



Exclusive Custom Support Options

HP Indigo Value-Add Services



Overview

Target

All HP Indigo Digital Press customers, primarily site management and print production staff.

Benefits

- Maximize print production capacity during peak times.
- Reduce down time during these critical periods.
- Receive fully personalized service and support for the weeks you need it the most.

Attain maximum performance during your peak season—we'll help you. **Minimize downtime. Maximize revenue.**

HP Indigo Services recognizes that some customers require enhanced service/support coverage during peak production periods, such as spring to summer or year-end. That is why HP Indigo Services has designed a unique set of value-add solutions to fulfill your seasonal needs. The ability to reach maximum production capacity quickly during these peak periods is critical—for you and your customers.

What you get

Personalized services and support—however much you need, when you need it.

Due to the high demand during peak periods, it is highly recommended that you contact your account manager well in advance to request a quote and secure the resources. Typically, you should target to finalization of your support plan terms and conditions at least 3 months prior to the start of your peak production time.

See the table on the following page for an overview of the Custom Support Options.

HP Indigo Onsite Uptime Parts Kit

To compliment your Onsite Customer Support Engineer service, you need to have the right replacement parts on hand. The HP Indigo Onsite Uptime Parts Kit contains the most commonly replaced parts, ensuring they are available for your business needs, 24x7. This significantly reduces your risk of costly downtime by avoiding waiting for a shipped replacement part.

There are two types of kits: Basic Kit and Comprehensive Kit (includes Basic Kit and more).

Exclusive Custom Support Options

Custom Support Programs (hours x days)	Day/Time of Service Availability	Advantages of Service	Without this Service
Onsite Customer Support	Timeframe can be customized for the following: 8x5, 8x7, 18x6, 24x6, 24x7	HP Indigo onsite support to minimize the downtime of an escalation.	Wait for HP support to be dispatched and downtime to go through support call process.
24x7 Onsite Standby Support (available in certain geographic locations)	Mon - Sun, 24 hours/day	Dedicated local engineer for standby phone support with the option for onsite support if necessary.	Risk of press not functioning properly, or unforeseen issues affecting press functionality, image quality and overall production.
16x2 Weekend Onsite Standby Support (available in certain geographic locations)	Sat and Sun, 8 a.m. – 12 a.m. (midnight)	Dedicated local engineer for standby phone support with the option for onsite support if necessary.	Risk of press not functioning properly, or unforeseen issues affecting press functionality, image quality and overall production.
16x2 Weekend Onsite Standby Support + After Hours Parts Support (available in certain geographic locations)	Sat and Sun, 8 a.m. – 12 a.m. (midnight) After Hours Parts Support, • Mon – Fri, 8 a.m. to 10 p.m. CST • Sat – Sun, 3 p.m. to 5 p.m. CST	Extended weekday hours for ordering parts, as well as weekend parts ordering availability.	Risk of press not functioning properly, or unforeseen issues affecting press functionality, image quality and overall production.
After Hours Parts Support* (4 week program, specific dates apply)	After-hours Parts Support, • Mon – Fri, 8 a.m. to 10 p.m. CST • Sat – Sun, 3 p.m. to 5 p.m. CST	Extended weekday hours for ordering parts, as well as weekend parts ordering availability.	Risk of press downtime due to waiting for parts.
24x7 Press Phone Support Only	Mon – Sun, 24 hours/day	Access to 24x7 remote phone support.	No after-hours or weekend support or local dedicated support.
Press Baseline Services	1 day per press	An in-depth look at the press to make sure it is functioning properly, including ink tank calibrations, cleaning contacts, paper handling, etc.	Risk of press not functioning properly, or unforeseen issues affecting press functionality, image quality and overall production.
8x5 Onsite Production Specialist Support	Mon – Fri, 8 a.m. to 5 p.m. local customer time	Production specialist onsite to help maintain 'best practices'. Increase efficiency, reduce waste.	Reduced press utilization.
24x7 HP SmartStream Production Pro DFE Phone Support (limited to 6 consecutive weeks)	Monday to Sunday 24 hours per day (Available for HP SmartStream Production Pro and non-customized DFE systems only)	Dedicated, expert software engineers for 24x7 remote phone support.	Normal contract support hours of support. Increased wait time for off-hours support/response.
Ultra/Scalable Rip System (SRS) DFE Phone Support (limited to 6 consecutive weeks)	Timeframe can be customized	Dedicated, expert software engineers for remote phone support.	Normal contract support hours of support. Increased wait time for off-hours support/response.

*US customers only

For more information

Please contact your sales account manager for more information, and to order your service.

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- These Custom Support Programs are available for warranty & contract customers only.
- Production Specialist: During this visit the PS will work with you on best practices, which include press uptime and waste control.
- Onsite Customer Support: Our supporters are there to help you keep the presses in working order; they are not there to run the press. You should have your own internal escalation process, and if you can't solve the issue then it is escalated to the onsite supporter.

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