

Brochure

HP Indigo Services Labels & Packaging

North America



Enhancing productivity, uptime and quality

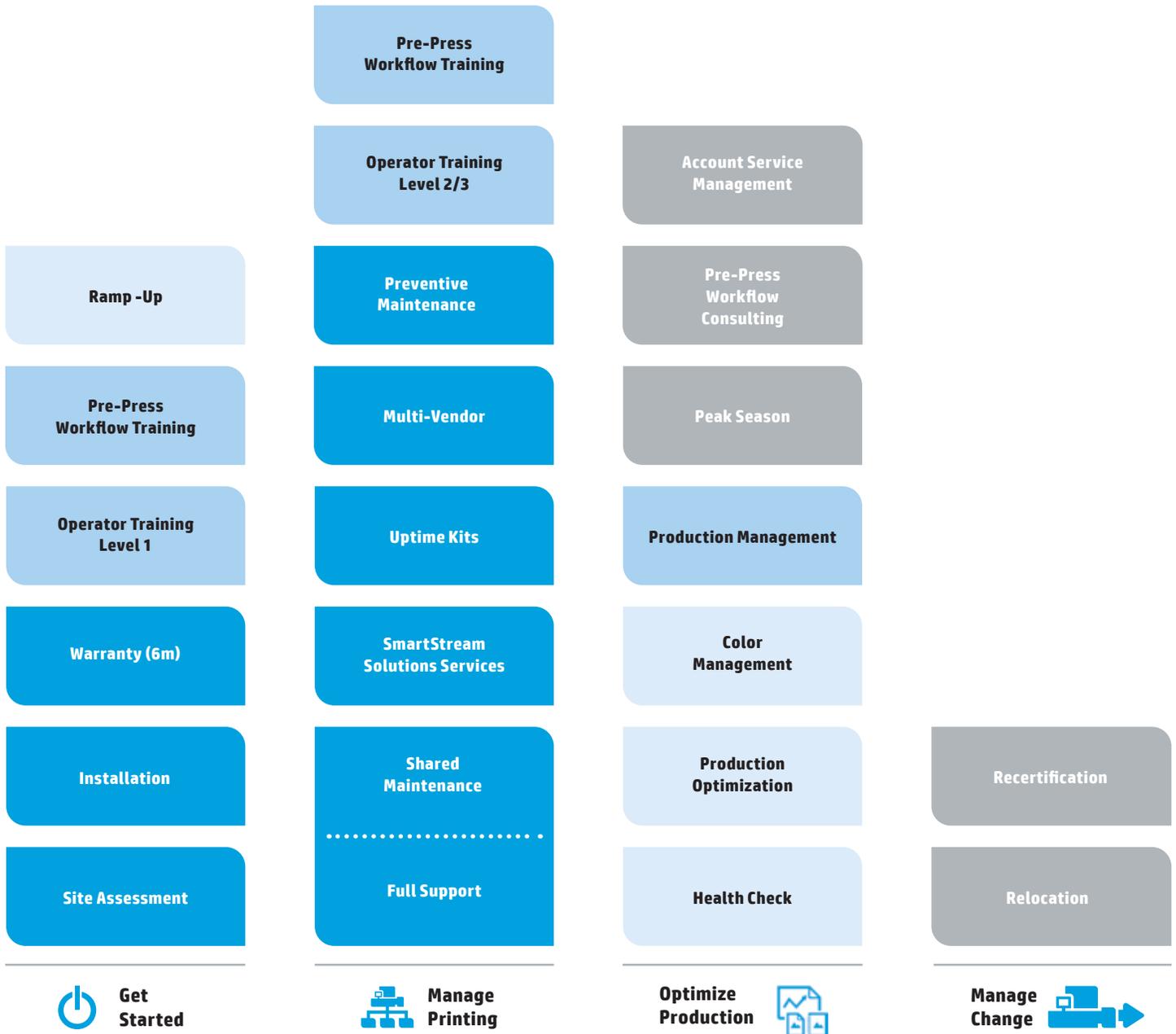
At HP, we provide industry-leading onsite support and remote support using advanced service tools to enable increased uptime and productivity.

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 programs help you get production off to a strong start. As time goes on, a broad set of service and support programs are available to help you manage your ongoing printing operations and gain more efficiency in your everyday work. Additional programs help you optimize your production for increased productivity and quality and reduced costs. 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





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



Get Started

Site Assessment

HP Graphics Solutions Services works 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 optimization of the production environment.

Installation

A successful installation relies on careful planning. An HP Customer Engineer will install the HP Indigo 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 Press and Digital Front End (DFE) six months 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.

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:

- **Digital Press Operator Level 1 Course** - Designed for new HP Indigo Digital Press operators, to enable them to use the press safely and to independently perform routine maintenance procedures.
- **Digital Press Operator Level 2 & 3 Courses¹** - Provide advanced operator training and maintenance¹ and enable operators to independently perform routine maintenance procedures. These courses include coverage of EskoArtwork Digital Front End (DFE) solutions. A separate pre-press training course is also available, covering advanced EskoArtwork color management and variable data printing technology usage.
- **Pre-press Workflow Courses** - Provide the knowledge necessary to operate and manage the pre-press environment and teaches trainees how to monitor and troubleshoot data flow. Include system setup and administration, job management and submission, modifying press job properties, and creating and using job tickets.
- **Production Management Courses** - Enable management to establish and maintain best practices to achieve benchmark operational efficiencies.

Productivity Services

Productivity 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.

Ramp-up/Prep Team

To maximize 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 what 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.

¹ Operator Training Level 2 is a prerequisite for a Shared Maintenance Support Agreement. Additional service discounts are available for sites with Level 3 trained operators.



“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 offers a full line of support and service programs for all HP Indigo 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 HP Indigo press and DFE system from highly-skilled 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 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

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 Maintenance¹

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 Solution 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 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.

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

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

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



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

- Health Check
- Production Optimization
- Color Management
- Production Management
- Peak Season
- Pre-Press Workflow Consulting
- Account Service Management

Optimize Production

HP offers a wide variety of productivity optimization programs for all HP Indigo 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 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.

Customized 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 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. 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 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.



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

Relocation

Recertification

Manage Change

Relocation

Relocation services provide end-to-end solutions for the repositioning of HP Indigo press equipment. 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 HP Indigo 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.

The bottom line: why buy HP Support Services?

Gain greater peace of mind when placing your HP Indigo press under HP support services. These programs give you:

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

'My HP Indigo' portal – your online consultant

**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.**

**U.S. & Canada
Telephone** +1 800 289 5986

'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

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