

# HP Graphics Solutions Services Portfolio

Our experience, your advantage



May 2016  
Americas



# HP Indigo Smart Uptime Kit

## Always find the right part available

The cloud-based HP Indigo Smart Uptime Kit upgrade  
Not only keeps your spare parts on hand  
It makes it easy to access your kit data – anytime anywhere.

- Immediate access from any device
- Automatic proactive software upgrades
- Easily restore data from secured back-up
- Improved user interface (UI)
- Secure access
- Supports multiple HP Indigo Digital Presses

Find out more at [hp.com/go/indigoservice](http://hp.com/go/indigoservice)





# Welcome!

*I am excited and honored to present you with the first HP Graphics Solutions Services book, which I hope you will find both informative and inspiring. Our goal is to help you understand what services are available to help our customers achieve more and grow their business.*

In this booklet you will find a summary of our comprehensive portfolio of services delivered by HP and our HP Channel Partners. For years, HP has provided onsite and remote support as well as Productivity Optimization and Training to increase customer uptime and productivity. Addressing every stage of the HP printing equipment full lifecycle, our mission is to help you do more and get a higher return on your HP investment from day one, and every day thereafter as your needs evolve:

## Getting Started

In this stage, our service and support programs help you to get production off to a strong start.

## Manage Printing

As time goes on, a broad set of service and support programs are available to help you manage printing operations and gain more efficiency.

## Optimize Production

Additional programs and services help to increase productivity and quality while reducing printing costs.






## Manage Change

At any time as you make game-changing alterations to your operating model or physical premises, HP Graphics Solutions Services are available to help ensure an efficient and effective transition to grow with your business and optimize the impact of these changes.

Boris Bel

Director  
Americas Graphics Solutions Services

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# HP Graphics Solutions Services Portfolio<sup>1</sup>



## Get Started



## Manage Printing

Site Assessment

Installation

Warranty  
(months 6)

Operator Training Level 1

Pre-Press Workflow  
Training

Ramp -Up

HW & SW  
Support Agreements

Multi-Vendor  
Support

Uptime Kits

Preventive  
Maintenance

Operator Training  
Level 2/3

Color Profiling

- Support Services
- Training Services
- Productivity Services
- Customized Services

<sup>1</sup> programs and specification may vary by product line and by country



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**Optimize  
Production**



**Health Check**

**Production  
Optimization**

**Color  
Management**

**Workflow  
Optimization**

**Peak Season**

**Mission Critical**

**Pre-Press Workflow  
Consulting**

**Account Services  
Management**

**Manage  
Change**



**Relocation**

**Recertification**

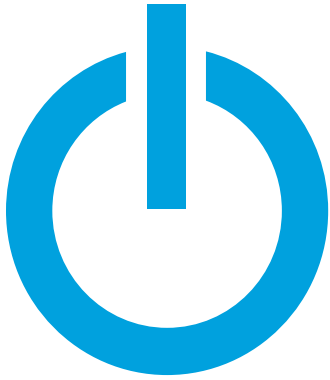




# HP Indigo Services







# Get Started

## Support Services

### Site Assessment

HP Graphics Solutions Services works with you to prepare your site for your HP Indigo Digital Press. An HP Customer Engineer conducts a comprehensive site survey to ensure that the various aspects of the installation are planned in detail. This takes into account power requirements, environment controls, site access, networking and other factors to streamline installation and ensure optimization of the production environment.

### Installation

A successful installation relies on careful planning. An HP Customer Engineer will install the HP Indigo Digital Press, perform all necessary adjustments, and will bring it to full operational level. The engineer will print a suite of test prints to verify everything is in optimal working order. Once this is completed, you are ready to ramp-up to full production.

### Warranty

The HP Indigo Digital Press and Digital Front End (DFE) six-month warranty and support service come standard with all HP Indigo products. Additional purchase of a support program extends both the hardware and support coverage, depending on the device for which it is purchased. Warranty support guarantees 'Next Business Day' service.

Site  
Assessment

Installation

Warranty  
(6 months)

Operator Training  
Level 1

Pre-Press  
Workflow Training

Ramp -Up







“ I have just invested in an HP Indigo Digital Press, and need to start printing as quickly as possible.”



## Training Services

HP Graphics Solutions Services offers a comprehensive training curriculum that provides the knowledge and skills necessary to utilize the full capabilities of the HP Indigo printing solution. Our training programs emphasize hands-on practice in a professional learning environment. Courses taught at our HP Indigo Training Center are also available onsite at your location. Courses offered include:

- **Operator Level 1 Training** - This training is designed for new HP Indigo Digital Press operators, to enable them to use the press safely and to independently perform routine maintenance procedures.
- **Operator Level 2 & 3 Training<sup>1</sup>** - This training provides advanced press, operator training and maintenance. Courses empower operators to independently perform routine activities.

- **Pre-Press Workflow Courses** - This training provides the knowledge necessary to operate and manage the pre-press environment and teaches trainees how to monitor and troubleshoot data flow. Courses include system setup and administration, job management and submission, modifying press job properties, and creating and using job tickets.

**For Labels and Packaging customers a pre-press training course is also available, covering advanced EskoArtwork color management and variable data printing technology usage.**

## Productivity Optimization Services

Productivity and Color Optimization services are provided during a customized onsite visit by an HP Authorized Production Specialist, who works closely with both operators and management to optimize best practices for press operation, maintenance, and press consumables management.

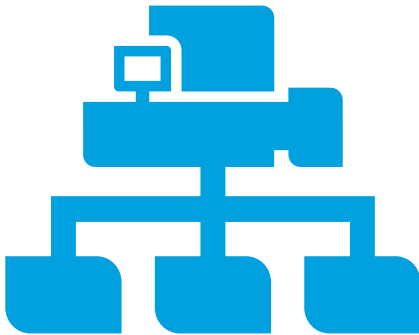
## Ramp-up

To maximize the value of your investment and ensure a quick transition to full production, operators receive onsite support from our highly skilled implementation team to verify they are using the HP Indigo Digital Press to its full potential. This hands-on training is known as the ramp-up period. During this period, the implementation team works with the operators to:

- Reinforce the skills learned during formal training
- Offer workflow and production tips related to specific customer jobs
- Maximize press uptime and increase productivity
- Optimize consumables management

Following the onsite visit, an HP Ramp-up Program Manager acts as a focal point between you and HP resources to ensure all production goals are reached as quickly as possible.

<sup>1</sup> Operator Training Level 2 is a prerequisite for a Shared Maintenance Support Agreement



# Manage Printing

## Support Services

HP Graphics Solutions Services offers a full line of support and service programs for all HP Indigo Digital Presses and Digital Front End (DFE) workflow systems, including Basic, Standard, and Enhanced options. These are divided into two main programs: Full Maintenance Support and Shared Maintenance Support. Each program includes a combination of Remote Support and Onsite support:

- **Remote Support.** The multi-tier HP Customer Care Center offers telephone assistance for your Digital Press and DFE system by experienced engineers. They remotely employ leading tools such as HP Indigo Print Care, resulting in real-time solutions and less downtime for your HP Indigo equipment.

- **HP Indigo Print Care** is a comprehensive suite of enhanced support tools and services that help your business keep press operations on track. With HP Indigo Print Care, operators are remotely guided through automated or manual processes to resolve press issues. They can also easily access efficient real-time remote support from a local Engineer. More information on HP Indigo Print Care is available on page 15.

- **Onsite Support.** If an operational problem occurs with your digital press that cannot be resolved remotely, the HP Customer Care Center will dispatch a local HP Customers Engineer to provide onsite support.

- Full Support
- Shared Maintenance
- SmartStream Solutions Services
- Uptime Kits
- Multi-Vendor Support
- Preventive Maintenance
- Operator Training Level 2/3
- Pre-Press Workflow Training





# “I need a predictable business operation, and to reduce the risk of unplanned downtime.”



## Support Contracts

HP Graphics Solutions Services offers two types of support contracts, a Support Contract for the HP Indigo Digital Press and a contract for the Digital Front End. The Support Contract for the press comprises of two elements:

- **Spare Parts**, including remote support and all replacement parts, required for servicing the HP Indigo Digital Press:
- **Labor** that is provided by HP or HP Authorized Channel Partners

The Digital Front End (DFE) Support Contract is designed to cover all hardware and software support, as well as mandatory software updates.

