
hp.com/collaboration-services



1. 24/7 English language support is available in all countries where HP Managed Collaboration Services is sold.
2. Poly provides advance replacement for any failed hardware component under most maintenance service programs. If Poly's technical support representative determines that a replacement part is required to resolve a reported or diagnosed problem, the replacement part will be shipped by Poly (Monday through Friday) for advance replacement using an expedited carrier service. Poly will use best effort to process replacement part orders same day in order to meet local carrier pickup schedules. The deadline for same-day processing is generally 3 pm local time to Poly's regional parts depot. Please visit the following link to find the advance replacement expected transit times per country, as well as shipping terms ADVANCE PARTS REPLACEMENT | HP® Customer Support.
3. Poly Lens is a cloud-based device management solution that provides actionable insights and analytics around unified communications endpoints like Poly voice, video, and headset devices and can be sold as a stand-alone service. Internet access is required. Additional Poly Lens information can be found at <https://www.hp.com/us-en/poly/software-and-services/software/poly-lens.html>