

# Printing Professional Services



## Care Pack, part of HP Care

### Service benefits

- Customized for unique customer requirement
- Service performed by an HP technical specialist
- Allows your IT resources to stay focused on their core tasks and priorities
- Delivery of the service at a mutually scheduled time convenient to your organization
- Availability of an HP service specialist to answer basic questions during the delivery of this service

### Service feature highlights

- Service specialist
- Customized service
- Defined SOW
- Coverage window

Printing Professional Services provide a way for the HP support organization to provide consulting and implementation services to a customer for a fee. Printing Professional Services consists of five Care Packs that can be used to quote a price to accompany a customer SOW (Statement of Work) for the requested service.

Printing Professional Services are for unique customer services not covered by standard offerings, such as installation, controlled deployment, break/fix or time and materials.

## Specifications

Table 1 Service features

Feature	Delivery specifications
<b>Service specialist</b>	An HP service specialist will plan all the necessary activities, including the identification of any prerequisites, and will schedule the delivery of the service at a time mutually agreed upon by HP and the Customer, which shall be during local HP standard business hours excluding HP holidays, unless otherwise agreed by HP. Any service provided outside of HP standard business hours may be subject to additional charges.
<b>Customized service</b>	This service offering is used when no standard HP offerings meet the unique customer requirements.
<b>Defined SOW</b>	HP provides a detailed Statement of Work (SOW) to the customer defining the deliverables. The SOW includes the type and number of Care Packs to be purchased by the customer to provide the service.
<b>Coverage window</b>	The coverage window specifies the time during which the described services are delivered offsite or remotely. Service is available between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays (may vary by geographic location).

## Service limitations

Any hardware, software and associated documentation required to perform the service are the responsibility of the customer.

The following activities are excluded from this service:

- Application integration or integration of third-party products or peripherals not included with the system
- Any services not clearly specified in this document or the associated Statement of Work

## Customer responsibilities

The Customer will:

- Purchase Printing Professional Services as specified in the HP SOW
- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information and otherwise be available to assist HP in facilitating the delivery of this service
- The customer should ensure that hardware, software and any associated documentation is available at the location where service is to be performed on the arranged date the service engagement is to begin.

## General provisions/Other exclusions

HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.

Any services provided outside of HP standard business hours may be subject to additional charges.

Travel charges are included in this service.

Activities such as, but not limited to, the following are excluded from this service:

- Any services not clearly specified in this document or the SOW provided by HP

## Ordering information

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order Printing Professional Services, contact your local HP sales representative.

**Learn more at**  
[hp.com/go/pcandprintservices](http://hp.com/go/pcandprintservices)



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