## Full Support

This program includes a full range of proven preventive, diagnostic, remedial and repair services carried out by HP professionals. It includes phone support, onsite service visits, mandatory software and hardware updates, as well as replacement parts and ground freight.

## Shared Maintenance<sup>1</sup>

Shared Maintenance enables you to assume responsibility for certain service and maintenance procedures, guided by phone support from HP’s experienced remote support engineers. The program includes phone support, limited onsite visits per calendar quarter, mandatory software and hardware updates, and replacement parts.

## HP SmartStream Solutions Services

The unique HP Indigo Digital Front End systems deliver extreme performance, end-to-end IT and printing management, and a flexible architecture to expand computing power. HP’s SmartStream Solutions Services provide a strong safety net for your business-critical printing operations by providing the same level of support as your HP Indigo Digital Press support contract, all mandatory software updates, and hardware replacement parts.

## Uptime Kits

HP Indigo Uptime Parts Kits are designed to help reduce downtime and increase productivity by having the right replacement parts onsite 24x7. Different levels of uptime kits are available.

**Onsite Uptime Parts Kit** contains the most frequently needed replacement parts based on our usage and consumption studies for your press.

• **Smart Uptime Kit** contains the most-frequently needed parts for your press, a barcode scanner, and a PC with a cloud-based inventory management system that enables access to inventory information. With easy registration and tracking of parts, and missing parts alerts, you will always know what parts you have onsite and exactly where they are located.

## Multi-vendor Support

Multi-vendor Support provides first-level support and a single point of contact for your HP Indigo press and finishing equipment.

## Preventive Maintenance<sup>2</sup>

Preventive Maintenance is the routine maintenance procedures, performed by a qualified operator, including cleaning and repair of equipment and software in line with the recommendations of the service manuals and training.

<sup>1</sup> Prerequisite for the Shared Maintenance Program is successful completion of Level 2 Operator Course

<sup>2</sup> This can also be an additional customized service provided by an Customer Engineer.



# Optimize Production

## Productivity Optimization Services

HP offers a wide variety of productivity optimization programs for all HP Indigo Digital Presses and Digital Front End (DFE) workflow computing systems. With these services, we help you proactively increase uptime, optimize performance and maximize every minute of print capacity.

### Health Check

Health Check services include the visit of an experienced specialist to review the health of your systems and tune the press for ensure best performance.

### Production Optimization

Production Optimization services are provided during a customized onsite visit by an HP Production Specialist, who works closely with both operators and management to optimize best practices for press operation, maintenance, and press consumables management.

### Color Management

Color Management services are designed to help operators optimize color quality and consistency, as well as match color to other devices within the print environment. This service is provided onsite at your premises.

### Production Management Training

Production Management training enables HP Indigo Digital Press owners and production managers to establish and maintain best practices in order to benchmark operational efficiencies and manage their business more efficiently and profitably.

Health  
Check

Production  
Optimization

Color  
Management

Production  
Management

Peak  
Season

Pre-Press Workflow  
Consulting

Account Service  
Management







**“My HP Indigo Digital Press runs well, but I need more productivity, and to reduce the total operating costs per print.”**

### **Customized Services**

While regular HP Indigo Digital Press service contracts consistently deliver the highest standards, enhanced service coverage during business-critical production periods is sometimes required. To meet such needs, we have an offering of customized services:

#### **Peak Season**

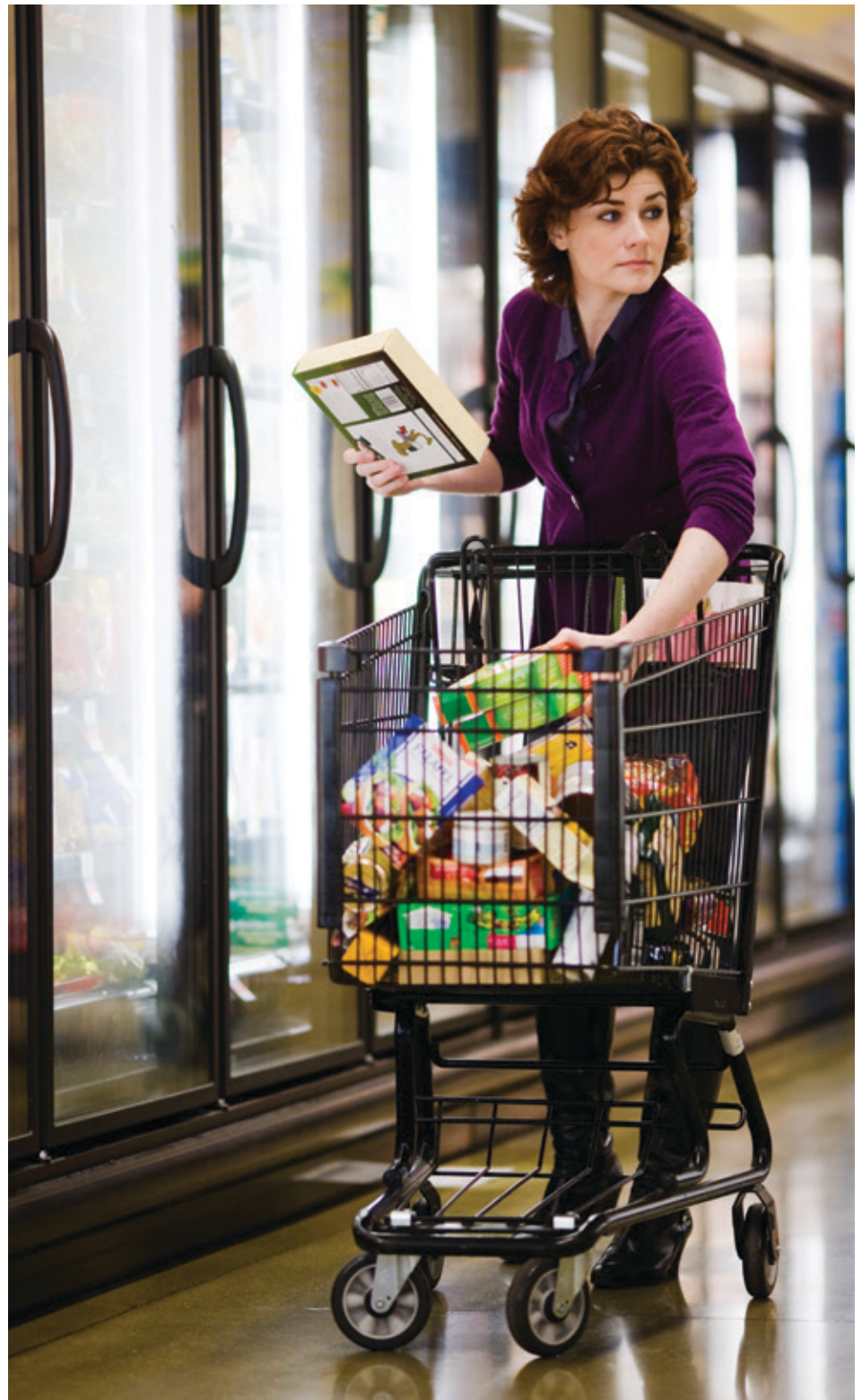
Peak Season services offer short-term service options that can be fully customized, ranging from Extended Remote Support to 24x7 dedicated onsite support. These services rely on proactive planning and should be requested at least three months prior to the start of your peak production time.

#### **Pre-Press Workflow Consulting**

Pre-press Workflow Consulting includes onsite pre-press/Optimization, control points, and documentation, per agreed scope.

#### **Account Service Management**

Account Service Management includes a pre-assigned, highly experienced and dedicated service professional, with an end-to-end perspective covering your business, press, DFE, and operations.





## Manage Change

Relocation

Recertification

**“My production needs have changed, and I need to reposition or relocate and get my HP Indigo Digital Press ready for production.”**

### Relocation

Relocation Services provide end-to-end solutions for the repositioning of HP Indigo Digital Press. A multitude of options are covered: across the room, across the country or around the world; from a single printing system up to a complete set of printing systems.

