

Asia Pacific



HP Inkjet Web Press Services



Digital Press services enhancing productivity, uptime and quality

Service Overview

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

Site preparation

We work with you to prepare your site for the HP Inkjet Web Press. An HP Customer Engineer conducts a comprehensive site survey to facilitate all aspects of the installation are planned in detail.

Training

HP has designed a comprehensive training curriculum that provides the knowledge and skills necessary to utilise the full capabilities and Return on Investment (ROI) of the HP Inkjet Web Press. Our training programs emphasise hands-on practice in a professional learning environment that reinforces critical skills.

- Digital Press operation – specifically designed for operators of different Web presses and Digital Front Ends (DFEs).
- Maintenance – enabling operators to independently perform routine activities, such as troubleshooting, corrective maintenance and preventive maintenance.

Installation

An HP certified engineer leads a team to install the HP Inkjet Web Press, performs all necessary adjustments and calibrations, and brings it to full operational level. The Digital Press is now ready to ramp-up to full production.

Ramp-up Support Program

After installation, operators receive on-site support from our highly skilled implementation team to verify they are using the Digital Press to its full potential. This hands-on training is known as the ramp-up period.

During this period, the implementation team will work with the operators to:

- Reinforce skills learned during formal training.
- Offer workflow and production guidance related to specific jobs.
- Maximise press uptime
- Raise productivity

Remote Support Program

The HP Customer Care Centre offers telephone assistance from experienced engineers, ready to help with hardware (press and DFE), software and applications.

On-site Support Program

When issues cannot be resolved remotely, the HP Customer Care Centre will dispatch a Customer Engineer based near you to provide on-site support. A regional specialist is also based in Singapore to manage escalations.



Support and service contracts

HP offers a wide variety of post-warranty support and service contracts for all its Digital Presses and DFE workflow systems. You can choose from Basic, Standard and Enhanced support levels according to your needs:

Full Maintenance Support Program

This is provided exclusively by HP Service Engineers:

- Unlimited on-site HP service coverage weekdays (excluding public holidays), with next business day and same business day options.
- Remote phone support up to 24x7 in English.
- Replacement spare parts for the press (excluding consumables) are shipped from the regional warehouse in Singapore and arrive the next business day after remote phone classification.
- Software and firmware updates for the press and IT system.

Shared Maintenance Support Program

After completing comprehensive training by HP, you will be certified to perform self-repairs and maintenance tasks.

The Shared Support Program includes phone support, during the hours specified in the contract,

and a fixed number of on-site HP service visits per calendar quarter. Also included are all replacement parts.

Value-added Services

HP Services has developed a focused set of value-added services:

Peak Season & Custom Support Programs

HP Services acknowledges that some customers would like enhanced short-term service coverage during peak production periods. Such short-term service coverage can be fully customised, ranging from after-hours on-site standby to 24x7 dedicated on-site support. HP Services offers custom support options that can be fully customised toward the needs of your specific production site.

Extended Ramp-up Support

The key focus is on increasing production efficiencies and uptime for press and DFE. This also allows customers to learn by doing and apply industry best practices to their production environments. In addition to these support programs, HP provides end-to-end customised support according to your specific requirements.

On-site Uptime Kit

HP understands that for PSPs, downtime is not an option. The key benefit of this service is that customers have the replacement parts available on-site instead of waiting for them to be ordered and shipped.

The On-site Uptime Kits come in three varieties. Each is a unique stand-alone kit, with no inventory overlap, designed to meet the needs of specific production environment requirements:

- Basic – carries approximately 50% of the most frequently needed parts.
- Expanded – highly recommended if you run two or three production shifts.
- Comprehensive – intended for critical 24x7 operations.

Why buy HP Services?

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

To learn more, visit:

www.hp.com/go/pspservices

