

Brochure

HP Indigo Services Labels & Packaging

EMEA



Enhancing productivity, uptime and quality

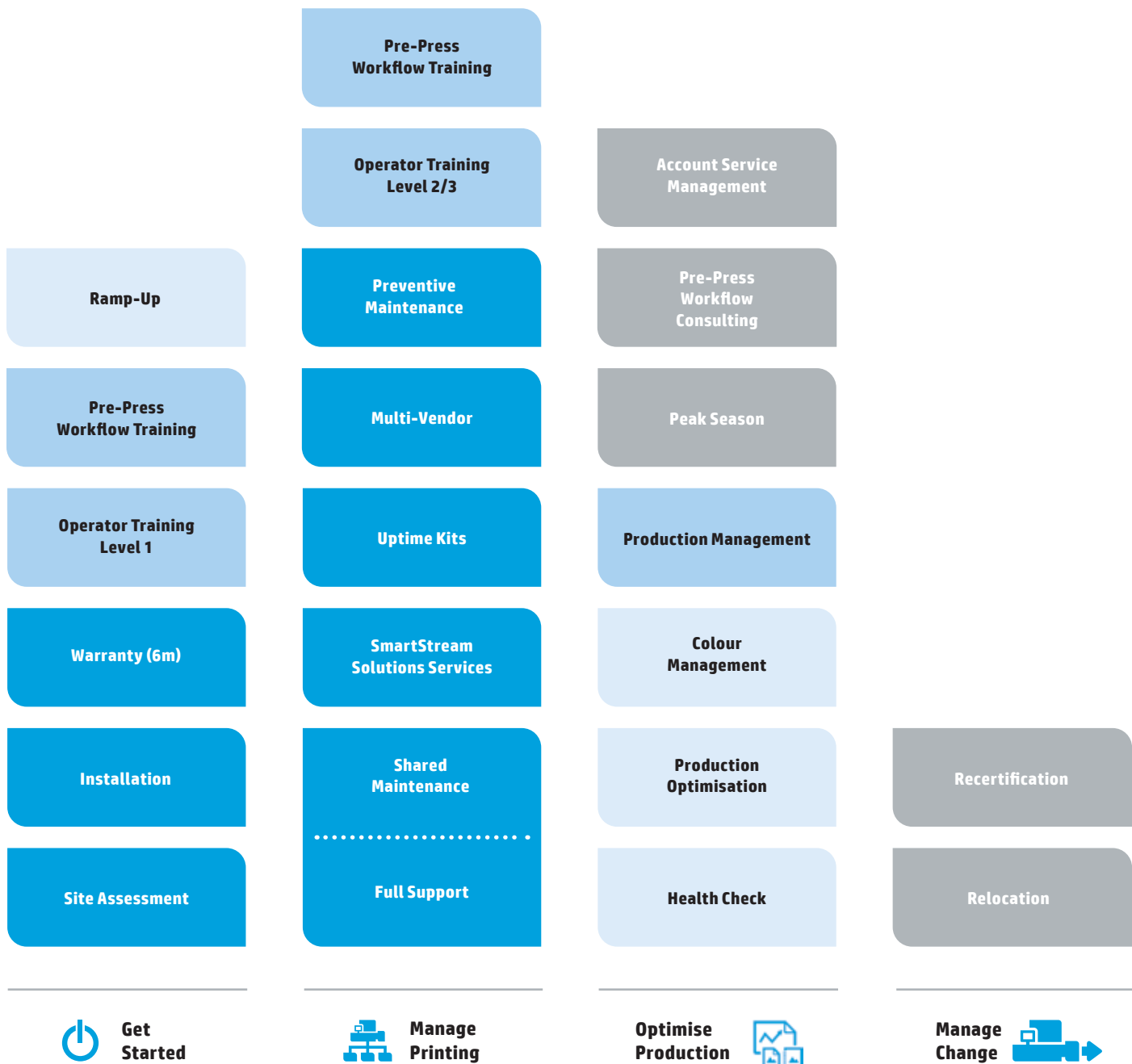
At HP we provide industry-leading onsite and remote support using advanced service tools to enable increased uptime and productivity.

Service portfolio

HP Graphics Solutions Services address the four key stages across the full lifecycle of your HP Indigo printing equipment. Our goal is to help you to do more and get more return on your investment from day one, and every day as your needs evolve. In the first stage, after you purchase your new HP Indigo press, our service and support programmes help you get production off to a strong start. Second stage, as time goes on, a broad set of service and support programmes are available to help you manage your ongoing printing operations and gain more efficiency in your everyday work. Third stage, additional programmes help you optimise your production for increased productivity and quality and reduced costs. Forth stage, at any time, when you are making game-changing alterations to your operating model or physical premises, HP Graphics Solutions Services are available to help ensure an efficient and effective transition.



HP Indigo Service portfolio



■ Support Service |
 ■ Training Service |
 ■ Productivity Service |
 ■ Customised Service



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



Get Started

Support Services

Site Assessment

HP Graphics Solutions Services work with you to prepare your site for the HP Indigo 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 optimisation of the production environment.