### Recertification

Recertification Service is for customers who have previously chosen to let their warranty or support coverage lapse, as well as customers who have purchased used presses. It includes an inspection to identify all services that need to be performed before a press can receive an official and effective service contract.





## HP Indigo Print Care is comprised of 6 toolsets

### Diagnostic Tools



Enables the operator to independently diagnose and identify where the problem is occurring. Once the cause of the issue is identified, HP Indigo Print Care offers corrective actions for resolution. This includes **Element Activations**, automatic and manual **Tests**, pre-defined tests **dashboards**<sup>1</sup>, as well as the ability to customize and save your own set of tests<sup>1</sup>. Another tool is the **Substrate Transport Tool** that helps to diagnose and adjust the substrate handling system.

### Troubleshooting Tools



Provides the operator through a guided process of possible causes, corrective actions, and automatic validation, for the most common press issues. Launched directly from an error message or a print quality issue, or initiated by the user. Features include:

- **Print Quality Assist:** Identify the cause of print quality issues quickly. This intuitive tool provides a set of images that display the most common image defects. After selecting the image defect that best matches your situation, the tool provides guidance for troubleshooting and resolution of your issue
- **Error Messages:** Quick and easy access to troubleshooting procedures directly from the press error message
- **Automatic Alert Agent**<sup>2</sup>: Identifies and alerts the user in real time, once a print defect it detected. The tool provides direct link to the print defect troubleshooting steps. Available for Presses with In-line Scanner
- **Supplies Care**<sup>2</sup>: Save time and boost your productivity with this efficient, user friendly process that can identify and correct supplies issues and print quality defects, and prevent unnecessary supplies replacements

### Maintenance and Calibration Tools<sup>2</sup>



Supports and assists operators with ongoing press maintenance and calibration by step-by-step procedures:

- **Maintenance Routines:** Increase press's availability and print quality, and maintain a steady press's health and top operating condition. Simplify operation to perform ongoing maintenance, integrates simplicity, accessibility and self-tracking with customization. This tool provides a visible indication on press's maintenance condition
- **Calibrations and installation procedures:** Wizards and automatic procedures for components calibration and installations are available to simplify procedures

### Service Tools



Provides operators a full picture of press status and information regarding various topics.

- **Press @ a Glance:** Access to press information that can assist in resolving press issues, such as: measurements, events, tests results, out of spec values, supplies and parts replacements and press properties. Present charts and graphs for quick and easy view
- **ATP Procedures**<sup>1</sup>: This tool enable users to print a wide variety of jobs without using the DFE to test the press's print quality

### Remote Tools



Collaborate and resolve issues quickly with Remote Support Engineer. Features include:

- **Service Call:** Opens a service call directly from the press and transfers critical press logs and files to Remote Support
- **HP MyRoom:** Allows the operator to share critical information, in real time, with Remote Support Engineer. One can share images and/or video, open a chat session, share the desktop, and enable remote control to resolve the problem

### Knowledge Tools<sup>1</sup>



All the documentation and complementary information you need, such as:

- **Knowledge Center:** Easy access to all documents and manuals in one location, organized upon areas and subsystems
- **Parts Catalog:** A three dimensional list of components and its catalog number, for easy identification of a required part

### HP Indigo Print Care functionality varies per press family.

The above toolsets available for HP Indigo 7000 Series, HP Indigo WS6000 Series, HP Indigo 10000, 20000 & 30000 Digital Presses. For HP Indigo W7250 and W7200 HP offers an abridged version of the toolsets. Only Service Tools and Remote Tools are available on the HP Indigo 5000, 3000, WS4000 Digital Presses Series.

<sup>1</sup> Feature applies to HP Indigo 10000, 20000, 30000 Digital Presses

<sup>2</sup> Feature applies to HP Indigo 7000 Series, WS6000 Series Digital Presses

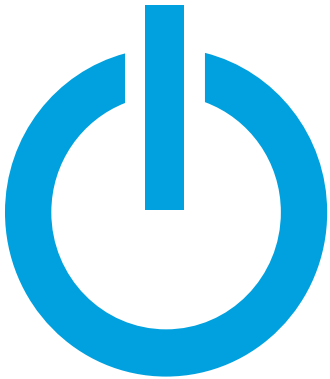








# **HP PageWide Web Press Services**



# Get Started

## Support Services

### Site Assessment

HP Graphics Solutions Services work with you to prepare your site for the HP PageWide Web Press. An HP Customer Engineer conducts a comprehensive site survey to ensure the various aspects of the installation are planned in detail. This takes into account power requirements, environmental controls, site access, networking and other factors to streamline installation and ensure optimization of the production environment.

### Installation<sup>1</sup>

A team of specialized engineers, led by an Installation Project Manager will install the HP PageWide Web Press and bring it to full operational level.

### Warranty

The HP PageWide Web Press and Digital Front End (DFE) comes standard with a six-month warranty and support service. Additional purchase of a support program extends both the hardware and support coverage, depending on the device for which it is purchased.

Site  
Assessment

Installation

Warranty  
(6 months)

Basic Operator  
Training

Digital Front End  
Training

Ramp -Up

<sup>1</sup> The installation project manager completes the Completion of Installation (COI) which validates that the press is installed and is running to manufacturing specifications. After COI, pre-selected customer jobs and media are run on the press for your final validation and acceptance – Customer Solution Acceptance (CSA). Once this is completed, the HP PageWide Web Press is ready to ramp-up to full production.





“I have just invested in an HP PageWide Web Press, and need to start printing as quickly as possible.”



## Training Services

HP Graphics Solutions Services offers a comprehensive training curriculum that provides the knowledge and skills necessary to utilize the full capabilities of the HP PageWide Web Press solution. Our training programs emphasize hands-on practice in a professional learning environment. Courses taught at our HP PageWide Web Press Training Center are also available onsite at your location. Courses offered include:

- **Basic Operator Training** is designed for new HP PageWide Web Press operators, in order to use the press safely and effectively. Training empowers operators to optimize the capabilities and the return on investment on an HP PageWide Web Press.
- **Digital Front End (DFE) Training** provides the knowledge required to perform job submission using the HP Job Submission Tool. In the second half of the training, HP Authorized Pre-press Workflow Engineers are trained to monitor and troubleshoot data flow through the web press Digital Front End (DFE).

- **Advanced Operator Training** enables operators to perform more than just the basic operation of HP PageWide Web Press. Attendees are trained on common problems related to environment, finishing equipment, and the press.
- **Operator Basic Maintenance** is a lecture-style and hands-on training for experienced press operators. Designed to improve press uptime, topics focus on troubleshooting and repair, as well as some engineer-level maintenance.
- **Train to Maintain** is a lecture-style and hands-on course focused on the repair, maintenance and troubleshooting of HP PageWide Web Presses. Attendees learn how to reduce.

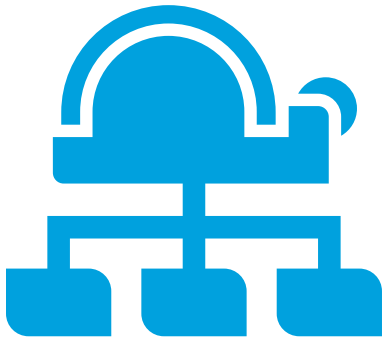
## Productivity Optimization Services

Productivity optimization services are provided during a customized onsite by an HP Production Specialist, who works closely with both operators and management to optimize best practices for press operation, maintenance and press consumables management.

### Ramp-up

To maximize the value of your investment and ensure a quick transition to full production, HP Graphics Solutions offers onsite Production Ramp-up Support. HP's Production Specialist works with the HP PageWide Web Press and Digital Front End (DFE) operators to:

- Reinforce skills learned during formal training
- Offer workflow and production tips related to specific customer jobs
- Maximize press uptime and increase productivity
- Increase operator proficiency
- Optimize consumables management
- Speed up the learning process period



# Manage Printing

## Support Services

HP Graphics Solutions Services offers a full line of support and service programs for all HP PageWide Web Presses and DFE workflow systems hardware and software. These are divided into two main programs: Shared Maintenance Support and Full Maintenance Support.

