



Extended Remote Support

HP Indigo Value-Added Services

Europe



Keep your HP Indigo Press running beyond the 9 to 5

For print providers, every day is deadline day – and any downtime means lost revenue. When you need support, you need it right there and then, no matter what time of day or night it is. That's why HP has launched its Extended Remote Support facility.

With this service option, you can relax in the knowledge that your HP Indigo Digital Press is supported even during early and late shifts.

HP's Extended Remote Support provides cover for HP Indigo Digital Presses, regardless of your location, and is also available in English and German languages.

Packages include remote phone support, on-site after-hour standby support, and a combination of the two.

- Remote phone support is available via a local number for 18 hours a day, six days a week (06:00-24:00 local time, Monday to Saturday).
- On-site after-hour standby support is also available 18x6. Once you call the support line, an on-duty engineer will initially try to resolve your issue remotely. If this is not possible they will visit you on-site and carry out any necessary maintenance.
- On-site after-hour standby support is scheduled initially for some areas according to customer demand. 24x7 remote phone support is available by request.



Relax in the knowledge that your HP Indigo Digital Press is supported even during early and late shifts.

Availability of HP Extended Remote Support

HP Extended Remote Support will be available in English and German languages and locations on top of the regular phone support included in the service contract, 08:00-18:00, Monday to Friday.

HP also provides 18x6 remote and 18x6 on-site standby extended support. All are available on a contract basis and with the requirement that customers have at least one HP Certified Advanced Operator on-site.

Additionally:

- An On-site Uptime Kit is recommended.
- On-site visits come with an additional discounted time and travel charge.
- Support days do not include local public holidays and HP-designated holidays.

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