

HP Mission Critical Services



Maximize your business productivity



What does it take to have your
HP PageWide Web Press consistently
perform at the highest level?

With your equipment and team working hard every day toward your business goals, it's time to consider how much more you can achieve. At HP, we're ready to help you optimize your print operations and gain the high press availability you need to confidently meet your most demanding production commitments.

Achieve business excellence

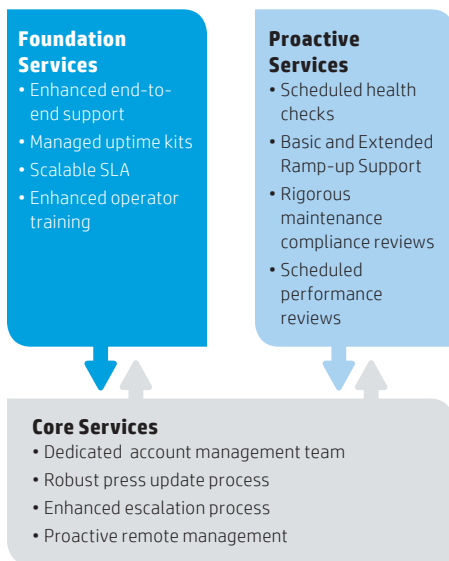
HP Mission Critical is designed to improve your print operations so that you can achieve excellence in your business. Partnering with HP can help you maximize the availability and utilization of your business investments and give you peace of mind that comes from knowing you are working with one of the world's leading mission-critical service providers.

This suite of premium services is tailored to your needs, providing you with the services and dedicated support required to maximize production predictability and minimize time to repair. You can elect to use HP Mission Critical services for a defined period, to ensure the press availability and efficiency needed for a specific major project, or on an ongoing basis to boost your ongoing production achievements.

Tailored suite of premium services

Maximize your business productivity with this tailored suite of premium services.

HP Mission Critical services include Core, Foundation and Proactive services, provided according to your needs.



Contact your HP representative to learn more about HP Mission Critical services and discuss the specific ways we can help you improve your print operations.

Work with a trusted advisor

You will be assigned your own dedicated Account Management team that understands your business and operating environment. The team's goal is to assist you in achieving maximum production availability and return on your HP PageWide Web Press investment. The team will conduct regular performance reviews and work closely with you every step of the way.

Maximize uptime

Achieve maximum production efficiencies and gain the predictability you need to meet critical customer commitments with confidence.

Minimize unplanned downtime

Reduce the risk of critical projects being affected by unplanned downtime. Prevent many problems before they occur and get back to work quickly when issues do arise.

- Working remotely, your Account Services Team will proactively monitor your press, validate compliance with preventive maintenance schedules, and conduct regular press health checks.
- Expedited technical support and up-time kits that keep common and simple replacement parts on-site help minimize time to repair.
- Set your Service Level Agreement (SLA) according to your needs.

Enhance performance

Quickly get up to speed and utilize the full capabilities of your HP PageWide Web Press for high productivity and quality.

- Gain differentiated levels of ramp-up support to ensure the most efficient transition to full production.
- Leverage various levels of training to operate your press at peak efficiency.
- Certify your operators for production and maintenance to minimize downtime.
- Enrich your capabilities with best practices shared by your Account Services Team.

Gain business sustainability

Minimize lost opportunity costs and work with more peace of mind. With increased system utilization, and maximum uptime and productivity, you can maximize the return on your press investment, and accelerate your page growth and business profitability.

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