Each program includes a combination of Remote Support and Onsite support:

- **Remote Support.** The multi-tier, HP Customer Care Center offers telephone assistance for your HP PageWide Web Press and DFE system by experienced HP Customer Care Engineers. They employ technology to remotely monitor your press, which results in real-time solutions and higher availability for your HP equipment.
- **Onsite Support.** If an operational problem occurs with your HP PageWide Web Press that cannot be resolved remotely, the HP Customer Care Center will dispatch a HP Authorized Customer Engineer to provide Onsite Support.

HW & SW  
Support

Multi-Vendor  
Support

Uptime Kits

Preventive  
Maintenance

Advanced Operator  
Training

Operator Basic Maintenance

Train to Maintain







# “I need a predictable business operation, and to reduce the risk of unplanned downtime.”



## Full Support

The Full Support program includes a full range of proven preventive, diagnostic, remedial and repair services carried out by HP professionals. It includes phone support, onsite service visits, mandatory software and hardware updates, as well as replacement parts and ground freight.

## Shared Maintenance<sup>1</sup>

Shared Maintenance enables you to assume responsibility for certain service and maintenance procedures, guided by phone support from HP's experienced remote support engineers. The program includes phone support, limited onsite visits per calendar quarter, mandatory software and hardware updates, and replacement parts.

## Multi-Vendor Support

Multi-Vendor Support provides first-level support and a single point of contact for your HP PageWide Web Press and finishing equipment.

## Uptime Kits

The Onsite Uptime Kit is designed to help reduce downtime and increase productivity by having the right replacement parts onsite 24x7. The four levels of Uptime Kits include: Standard, Supplemental, Supplemental Plus, and Comprehensive. Uptime Kits are also available for third party vendors.

## Preventive Maintenance

Preventive Maintenance is the routine maintenance procedures performed by a qualified operator, including cleaning and repair of equipment and software in line with the recommendations of the service manuals and training. This can also be an additional customized service.

## Training Services

HP Graphics Solutions Services offers a comprehensive training curriculum that provides the knowledge and skills necessary to utilize the full capabilities of the HP PageWide Web Press solution. Our training programs emphasize hands-on practice in a professional learning environment. Courses taught at our HP PageWide Web Training Center.

**Basic Operator training** is designed for new HP PageWide Web Press operators, in order to use the press safely and effectively. Training empowers operators to optimize the capabilities and the return on investment on an HP PageWide Web Press.

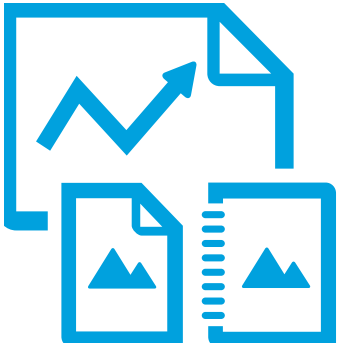
• **Digital Front End Training** - provide the knowledge required to perform job submission using the HP Job Submission Tool. In the second half of the training, prepress workflow engineers are trained to monitor and troubleshoot data flow through the web press Digital Front End (DFE).

• **Advanced Operator Training** - enables operators to perform more than just the basic operation of HP PageWide Web Press. Attendees are trained on common problems related to environment, finishing equipment, and the press.

• **Operator Basic Maintenance** is a lecture-style and hands-on training for experienced operators. Designed to improve press uptime, topics focus on troubleshooting and repair, as well as some engineer-level maintenance.

• **Train to Maintain** is a lecture-style and hands-on course focused on the repair, maintenance and troubleshooting of HP PageWide Web Presses. Attendees learn how to reduce press down time by quickly and accurately diagnosing problems and finding solutions.

<sup>1</sup> Prerequisite for the Shared Maintenance Program is successful completion of the HP PageWide Web Press Basic Operator and Train-to-Maintain training courses.



# Optimize Production

## Productivity Optimization Services

HP offers a wide variety of productivity optimization programs for all HP PageWide Web Presses and Digital Front End (DFE) workflow computing systems. With these services, we help you proactively increase uptime, optimize performance and maximize every minute of print capacity.

### Health Check

Health Check services include the visit of an experienced HP Authorized Specialist to review the health of systems and to tune the press for optimal performance.

### Color Management

Color Management Services are designed to help the operators optimize color quality and consistency as well as match color to other devices within the print environment. This service is provided onsite at your premises.

### Hardware/Software Upgrades

The Press Upgrade Service is an onsite service that can accommodate various press upgrades. It covers the HP Authorized professionals required to perform the upgrade installation as well as providing training so you can quickly reap the benefits. Multiple service tiers support varying levels, scope, and complexity.

Health Check

Color Management

HW/SW Upgrades

Mission Critical

Account Management





**“My HP PageWide Web Press runs well, but I need more productivity, and to reduce the total operating costs per print.”**

### **Customized Services**

While regular HP PageWide Web Press service contracts consistently deliver the highest standards, enhanced service coverage during business-critical production periods is sometimes required. To meet such needs, we offer customized services such as: Mission Critical and Account Service Management Services.

#### **Mission Critical**

Mission Critical services are a tailored suite of premium services supporting an HP PageWide Web Press, to enable you to meet your demanding production commitments with confidence in your press' availability and efficiency. Proactive services, including training, remote monitoring, preventive maintenance, and production ramp-up, maximize production predictability and confidence. Services can be set up for a defined period or for ongoing coverage.

#### **Account Service Management**

Account Service Management program provides a highly experienced and dedicated HP service professionals, with an end-to-end perspective covering your business, press, DFE, and operations.







## Manage Change

### Relocation Services

Relocation Services are designed for HP PageWide Web Press owners who are looking for a complete relocation of their HP PageWide Web Press equipment, across the site or across the country. End-to-end support is provided through an HP Customer Engineer.

Relocation

**“My production needs have changed, and I need to reposition or relocate and get my press ready for production.”**



# Mission Critical Services for breakthrough business productivity

HP PageWide Web Press Mission Critical services is a tailored suite of premium services that helps customers meet their most demanding production commitments with confidence.

Find out more at [hp.com/go/webpressservice](http://hp.com/go/webpressservice)

**Core Services** are a set of Account Services Management services including:

- Assigned account management team
- Robust press update process
- Upgraded support elevation process
- Proactive remote management

**Foundation Services** are a set of support services including:

- Upgraded end-to-end support
- Managed up-time kits
- Scalable SLA to meet customer's needs
- Enhanced operator training

**Proactive Services** are a set of Productivity services including:

- Scheduled health checks
- Basic and extended ramp up support
- Rigorous maintenance compliance reviews
- Scheduled performance

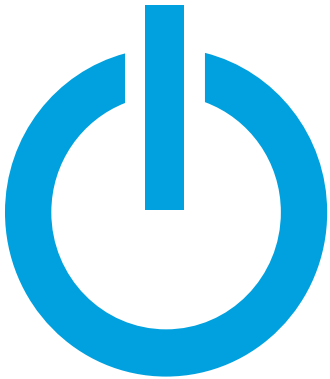








# HP Scitex Services



Site  
Assessment

Installation

Warranty  
(6 months)

Operator Training  
Level 1

Engineer  
Training

Ramp-Up

# Get Started

## Support Services

### Site Assessment

We work with you to prepare your site for the HP Scitex printing equipment. A comprehensive site survey is conducted to ensure the various aspects of the installation are planned in detail. This takes into account power requirements, environmental controls, site access, networking and other factors to streamline installation and ensure optimization of the production environment.

### Installation

A successful installation relies on careful planning. During the installation An HP Authorized team of professionals locates and installs the press/printer, performs all necessary adjustments, and brings it to full operational level. The team prints a suite of test prints to verify everything is in optimum working order, and draws up a Completion of Installation (COI) form for your approval. Once this is completed, the press is ready to ramp-up to full production.

### Warranty

The HP Scitex six months warranty and support service come standard with all HP Scitex products. Additional purchase of a support program extends both the hardware and support coverage, depending on the device for which it is purchased.



