Data sheet

HP Service Advantage

For HP PageWide Web Presses

AMS

HP Graphics Solutions Services

HP Service Advantage – Experience the future of services today
With HP Service Advantage, we bring a new approach to supporting your business, so you can achieve predictable printing operations and an optimized cost structure. It's all about empowering you to effectively and proactively manage your print operation and grow your business. With HP Service Advantage you can:

- **Gain control of your print production**—Improve operational excellence, productivity and uptime, with your HP engineer working together with you and your team towards the highest level of satisfaction. Get best-in-class training when and where you need it and extensive services for production optimization from day one and onwards. With more control, you can get more from your investment.

- **Proactively prevent issues before they affect your production**—We're moving from reactive to proactive and preventive support, leveraging HP's industry-leading expertise, best practices and accumulated knowledge to optimize press availability.

- **Resolve support issues efficiently**—We know that some issues are unavoidable, so there are numerous ways in which we help you get back to high-quality printing quickly and easily. With our extended remote support program, you can diagnose, troubleshoot and resolve issues quickly and independently. With the HP Smart Uptime Kit we help you manage the right parts on hand that are quickly accessible for efficient repairs. When you need it, we're available to help with the HP Visual Remote Guidance service and assistance from HP experts.

Are you ready to make the most of HP Service Advantage for your business?

HP Visual Remote Guidance

Dramatically cut repair time and operating costs
HP Visual Remote Guidance is an innovative support service enabled through HPE MyRoom that facilitates faster issue resolution by operators, while collaborating virtually with a remote support engineer. Live information sharing provides an intelligent, intuitive remote support experience. The remote customer engineer can see what your operator sees and does, and can provide real-time guidance, all via the Smart Glasses, enabling convenient, hands-free interaction. Text chat is enhanced with real-time language translations[1], bringing further convenience to the remote support experience. Seamless access to HP experts worldwide extends your operators' skills and simplifies the resolution process.

Production Excellence Service Training

The Production Excellence Training is a lecture-style and hands-on course tailored to the unique environment and printing needs of every customer. The course is divided into three sections with specific content addressing: management, pre-press personnel, and operators focusing on workflow and process optimization and best practice sharing. The course incorporates the use of BackOffice press data to identify potential areas of inefficiency which could be positively impacting productivity once identified and corrected.

What You Get
At the end of this course, participants should be able to or have:

- A deeper understanding of workflows ranging from prepress to saleable output
- Evaluate print quality and printing issues and how to optimize press utilization
- Establish media management job practices that will enable less waste, cost management and application versatility
- Execute job batching methods resulting in greater uptime and less waste

HP PrintOS Print Beat

The HP Print Beat report for PageWide Web Press is a performance dashboard, available via HP PrintOS to HP Web Press customers. It enables easy access to key performance information, which has been recognized as instrumental in driving continuous improvements in uptime and productivity for operational excellence.

Simple, straight forward performance tracking
Overall performance is aggregated to a single 0-100 Print Beat score, so it is easy to understand your overall production performance and where opportunities for improvement exist.

Multiple performance indicators
Excellence in production comes from multiple areas. The Print Beat report tracks performance across five key parameters: print volume, system health score, pages per run, maintenance score, and operating efficiency. These indicators not only show you how well your production did, but also on which areas to focus.

Drives continuous improvement
Improvement can easily be tracked by looking at the arrow signs. Up means better than the previous week, down is worse, and the equal sign means you are on par versus your prior week's performance.

Full transparency and shared goals
Your primary engineer and service team have access to the same report, enabling full transparency and goal sharing.

[1] Language translations are through SpeechTrans on pc-based sessions.

HP Smart Uptime Kit

The HP Smart Uptime Kit is a cloud-based parts management system to help you significantly increase uptime and productivity by enabling you to manage and access the right parts available in your HP Uptime Kit onsite.

