

Latin America

HP Scitex Customer Care Programs





Introduction

At HP, customer care matters. We offer our customers industry-leading service and support, on-site and via advanced remote tools, to provide increased uptime and productivity.

With an HP service contract to match your business priorities and budget, you're assured of enjoying better return on your investment.

Service Types

HP Scitex customer support programs include the following services:

Remote Support

The HP Customer Care Center offers email and telephone support from experienced engineers during normal business hours.

HP Scitex Print Care*

HP Scitex Print Care is an industry-leading toolset providing fast, efficient assistance in two key areas:

- **Routine preventive maintenance**

Using remote Print Care tools, an HP engineer can examine your printer and view data to help resolve a problem, while discussing it in real time with your operator.

- **Remote troubleshooting**

The remote HP engineer employs enhanced diagnostics to offer your operator step-by-step guidance towards problem resolution. It's virtual side-by-side working.

*Print Care Remote Assistance is only available for HP Scitex customers under warranty or service support programs. Please check with your local sales person for availability.

On-site Support

When problems cannot be solved remotely, a qualified engineer will visit you. To minimize downtime, the remote support specialist will inform the engineer in advance about his diagnosis and organize shipment of spare parts.

On-site Uptime Kits

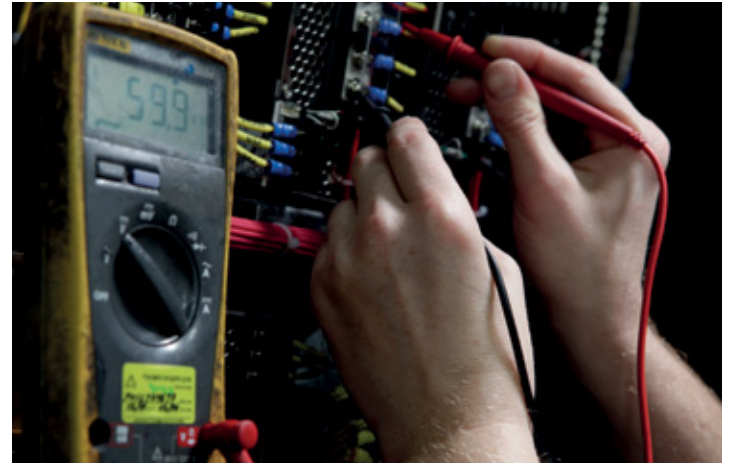
With an HP Scitex Uptime Kit you have the most critical spare parts already on hand, so there's less waiting and more uptime. Service contract holders enjoy discounts on the Uptime Kit, according to their service level.

There are two versions:

- Basic Uptime Kit: inventory of the most frequently needed parts.
- Delta or Extended Uptime Kit: inventory of parts for critical environments.

Labor, expenses and print heads

Charges for travel expenses, labor and print heads depend on the service level contracted. In a Full Coverage agreement, labor is included.



HP Scitex Service Agreements

At HP we offer a full line of support agreements to give you peace of mind as you run your digital printing business:

Full Coverage

An all-inclusive program providing outstanding coverage, plus superb prices on print heads and uptime kits:

- Unlimited remote support.
- On-site labor included.
- Travel expenses included.
- Spare parts included.

Parts & Remote

An entry-level service program for print service providers seeking uninterrupted productivity:

- Unlimited remote support.
- Spare parts included.
- Travel expenses excluded.

Value Added Services

These efficient, customized services are specially designed to make your business even more productive and profitable.

Recertification Service

Printers not under warranty or a service contract can be placed under an HP service agreement after they have been inspected and approved. Recertified printers enjoy a discount on services.

Color Management & Media Calibration

HP Scitex Color Management Services are designed to optimize color quality and consistency. Recommended for customers looking for comprehensive color matching.

Scitex Production Ramp-up Program

This program is designed to mentor and train new or expanding printing businesses. Customers receive support on-site from our implementation team to help ensure they use their printer to its full potential.

Relocation Services

The HP Relocation Service coordinates the resources needed to implement moves:

- From a single printer system to a set of printer systems.
- Across the room, across the country or around the world.

Customers are given one point of contact to reduce complexity, suppress risk and keep disruption to a minimum.



Training Programs

Through extensive practical exercises, HP Scitex Training empowers your operators to improve the capabilities of your HP Scitex Digital Printer.

Formal training courses are generally aimed at new operators or operators looking to take their skills to the next level, but we also provide training for customers migrating between press models or implementing multi-press environments.

Training is offered at two levels:

- HP Scitex Level 1 Operator Training – focuses on proper operation and basic maintenance of the printer.
- HP Scitex Level 2 Operator Training – focuses on optimizing use of the printer and maximizing uptime.

Why buy HP Services?

When you place your printers 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.
 - Unlimited remote support.
 - 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 printers, we can help you get the most from your graphics business environment.

To learn more, visit:
www.hp.com/go/pspservices

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