**“I have just invested in an HP Scitex Printing equipment, and need to start printing as quickly as possible.”**



## Training Services

HP offers a comprehensive training curriculum that provides the knowledge and skills necessary to utilize the full capabilities of the HP Scitex printing equipment. Our training programs emphasize hands-on practice in a professional learning environment. Courses taught at our HP Scitex Training Center are also available onsite at your location.

Courses offered include:

- **Operator Training Level 1** - This training program is designed for new HP Scitex printing equipment operators, to enable them to use the press safely and to independently perform maintenance routines. Operator Level 1 Training includes certification CSR<sup>1</sup> level.
- **Engineer Training** - This training program is designed for experienced operators and HP Authorized Engineers, to train them on diagnostics, and service & repair routines of HP Scitex printing equipment.

- **Operator Training Level 2** - This training program provides advanced training and knowledge to experienced operators on the principles of production optimization. The main goal is to optimize usage of the press/printer, such as how to perform diagnostics, utilize advanced printing methods, optimize media and ink, and perform basic troubleshooting.
- **RIP- ONYX and Caldera Training** - This training program is intended for field engineers, as well as press/printer operators with some application knowledge, to enable them to install, maintain and solve relatively simple problems with the RIPs.

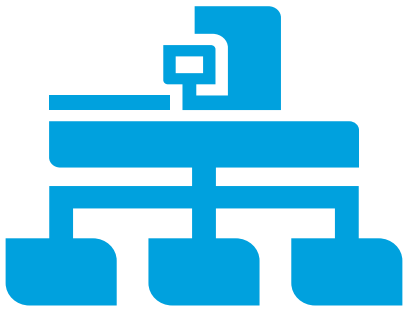
## Productivity Optimization Services

Productivity Optimization services are provided during a customized onsite visit by a HP Authorized Channel Partner Production Specialist, who works closely with both operators and management to optimize best practices for press operation, maintenance, and press consumables Optimization.

**Ramp-up.** This program focuses on increasing the press/printer and Digital Front End (DFE) operator's knowledge level by providing hands-on experience, discussion of the production flow required on the customer's site, and troubleshooting of the HP Scitex printing equipment. The HP Scitex Production Ramp-up program is a mentoring and training program specially designed for new printing businesses or businesses with expanding production capacity.

<sup>1</sup> CSR= Customer Self Repair





# Manage Printing

## Support Services

HP offers a full line of **Service and Support Agreements** for HP Scitex printing equipment. These are divided into three main programs: Full Maintenance Support, Shared Maintenance Support and Parts&Remote.

### Full Support

Designed for high-end customers the Full Support program provides first-rate all-inclusive coverage post standard warranty period. Program includes unlimited remote support and next business day Onsite Support response and covers all travel expenses, spare parts, and preventive maintenance.

### Shared Maintenance

Designed for customers to maximize press/prINTER uptime by enabling customer self-repair and maintenance tasks and reduces cost of ownership. The Shared maintenance program includes unlimited remote support, customized number of annual onsite visits, second business day support response, onsite labor and spare parts. The Inclusion of Level 2 annual training is optional.

Service & Support Agreements

Uptime & Maintenance Kits

Preventive Maintenance

Operator Training Level 2<sup>1</sup>

RIP - ONIX & Caldera<sup>1</sup>



<sup>1</sup>Description of program on page 29

# “I need a predictable business operation, and to reduce the risk of unplanned downtime.”



## Parts&Remote

Designed for customers who are looking for a cost effective entry-level service program as parts insurance. Parts&Remote with unlimited remote support and spare parts included.

### Each program includes a combination of Remote Support and Onsite Support:

- **Onsite Support.** When problems cannot be solved remotely, a qualified engineer will be dispatched for an onsite visit. To minimize downtime, the remote support Care Center will inform the Onsite Support Engineer in advance about his diagnosis and organize shipment of spare parts needed.

- **Remote Support.** The HP Customer Care Center offers email and telephone support delivered by experienced engineers during normal business hours. In addition, HP's remote support includes **HP Scitex Print Care**, an industry-leading toolset providing fast, efficient assistance in two key areas:

- **Routine Maintenance** - Using remote HP Scitex Print Care tools an HP Customer Care Center Engineer can remotely examine your press and view data to help resolve a problem, while discussing it in real-time with your operator.
- **Remote Troubleshooting** - The remote Customer Care Center engineer employs enhanced diagnostics to offer your operator step-by-step guidance towards issue resolution. it is practically the same as working side-by-side.

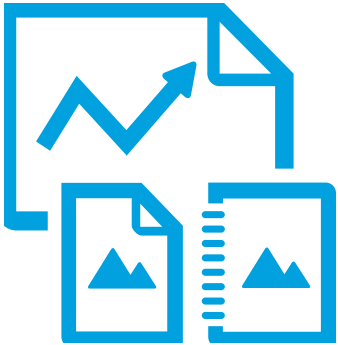
## Uptime & Maintenance Kits

The **Uptime kit** is an onsite inventory of the most frequently needed essential parts. Designed for customers working on multi-shift production, who want to optimize and reduce downtime. With Certified Advanced Operators capable to replace parts with remote guidance.

The **Maintenance Kit** is a set of consumables and parts, most frequently needed for preventive maintenance cycles. Designed to help customers to achieve higher print quality and reduce cost of ownership and unexpected expenses.

### Preventive Maintenance

Preventive Maintenance program is tailored for HP Scitex printing equipment owners, to help customers to achieve higher printing quality and reduce cost of ownership and unexpected expenses.



# Optimize Production

## Productivity Optimization Services

HP offers a wide variety of productivity optimization programs for HP Scitex printing equipment. With these services, we help you proactively increase uptime, optimize performance and maximize every minute of print capacity.

Color  
Management

Peak  
Production<sup>2</sup>





# “My HP Scitex printing equipment runs well, but I need more productivity, and to reduce the total operating costs per print.”

**Color Management.** These services are designed for customers who want to optimize media calibrations by a comprehensive Color matching process using ICC profiling. This service is provided onsite.

## Support Services

While regular HP Scitex printing equipment support contracts consistently deliver the highest standards, enhanced service coverage during business critical periods is sometimes required.

**Peak Production<sup>2</sup>.** These services are designed for HP Scitex printing equipment owners who need HP to perform onsite or remote support outside of standard hours during peak production periods.



<sup>2</sup> Requires prior agreement and confirmation with HP Graphics Solutions Services



# Manage Change

## Customized Services

### Relocation Services

Relocation Services coordinate the resources needed to reposition HP Scitex printing equipment. A multitude of options are covered: across the room, across the country or around the world; from a single printing system to a network of printing systems. You will be given one point of contact to reduce complexity, minimize risk and keep disruption to a minimum.

