

Asia Pacific

# 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.

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## Service Types

HP Scitex customer support programs include the following services:

### Remote Support

The HP Customer Care Centre 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.

### On-site Support

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

### Spare Parts

HP spare parts sent from Singapore to locations in Asia Pacific and Japan typically arrive the next business day.

### 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.

There are two versions:

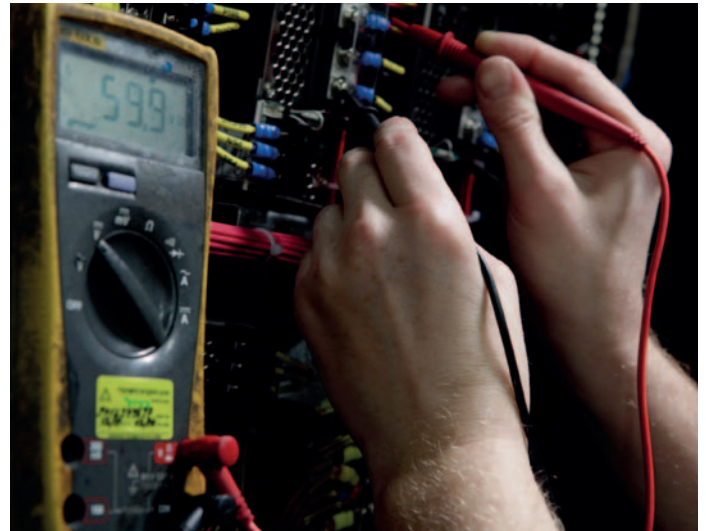
- Basic Uptime Kit: inventory of the most frequently needed parts.
- Extended Uptime Kit: inventory of parts for critical environments.

### 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.

### Preventive Maintenance

For customers on Extended Full Coverage support programs, HP will contact you once or twice a year to arrange for your engineer to perform routine maintenance tasks and equipment reviews.



## 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, training, value added services and uptime kits:

- Unlimited remote support.
- Next business day on-site support response.
- On-site labor included.
- Travel expenses included.
- Spare parts included.
- Preventive maintenance.

### Parts & Remote (for resellers only)

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

- Unlimited remote support.
- Spare parts included.
- Second business day on-site support response.
- Travel expenses excluded.

### Extended Coverage

Extended Coverage adds an optional print head replacement service to HP Parts & Remote and HP Full Coverage programs, ensuring more predictable costs.

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## Value Added Services

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

### Color Management & Profiling Services

HP Scitex Color Management Services are designed to optimise 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 customers managing 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 education courses empower your operators to improve the capabilities of your HP Scitex Press or Printer.

Formal training courses are aimed at new operators, but we also provide training for customers migrating between press models or implementing multi-press environments. Training is offered at two levels, Basic and Advanced.

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## Why buy HP Services?

When you place your printers under HP service agreements, you know they are supported by certified 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 organisation, HP offers unique opportunities to enjoy end-to-end solutions and support. From the data centre, to workflows, to digital printers, we can help you get the most from your graphic business environment.

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To learn more, visit: [www.hp.com/go/pspservices](http://www.hp.com/go/pspservices)  
or email: [hsap.carecenter@hp.com](mailto:hsap.carecenter@hp.com)