Work smarter, with higher productivity and uptime
HP Smart Uptime Kits contain the most frequently needed replacement parts based on our usage and consumption studies. Having a kit on hand means that a qualified operator can install new parts 24/7 without delay, reducing your time-to-repair.
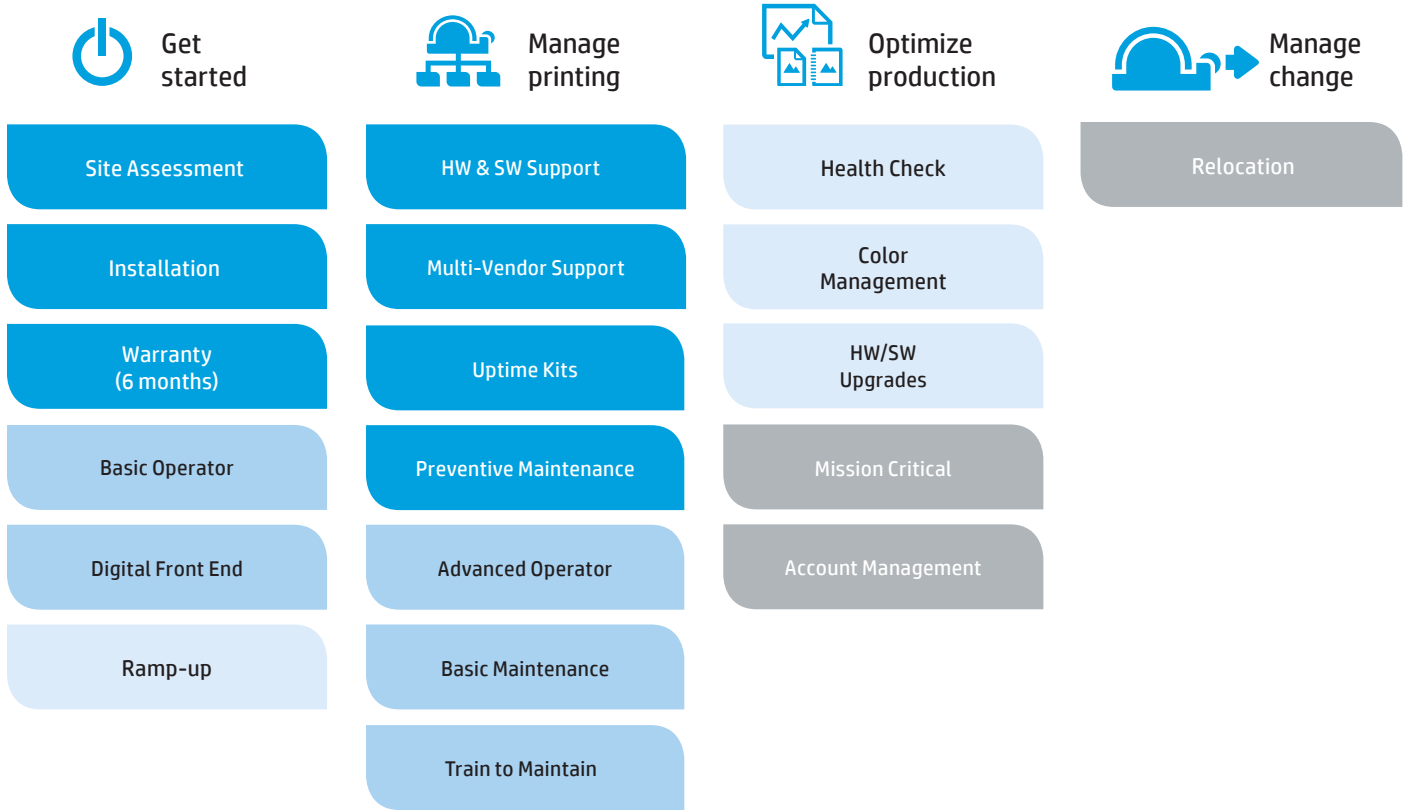
Easily organize and track spare parts
Use the barcode scanner to register the receipt of each part and its exact location in the cabinet. When you remove a part from the cabinet, scan it again and register it as moved or consumed, using the dedicated PC. You can view reports of your parts usage and missing parts, and receive alerts when your inventory might be missing a part.

Scale-up your spare parts inventory as needed
You can manage the same Uptime Kit for multiple presses of the same model onsite, using the same PC and barcode scanner. You can also add new Uptime Kits for different press models to the same parts management system; just add extra cabinets as needed to accommodate the additional set of parts or extended parts list.

HP PageWide Web Press Service Portfolio[2]

Get started	Manage printing	Optimize production	Manage change
Site Assessment	HW & SW Support	Health Check	Relocation
Installation	Multi-Vendor Support	Color Management	
Warranty (6 months)	Uptime Kits	HW/SW Upgrades	
Basic Operator	Preventive Maintenance	Mission Critical	
Digital Front End	Advanced Operator	Account Management	
Ramp-up	Basic Maintenance		
	Train to Maintain		

- ■ Support services
- ■ Training services
- ■ Productivity services
- ■ Customized services

[2] Availability of service programs and specifications might vary by product and by country.

For more information:
hp.com/go/webpressservice

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