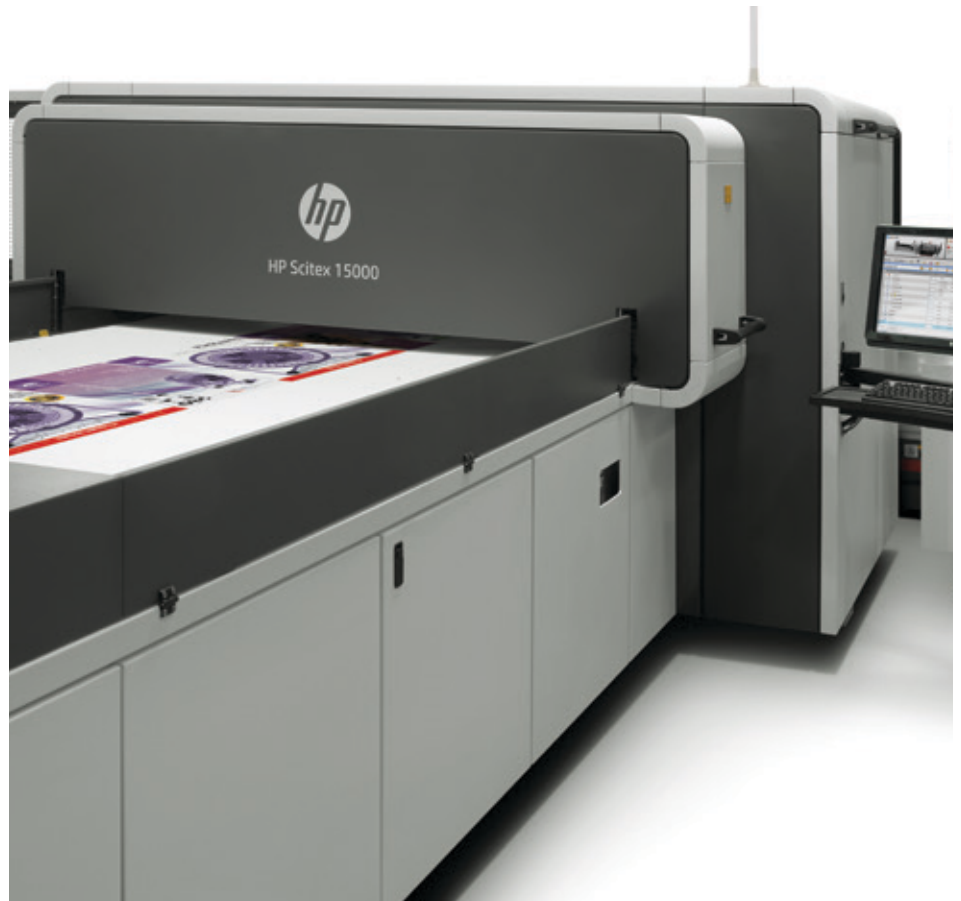
### Recertification Services

HP Scitex printing equipment, which is not under warranty or service contract can be placed under an HP service agreement after they have been inspected and approved. Once the press/printer's service agreement has been activated, HP will rebate a portion of the charges for the inspection visit and repairs (parts & labor).

Relocation

Recertification

**“My production needs have changed, and I need to reposition or relocate and get my HP Scitex printing equipment ready for production.”**





## HP Scitex Print Care tools and services

### Remote Tools



Remote Assistance using 'Call me @hp', allows the HP remote Customer Engineer<sup>1</sup> to be ready and waiting to dialog in real-time using a chat tool to provide remote assistance service and support.<sup>1</sup> Through this service, the remote HP Customer Engineer uses a camera to look at your press/printer, sees diagnostic results, and views historical data to help complete maintenance and reach a resolution. This service is designed to be like virtually working side-by-side.

### Production Information



See production information at a glance, including press utilization, media and ink consumption, to help you monitor and optimize your production.

### Diagnostic Tool<sup>2</sup>



The diagnostic tool evaluates various printer components and pinpoints potential problems. The operator or your HP Engineer can initiate the tool. Or it can be set up to automatically schedule or pre-schedule diagnostic analysis.

### Calibration Tool<sup>2</sup>



Complete accurate press/printer calibration with this set of procedures specific to the press/printer platform.

### Backup and Restore<sup>2</sup>



Backup and restore selected files, defined by the administrator onsite, to enable a quick recovery in case of a system failure.

### Troubleshooting Restore<sup>2</sup>



Once diagnosis is complete, this enhanced troubleshooting tool provides instructions for resolution.

### Maintenance Scheduler



Receive alerts when it's time to initiate routine maintenance. When timely maintenance is complete, the software indicator schedules the next maintenance reminder. In addition, this tool keeps a maintenance history report and records system events, errors, and messages in a local database.

### Maintenance wizard<sup>2</sup>



This friendly wizard guides you through each maintenance task by describing the relevant parts and providing instructions on how to perform the task using text, images, illustrations, and video clips.

### Messages log<sup>1</sup>

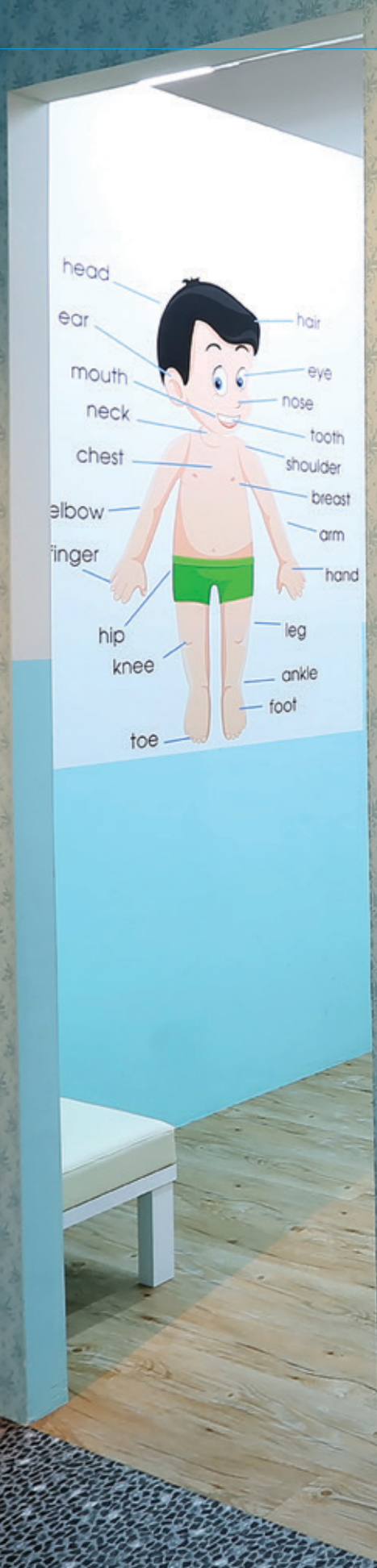


View a log of all messages and events that were generated or occurred during press/printer operation. The messages can be sorted by substrate type, print mode, and subsystem. Predefined filters find trends when the messages occurred. And each message includes one-click access to instructions for resolution.

<sup>1</sup> The remote HP Customer Engineer may work directly with your operator, or with your HP Authorized Channel Partner

<sup>2</sup> This feature is not available on all press/printer portfolio. Please contact your Sales Representative for further information

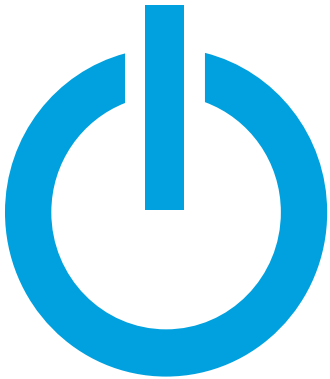






# HP Latex Services





# Get Started

## Support Services

### Site Assessment

We work with you to prepare your site for your HP Latex printer. An HP Customer Engineer conducts a comprehensive site survey to ensure the various aspects of the installation are planned in detail. This takes into account power requirements, environmental controls, site access, networking and other factors to streamline installation and ensure optimization of the production environment.

### Installation

A successful installation relies on careful planning. During installation an HP Customer Engineer locates and installs the HP Latex printer, performs all necessary adjustments, and brings it to full operational level. The engineer prints a suite of test prints to verify everything is in optimum working order, and draws up a Completion of Installation (COI) form for your approval. Once this is completed, the HP Latex printer is ready to ramp-up to full production.

### Warranty

The HP Latex warranty and support service come standard with all HP Latex products. Additional purchase of a support program extends both the hardware and support coverage, depending on the device for which it is purchased.

