

North America

HP Indigo Labels & Packaging Digital Press Services



Enhancing productivity, uptime and quality

At HP we provide our customers industry-leading service and support, delivered on-site and remotely using advanced service tools, to provide increased uptime and productivity.

Service Overview

HP offers a full line of support to help you effectively run your digital printing business – from site preparation to training and service programs.

Site Preparation

HP will work with you to prepare your site for the HP Indigo Digital Press. An HP Customer Engineer conducts a comprehensive site survey to ensure all 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.

Training

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

Courses offered include:

- Digital Press Operation for new and experienced operators – designed for HP Indigo Digital Press operators to use the press effectively and safely.
- Shared Maintenance – enable operators to independently perform routine service and preventive maintenance activities.
- Labels and Packaging Production Management Course – enable management to establish and maintain best practices to achieve benchmark operational efficiencies.

Separate Front End Tools for PrePress and Advanced Shared Maintenance Operator training courses are also offered.

Installation

As part of a detailed installation plan, an HP Customer Engineer installs the Digital Press, performs all necessary adjustments, and brings it to full operational level. A suite of test prints

called the Customer Acceptance Test Procedure (CATP) is printed to ensure everything is in optimum working order, followed by a Completion of Installation (COI) form for your approval. The Digital Press is now ready to ramp-up to full production.

Ramp-up Support

To maximize the value of your investment and ensure the most efficient transition to full production, HP offers on-site Production Ramp-up Support.

HP's Production Specialist will work with the HP Indigo 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.
- Optimize consumables management.

Following the on-site visit, a Ramp-up Program Manager will act as a focal point between HP resources and the customer to ensure all production goals are reached as quickly as possible.

Remote Support

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

On-site Support

If an operational problem occurs with your Digital Press that cannot be solved remotely, the HP Customer Care Center will dispatch a Customer Engineer based near you to provide on-site support.





HP Support and Service Programs

HP offers a full line of support and service programs for all of its Digital Presses and DFE workflow systems including Basic, Standard, and Enhanced options. These are divided into two main programs: Full Maintenance Support or Shared Maintenance Support.

Full Maintenance Support Program

The Full Support Program includes a full range of proven preventive, diagnostic, remedial and repair services carried out by HP professionals.

The Full Support Program includes phone support, all on-site service visits, mandatory software and hardware updates, as well as replacement parts and ground freight.

Shared Maintenance Support Program

The Shared Support Program enables the customer to assume responsibility for certain service and maintenance procedures, guided by phone support from HP's experienced remote support engineers.

The Shared Support Program includes phone support, limited on-site visits per calendar quarter, mandatory software and hardware updates, and replacement parts.

Prerequisite for Shared Support Program includes successful completion of HP's Digital Press Shared Maintenance course.

Digital Front End (DFE) and Workflow Service Programs

The unique HP Indigo DFE systems deliver extreme performance, end-to-end IT and printing management, and a flexible architecture to expand computing power. HP's DFE Service Programs provide a strong safety net

for customers' mission-critical printing operations by providing the same level of support as your Digital Press support contract, all mandatory software updates, and hardware replacement parts.

Value-Add Services

Our Value-Add Services are designed to help you increase uptime, optimize performance and maximize every minute of print capacity.

On-site Uptime Parts Kit

For print service providers, downtime is not an option. The On-site Uptime Parts Kit is designed to help reduce downtime and increase productivity by having the right replacement parts on-site 24x7.

Production Optimization Site Visit

Give your Digital Press and DFE operators the expertise they need to deliver a quality product while maximizing productivity and profitability.

During this customized on-site visit, an HP Production Specialist will work closely with both operators and management to optimize best practices for press operation, maintenance, and press consumables management. When they're done, they'll have the enhanced skills they need to increase productivity and uptime, allowing you to reach production targets faster than ever.

Color Management Services

HP's Color Management Services are designed to help you optimize color quality and consistency as well as match color to other devices within your print environment. All of this using HP Indigo and key partner technology.

Peak Season and Custom Support Programs

HP acknowledges that some customers would like enhanced short-term service coverage during peak production periods. HP offers short-term service options that can be fully customized ranging from after-hours on-site standby to 24x7 dedicated on-site support. These services rely on proactive planning; please contact us for more details.

Why HP Services?

When you place your Digital Presses under HP service agreements, you know they are supported by experts. These agreements give you:

- Reassurance on your investment.
- The ability to maintain non-stop production.
- Lower time-to-repair.
- Reduced overall cost of ownership.

With the industry's largest services organization, HP offers unique opportunities to enjoy end-to-end solutions and support. From the data center, to workflows, to Digital Presses, we can help you get the most from your graphics business environment.

'My HP Indigo' portal – your online consultant

'My HP Indigo' is your personalized HP Indigo business-optimization portal, designed to give you the tools to develop your business further.

Updated daily, it provides 24x7 access to such valuable features as:

- Supplies ordering.
- Technical support for prepress and printing.
- Online training.
- Feedback mechanism for ordering and tracking.
- Customer support documentation.
- Software downloads.

For access, visit: www.hp.com/go/graphic-arts

HP Indigo Print Care

Increase uptime with on-press and remote support.

HP Indigo Print Care toolset assures quick accurate problem detection and fast resolution. This innovative toolset offers convenient on-press and remote diagnostics, guided troubleshooting, live video-sharing communications with remote support teams and remote desktop sharing.

To learn more about
HP Support Services, visit:
www.hp.com/go/psspervices

For more information on
Graphic Arts Training at HP, visit:
www.hp.com/education/sections/graphic_solutions

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