



# Remote service and support

HP Indigo Value-Added Services - always there for you

Europe



## You have our commitment

HP is dedicated to providing and expanding technology-leading service and support solutions to help you develop your business, maximise your press productivity and achieve profitability.

Our vast global resources, across the board expertise and powerful end-to-end solutions make up the infrastructure upon which your digital printing business rides. We are 100% committed to ensuring that your Total Customer Experience of HP Indigo Digital Printing is supportive, highly satisfactory and perfectly aligned with your goals.

Even when we are not physically beside you, we are never far away. In addition to the on-site support we provide to our customers, we also offer a comprehensive selection of remote support options to expedite the resolution of any type of issue you may encounter and help you access the information you need.

## HP Customer Care Centre

### We take care of you personally

Virtually any question or problem that you might have can be resolved by calling the HP Customer Care Centre. The service is provided in English, French, Italian, German, Spanish and Dutch.

## At your service...

- For digital press technical support – our remote support engineers are trained and qualified to troubleshoot your hardware, software, prepress and workflow issues, quickly and professionally.
- For product information and non-technical questions – a customer relations representative will further direct you and assist you to acquire your materials and answers.

## HP Indigo Remote Access

### Online and on-site at the same time

During remote support, this capability allows an HP Indigo service professional to safely access your press, check and diagnose the problem just as if he were standing right beside you.

- Remote monitoring – allows the service professional to view the press screen directly and suggest the appropriate solution. This saves time and ensures diagnostic accuracy is enhanced.
- Interactive support – brings new capabilities to resolve electronic and software issues remotely. Enables the service professional to safely take control of the press, make an in-depth diagnosis, configure parameters, change and update files.

## Digital Front End (DFE) and Workflow service contracts

### End-to-end IT and printing management

The unique HP Indigo DFE systems deliver extreme performance, end-to-end IT and printing management as well as a flexible architecture to expand computing power and redundancy as needed.

HP DFE service contracts provide a strong safety net for customers' mission-critical printing operations. The Return on Investment (ROI) of a DFE service contract is typically less than one year, primarily due to free-of-charge software upgrades, remote phone support and next-day shipment of replacement parts.

On-site DFE support can be combined with HP Indigo Press service visits free of charge. In addition, HP Indigo Services offer additional mission-critical care packs – for example 24x7 on-site coverage – which can be purchased up-front in addition to Press and DFE standard service contracts.

Support solutions to help you develop your business, maximise your press productivity and achieve profitability.

## HP Print Care

### Increase uptime with on-press and remote support.

To help you meet even the tightest deadlines, HP increases press uptime with the innovative HP Indigo Print Care toolset. Assuring quick and accurate problem detection, as well as fast resolution, HP Indigo Print Care offers convenient on-press and remote diagnostics, guided troubleshooting, live video-sharing communications with remote support teams and remote desktop sharing.

HP Indigo Print Care also displays press status and statistical data for both the operator and production manager to help them monitor press activity.

### Additional service and support options

There are also a variety of options that can be purchased for either maintenance programme:

- On-site Uptime Kit – this option enables you to purchase a kit that ensures replacement parts and materials are always available for your business needs, 24x7.
- Extended support – for a nominal monthly fee, you can extend the hours of access to our field support or remote support system (6x18). For further information please refer to your local Service Manager.

### 'My HP Indigo' portal – your online consultant

'My HP Indigo' is an exclusive portal for customers, designed to equip you with the tools and knowledge you need to transform and further develop your business. It is your personalised, password-protected, business-optimisation portal.

Designed with HP Indigo Digital Press owners' profitability in mind, this easy-to-use site is enhanced and updated daily, providing you 24x7 access to such valuable features as:

- Supplies ordering (including operator maintained parts).
- HP IndigoServe real-time digital press reports.
- Sales tools and templates.
- Technical support for your prepress and printing activities.
- Media reports and media locator.
- Online training.
- Feedback mechanism for ordering and tracking.
- Business development and marketing tools.
- Customer support documentation.
- Software downloads.
- HP IndiChrome Ink Mixing Services.
- News and events.
- E-newsletters.

HP Indigo customers may access this portal at [www.hp.com/go/graphic-arts](http://www.hp.com/go/graphic-arts), where the 'My HP Indigo' link will provide password-protected, secure, customised, exclusive access to HP resources and support in English, Italian, French, German, Spanish and Dutch.

## Get connected

[hp.com/go/pspservices](http://hp.com/go/pspservices)



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4AA3-9883ENE, September 2012

