

Service	Windows (XP & Vista)	Macintosh	Linux
System recommendations and pricing	Yes	Yes	No
Basic configuration (email, printers, ...)	Yes	Yes	No
Configuration guides and downloads for commonly used software and features available on IT web site	Yes	Yes	When possible
Additional desktop software licensing & ordering	via Portal	via Portal	via Portal
Resolving common issues (applications, wireless, printers not working properly)	Yes	Yes	No
Resolving complex issues (need to re-image systems due to viruses or other reasons, ...)	IT-recommended HP -- Yes Others -- Limited	Best effort	No
Basic hardware upgrades (memory, disks, ...)	Yes	Yes	Only if drivers not needed
Hardware diagnosis to component level	Yes	Best effort	No
Onsite hardware repair (motherboards, fans, ...)	No	No	No
Outsourced hardware repair	HP only	Yes	HP only
Onsite disk data recovery	Best effort	Best effort	No
Outsourced disk data recovery	Yes	Yes	Yes