Installation

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

Warranty

The HP Indigo press and Digital Front End (DFE) six months warranty and support service come standard with all HP Indigo products. Additional purchase of a support programme extends both the hardware and support coverage, depending on the device for which it is purchased.

Training Services

HP Graphics Solutions Services offer a comprehensive training curriculum that provides the knowledge and skills necessary to utilise the full capabilities of the HP Indigo digital printing solution. HP training programmes emphasise hands-on practise in a professional learning environment. Courses taught at our HP Indigo Training Centre are also available onsite at your location. Courses offered include:

- **Digital Press Operator Level 1 Course** - This training is designed for new HP Indigo press operators, to enable them to use the press safely and to independently perform routine maintenance procedures.
- **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 includes system setup and administration, job management and submission, modifying press job properties, and creating and using job tickets.

Productivity Services

Productivity and Colour Optimisation services are provided during a customised onsite visit by an HP Production Specialist, who works closely with both operators and management to optimise best practises for press operation, maintenance, and press consumables management.

Ramp-up

To maximise the value of your investment and ensure a quick transition to full production, HP offers onsite Production Visits where an HP Production Specialist works with your HP Indigo press and Digital Front End (DFE) operators to:

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

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

¹ Operator Training Level 2 is a prerequisite for a Shared Maintenance Support Agreement



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

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

Manage Printing

Support Services

HP Graphics Solutions Services offer a full line of support and service programmes for all HP Indigo presses and Digital Front End (DFE) workflow systems. These are divided into two main programmes:

Shared Maintenance¹

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

Full Support

The Full Support programme 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.

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

Remote Support. The remote HP Customer Care Centre offers telephone or internet assistance for your HP Indigo press and DFE system from HP experience engineers. They remotely employ leading tools such as HP Indigo Print Care, resulting in real-time solutions and less downtime for your HP 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 expert service personnel.

Onsite Support. If an operational problem occurs with your HP Indigo press that cannot be resolved remotely, the HP Customer Care Centre will dispatch An HP Customer Engineer to provide onsite support.

HP SmartStream Solution Services

The unique HP Indigo Digital Front End (DFE) systems deliver extreme performance, end-to-end IT and printing management, and a flexible architecture to expand computing power. HP’s SmartStream Solutions services offer a strong safety net for your business critical printing operations by providing 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 most frequently needed replacement parts based on our usage and consumption studies onsite 24x7. Different levels of uptime kits are available. Many of these parts can be used by trained operators and the Kit is ideally suited.

- **HP Indigo Smart Uptime Kit** contains in addition to the kit spare part also 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.

Multi-vendor Support Services

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

Preventive Maintenance²

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.

Training Services

- **Digital Press Operator Level 2 & 3 Courses** - This training provides advanced operator training to enable operators to independently perform routine maintenance procedures. Courses include coverage of EskoArtwork Digital Front End (DFE) solutions.

A separate pre-press training course is also available, covering advanced EskoArtwork colour management and variable data printing technology usage.

- **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 includes system setup and administration, job management and submission, modifying press job properties, and creating and using job tickets.

¹ Prerequisite for the Shared Maintenance Programme is successful completion of Level 2 Operator Course

² This can also be an additional customised service provided by an HP Engineer.



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

Health Check

Production Optimisation

Colour Management

Production Management

Peak Season

Pre-Press Workflow Consulting

Account Service Management

Optimise Production

HP Graphics Solutions Services offer a wide variety of productivity optimisation programmes for all HP Indigo presses and Digital Front End (DFE) workflow computing systems. With these services, we help you proactively increase uptime, optimise performance and maximise every minute of print capacity.

Productivity Services

Health Check

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

Production Optimisation

Production Optimisation services are provided during a customised onsite visit by an HP Production Specialist, who works closely with both operators and management to optimise best practises for press operation, maintenance, and press consumables management.

Colour Management

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

Training Services

Production Management Training

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

Customised Services

While regular HP Indigo 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 customised services:

Peak Season

Peak Season services offer short-term service options that can be fully customised. 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/press hands-on optimisation, control points, and documentation, per agreed scope.

Account Service Management

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



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

Relocation

Recertification

Manage Change

Customised Services

Relocation

Relocation services provide end-to-end solutions for the repositioning of HP Indigo presses. 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 Customer Excellence Programme

The HP Indigo Customer Excellence Programme helps you get more from your HP Indigo presses, boosting your productivity for growth and profitability. Through the programme, HP will help you develop and implement maintenance best practises to increase uptime, stabilise operations, maximise your job basket, and optimise capacity for sustainable growth and profitability.

The bottom line: why buy HP Support Services?

Increase your peace of mind when placing your HP Indigo press under HP support services. These programmes give you:

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

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

hp.com/education/sections/graphic_solutions

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

'My HP Indigo' portal – your online consultant

'My HP Indigo' is your personalised HP Indigo business optimisation portal, designed to give you the tools to develop your business further.

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

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

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