Site  
Assessment

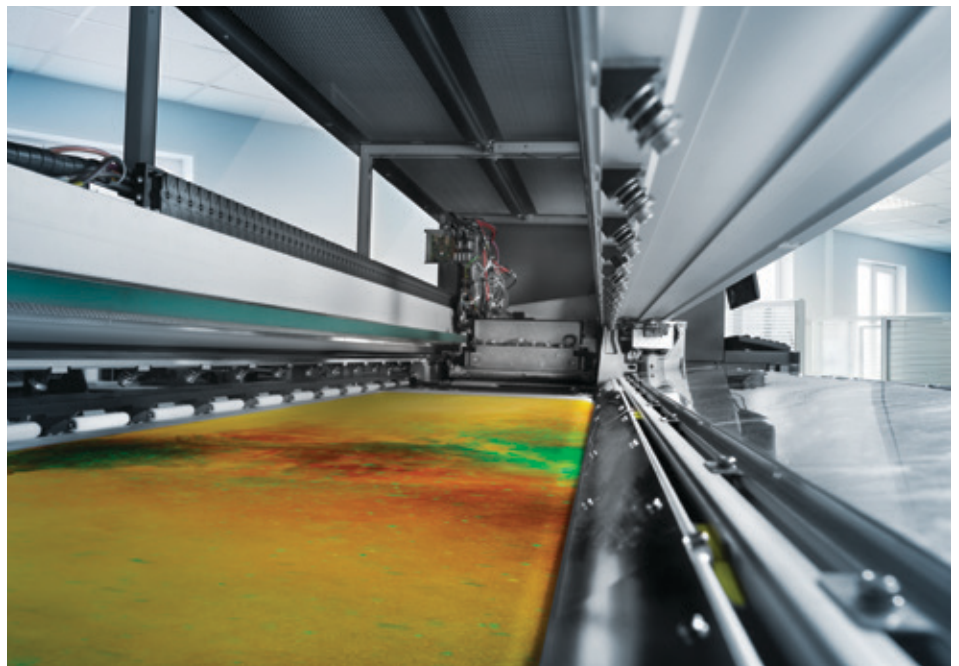
Installation

Warranty  
(6 months)

Operator Training  
Level 1

Engineer  
Training

Ramp-Up



“ I have just invested in an HP Latex printer, and need to start printing as quickly as possible.”



## Training Services

HP offers a comprehensive training curriculum that provides the knowledge and skills necessary to utilize the full capabilities of the HP Latex printer. Our training programs emphasize hands-on practice in a professional learning environment. Courses taught at our HP Latex Training Center are also available onsite at your location.

Courses offered include:

- **Operator Training Level 1.** Designed for new HP Latex printer operators, to enable them to use the press safely and to independently perform routine maintenance routines. This training includes certification CSR<sup>1</sup> level 1.

- **Engineer Training.** Intended for field engineers, as well as operators with some application knowledge, to enable them to install, maintain and solve relatively simple problems with the RIPs.

- **Operator Training Level 2.** This training program provides advanced training and knowledge to experienced operators on the principles of production optimization. The main goal is to optimize usage of the press/printer, such as how to perform diagnostics, utilize advanced printing methods, optimize media and ink, and perform basic troubleshooting.

## Productivity Optimization Services

Productivity Optimization services are provided during a customized onsite visit by a Production Specialist, who works closely with both operators and management to optimize best practices for printer operation, maintenance, and printer consumables optimization.

- **Ramp-up.** This program focuses on increasing the printer and Digital Front End (DFE) operator's knowledge level by providing hands-on experience, discussion of the production flow required on the customer's site, and troubleshooting of the Latex printer.

<sup>1</sup> CSR= Customer Self Repair





# Manage Printing

## Support Services

HP and Channel Partners offer a full line of support and service programs for all HP Latex printers. These are divided into two main programs: Full Maintenance Support and Parts&Remote.

### Full Support

Program includes phone support, all onsite service visits, mandatory software and hardware updates, as well as replacement parts. Support is available with unlimited or unplanned time and material basis. Two offers are available: Standard and Extended Support.

HW & SW  
Support

Uptime &  
Maintenance Kits

Preventive  
Maintenance

Operator Training  
Level 2<sup>1</sup>

RIP – ONYX &  
Caldera Training



<sup>1</sup> Description of program on page 39



# “I need a predictable business operation, and to reduce the risk of unplanned downtime.”



## Parts & Remote

Designed for customers who are looking for a cost effective entry-level service program as parts insurance. Program with unlimited remote support and spare parts included.

Each program includes a combination of Remote Support and Onsite Support:

### • Routine maintenance

Using remote HP Print Care tools, an HP Authorized Customer Engineer can examine your printer and view data to help resolve a problem, while discussing it in real-time with your operator.

### • Remote troubleshooting

The remote an HP Customer Care Center Engineer employs enhanced diagnostics to offer your operator step-by-step guidance towards problem resolution. It's practically the same as working onsite side-by-side.

**HP Print Care** Remote Troubleshooting is available for HP Latex printers under warranty or service support programs.

### • Onsite Support

When problems cannot be solved remotely, a qualified engineer will be dispatched to visit you. To minimize downtime, the remote support specialist will inform the engineer in advance about his diagnosis and organize shipment of spare parts.

### Uptime & Maintenance Kits

The **Uptime Parts Kit** is an inventory of the most frequently needed essential parts. Designed for customers working on multi-shift production, who want to optimize and shorten time-to-repair and with certified Advanced Operators who are capable to replace parts with remote guidance.

The **Maintenance Kit** is a set of consumables and parts most frequently needed for preventive maintenance cycles. Designed to help customers to achieve higher printing quality and reduce cost of ownership and unexpected expenses.

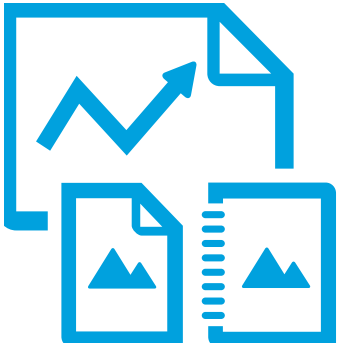
### Preventive Maintenance

Tailored for HP Latex printer owners for higher printing quality, reduced cost of ownership and unexpected expenses.

## Training Services

### RIP– ONYX and Caldera Training

Intended for field engineers, as well as operators with some application knowledge, to enable them to install, maintain and solve relatively simple problems with the RIPs.



**Color  
Management**

# Optimize Production

## Productivity Optimization Services

HP offers a wide variety of productivity optimization programs for all HP Latex printers. With these services, we help you proactively increase uptime, optimize performance and maximize every minute of print capacity.

### Color Management

Color Management services are designed for customers, who want to optimize media calibrations by a comprehensive Color matching process using ICC profiling. This service is provided onsite at your premises.

**“My HP Latex printer runs well, but I need more productivity, and to reduce the total operating costs per print.”**



# HP Color Management Services

**Print comprehensive campaigns with ease and confidence  
Bring your color consistency to the next level.**

Find out more at [hp.com/go/latexservice](http://hp.com/go/latexservice)







# Manage Change

## Customized Services

### Relocation Services

Relocation Services coordinate the resources needed to relocate an HP Latex printing equipment. A multitude of options are covered: across the room, across the country or around the world; from a single HP Latex printer to a set of HP Latex printers. You will be given one point of contact to reduce complexity, suppress risk and keep disruption to a minimum.

### Recertification Service

The Recertification Service program enables printers which are not under warranty or a service contract to be placed under an HP service agreement, following a process of inspections and approval. Once the printer service agreement has been activated, HP will rebate a portion of charges for the inspection visit and repairs (parts and labor).

Relocation

Recertification

**“My production needs have changed, and I need to reposition or relocate and get my HP Latex printer ready for production.”**

