

Brochure

HP PageWide Web Press Services

Americas



Enhancing productivity, uptime and quality

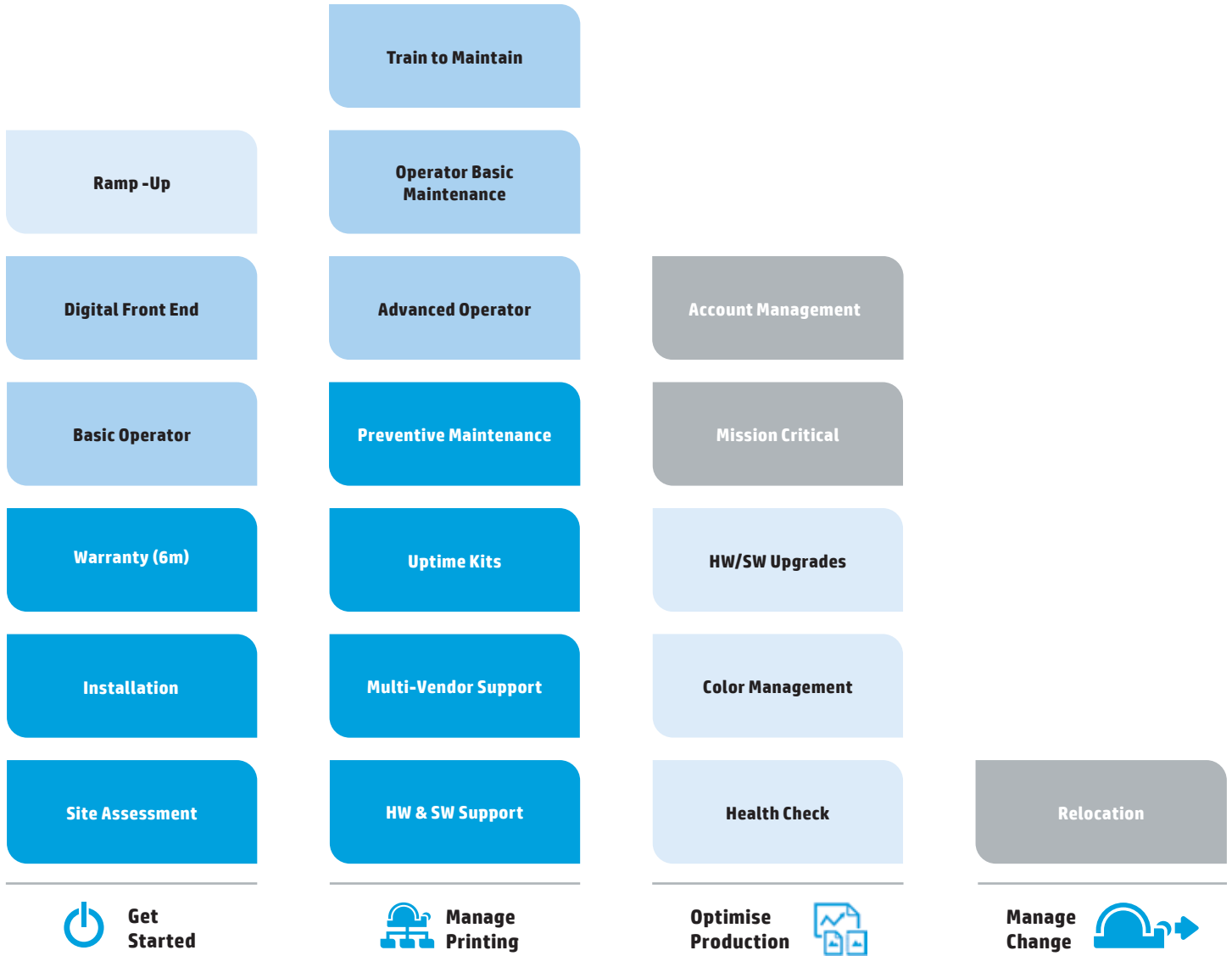
At HP, we provide industry-leading onsite support and remote support using advanced service tools to enable increased uptime and productivity.

Service Portfolio

HP Graphics Solutions Services address the four key stages across the full lifecycle of your HP PageWide Web Press 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 PageWide Web 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 PageWide Web Press Service Portfolio





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



Get Started

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.

Installation¹

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) come 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.

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 training** provides 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 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 press down time by quickly and accurately diagnosing problems and finding solutions.

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

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

¹ The install PM 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 need a predictable business operation, and to reduce the risk of unplanned downtime.”

HW & SW Support

Multi-Vendor Support

Uptime Kits

Preventive Maintenance

Advanced Operator

Operator Basic Maintenance

Train to Maintain

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 from experienced engineers. They employ technology to remotely monitor your press, which results in real-time solutions and less downtime 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 Customer a local HP Customer 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.

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 provided by HP Customer Engineer.

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



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

Optimize Production

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

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

Color Management

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.

HW/SW Upgrades

Hardware/Software (HW/SW) Upgrades

The Press Upgrade Service is an onsite service that can accommodate various press upgrades. It covers the HP resources 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.

Mission Critical

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 have an offering of customized services:

Account Management

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 Management

Account Management provides a 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

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.

The bottom line: why buy HP Support Services?

Increase your peace of mind when you place your HP PageWide Web Presses under HP support services. These programs give you:

- Reassurance on your investment
- The ability to maintain non-stop production
- Unlimited remote support
- Quicker time-to-repair
- Reduced overall cost of ownership

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