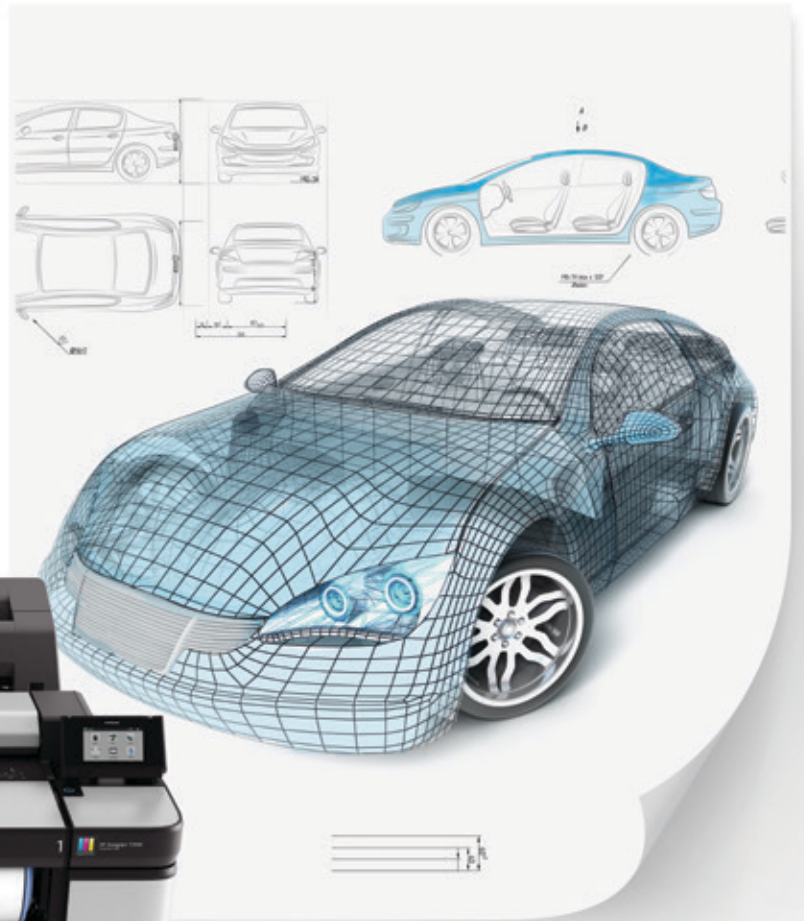


# HP Designjet Support Services

## Non-stop predictable printing with confidence

- Professional installation and setup
- Up to five years support coverage
- No support cost surprises
- Hassle-free printing of your projects at the quality you need, when you need it
- Lower total cost of ownership (TCO)

Find out more at [hp.com/go/designjetsupport](http://hp.com/go/designjetsupport)









# HP Designjet Support Services



# Reduce your total cost of ownership (TCO)

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**Maximize  
printer uptime  
and gain peace  
of mind**

HP Designjet Support Services are designed for business critical environments. Covering installation, extended support and maintenance, and a variety of value added services, they provide the professional support you need to get the most out of your printer investment.

Secure the budget predictability you need, by extending your support coverage beyond standard warranty. All support costs are covered for the full extended period – which can mean significant savings. For example, when purchasing a 3-year support coverage package for the HP Designjet printer you can **protect your business from unplanned expenses, while saving up to 15%** of the total support costs.

#### **HP Designjet Support Services give you:**

- Reassurance on your investment
- Up to 5 years support coverage with HP's Next Business Day Onsite Repair Service
- No unexpected support costs
- Predictable printing at the quality you need, when you need it
- Best-in-class cost of ownership
- Quick time to repair










## Reduce your total cost of ownership (TCO)

The comprehensive portfolio of HP Designjet Support Services is designed to offer the best combination of support coverage to fit any budget. With the widest range of support services options and best-in-class total cost of ownership (TCO) you can easily protect your investment in your HP Designjet printer.

## Choose the service that best fits the needs of your business

If you need	Choose this HP service	Service description
 <p><b>An HP professional to install and setup the printer</b></p>	<p>➔ <b>Installation Service with Network Setup</b></p>	<p>➔ Installation service includes onsite installation and network setup of your HP Designjet printer by an HP Authorized Service Technician. Deliverables include assembly of the printer, all HP accessories and hardware verification, network setup, and basic printer orientation for your organization's key users.</p>
 <p><b>To extend HP warranty or expiring HP Care Pack coverage</b></p>	<p>➔ <b>Next Business Day Onsite Repair Services.</b></p>	<p>➔ HP in-warranty experience extended to 2, 3, 4 or 5 years at the purchase of HP printer or incremented by 1 or 2 years prior to HP Warranty or active HP Care Pack expiry post warranty. An HP Authorized Service Technician will make the best effort to arrive at your site the next business day after the support agent performing remote troubleshooting dispatches the case. The service includes technical phone support, diagnostics, spare parts, material and labor (does not include consumables).</p>
 <p><b>To ensure maximum performance of my printer</b></p>	<p>➔ <b>Preventive Maintenance Service</b></p>	<p>➔ Onsite service performed by an HP Authorized Technician includes: verification of printer's functions, print / self-tests, cleaning of outer and inner printer parts, maintenance of selected parts of the printing mechanism, recommendation on replacement of worn-out parts (replacement not included in this service), and recommendation on installation of firmware updates</p>
 <p><b>To ensure the best possible print quality with printer alerted maintenance</b></p>	<p>➔ <b>Maintenance Kit Replacement Service</b></p>	<p>➔ On request support service for out of warranty printer not covered by HP Care Pack or Contract. A free quote will be provided contacting the HP Call Center. And after customer acceptance, an HP Technical Specialist will perform remote troubleshooting and if needed, dispatch HP Authorized Service Technician to repair HP printer onsite (does not include supplies).</p>
 <p><b>To repair HP printer not covered by HP warranty or HP Care Pack</b></p>	<p>➔ <b>Per event Service</b></p>	<p>➔ On request support service for out of warranty printer not covered by HP Care Pack or Contract. A free quote will be provided contacting the HP Call Center. And after customer acceptance, an HP Technical Specialist will perform remote troubleshooting and if needed, dispatch HP Authorized Service Technician to repair HP printer onsite.</p>



# How to purchase an HP Care Pack Service?

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Contact your Sales Account Manager or HP Authorized Partner to purchase an HP Care Pack Service that meets your business needs.

## How to activate/register your HP Care Pack?

To be active, all HP Care Pack Services must be registered at [hp.com](http://hp.com) within 10 days from the date of purchase. Instructions on registering and activating Care Packs are provided when the HP Care Pack is purchased or email us at [srg@hp.com](mailto:srg@hp.com). US & Canada customers can register their Care Packs at 1-800-407-6210.

## How do you get support?

If you have an HP Care Pack, please contact HP Support at 1-800-544-9976, US & Canada. If you no longer have warranty coverage and do not have an HP Care Pack, please contact us at 1-800-334-5144, US & Canada.



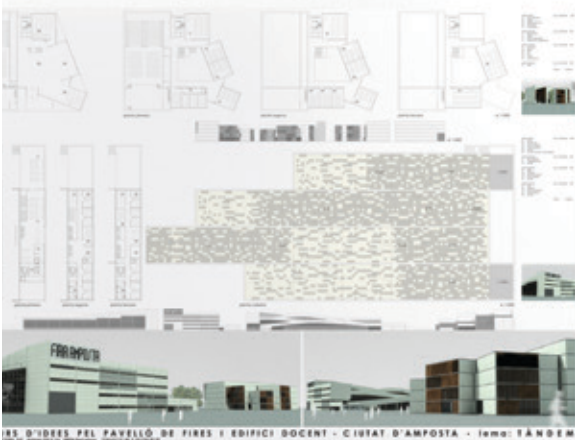
**“Print with predictability so you can work with confidence.”**

### **The bottom line: Why buy HP Support Services?**

When placing your HP Designjet printers under HP support services, you know they are supported by experienced, certified experts who know your printers and understand their importance to your business.

These assets give you:

- Reassurance on your investment
- Up to 5 years support coverage with HP’s Next Business Day Onsite Repair Service
- No unexpected support costs
- Predictable printing at the quality you need, when you need it
- Best-in-class cost of ownership
- Quick time to repair



## // Americas Graphics Solutions Services Portfolio

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To Learn more:

**HP Indigo Services**

[hp.com/go/latexservice](http://hp.com/go/latexservice)

**HP PageWide Web Press Services**

[hp.com/go/webpressservice](http://hp.com/go/webpressservice)

**HP Scitex Industrial Press Services**

[hp.com/go/scitexservice](http://hp.com/go/scitexservice)

**HP Latex Printer Services**

[hp.com/go/latexservice](http://hp.com/go/latexservice)

[hp.com/go/cpc](http://hp.com/go/cpc)

**HP Designjet Support Services**

[hp.com/go/designjetsupport](http://hp.com/go/designjetsupport)

[hp.com/go/cpc](http://hp.com/go/cpc)

**For more information on  
Graphic Arts Training at HP, visit:**

[hp.com/education/sections/graphic\\_solutions](http://hp.com/education/sections/graphic_solutions)

**Please contact your sales account manager for more information, and to  
order your service.**

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