



# HP PageWide Web Press Upgrade Service

## Onsite press performance upgrade

The HP PageWide Web Press Upgrade is an onsite service provided for various HP PageWide Web Press models.

### Target customer

HP customers looking to upgrade their press to the next level of performance and protect their investment by adding new features and capabilities offered in the latest Press Code Release (PCR).<sup>1</sup>

### Ideal characteristics

This service is for HP PageWide Web Press installed base owners worldwide.

### The need

The HP PageWide Web Press Upgrade Service was developed in response to customers' desire to secure their investment and ensure that their press is enabled with the most advanced features and capabilities, on par with the latest version of their press model.

### Why now?

Now, that the HP PageWide Web Press technology has proven its value on the market, HP can go back to the installed base owners and offer them a unique service that will enable them to extend their investment value for years to come.

*This service includes software and hardware components that bring a press to the most advanced performance level. It is offered with a tiered approach that accommodates the varied scope and complexity of a wide range of upgrade situations. The service covers the labour involved with implementing the upgrade, as well as customer training, so the customer can quickly reap the benefits and gain a fast return on investment (ROI).*

### Value proposition

The HP PageWide Web Press Upgrade Service enables customers to take advantage of the new features and capabilities offered in the latest hardware, software and firmware releases.

With the clear, transparent pricing model, customers know upfront how much they are paying for an upgrade service, and what value they are getting, including the installation, training and best practices.

### Business sustainability

- Enhances press return on investment (ROI)
- Expands press capabilities that support business growth

### Service priority

- Customers receive priority for completing their upgrades
- Enables quicker utilisation of new features

### Increased productivity

- Gain far better productivity from the new upgrade features
- Leverage best practice sharing and knowledge from experienced HP technical experts
- Drive analysis and follow-up action from of current press performance
- Enjoy press efficiency reporting, before and after refresh training

### Training and knowledge

- Receive onsite hands-on training on new upgrade
- Benefit from onsite refreshment of operator training

### Upgrade guide

There is a significant difference between updates, which are already included in the customer's service contract, and upgrades, which are not included in the customer's existing service contract, and are in fact what this service is designed to cover.

- **Updates** are minor version releases to an existing version, for example 2.3.1 to 2.3.5
- **Upgrades** are major version releases, for example from version 2.3 to 2.7

The HP PageWide Web Press Upgrade Service model is comparable to the Microsoft operating systems model, in which there is a difference between patch updates (which are free of charge) and full-version upgrades, say from Windows 7 to Windows 8 (which include a charge).

For the HP PageWide Web Press Upgrade Service, a different service level is required for different customers, depending on the customer's starting version, and existing hardware/software base.<sup>2</sup>

<sup>1</sup> Software code and/or hardware upgrades which are running the press.

<sup>2</sup> **Note:** The upgrades included in this service are for non-mandatory upgrades. Customers should purchase this service on a per-need basis, as new HP PageWide Web Press upgrades/versions become available.

## Service Levels and Coverage

	<b>PWP Level 1 Press Upgrade Service</b>	<b>PWP Level 2 Press Upgrade Service</b>	<b>PWP Level 3 Press Upgrade Service</b>	<b>PWP Level 4 Press Upgrade Service</b>
<b>Service SKU</b>	G4S24A	G4S25A	G4S29A	G4S26A
<b>WW Ref List Pricing</b>	\$4,000	\$11,000	\$14,000	\$20,000
<b>Service deliverables (Scope of what can be covered)</b>	<ul style="list-style-type: none"> <li>• Software and PCR installation - PCR: Single level increments</li> <li>• Customer training: Up to 2 hours</li> </ul>	<ul style="list-style-type: none"> <li>• Software and PCR installation - PCR: Multiple level increments</li> <li>• Customer training: 8 hours - 4hrs of training on new SW features - 4hrs productivity optimisation, including review of current press performance</li> </ul>	<ul style="list-style-type: none"> <li>• Software and PCR installation - PCR: Multiple level increments</li> <li>• Hardware installation - Major feature upgrades or compute stack reconfiguration</li> <li>• Customer training: 8 hours - 4hrs of training on new SW features - 4hrs productivity and efficiency optimisation, including review of current press performance and press efficiency reporting - pre and post refresh training</li> </ul>	<ul style="list-style-type: none"> <li>• Software and PCR installation - PCR: Multiple level increments</li> <li>• Hardware installation - Major feature upgrades or compute stack reconfiguration</li> <li>• Customer training: 8 hours - 4hrs of training on new SW features - 4hrs productivity and efficiency optimisation, including review of current press performance and press efficiency reporting - pre and post refresh training</li> </ul>
<b>Onsite resources</b>	1 HP resource	2 HP resources	3 HP resources	3 HP resources
<b>Relative complexity of upgrades</b>	Low	Medium	Medium	High
<b>Duration</b>	2 days	4 days	3 days	5 days

### For more information contact:

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## Q&A

**Q1:** Does this service cover major upgrades such as changing the press model T300 to T350?

**A1:** No. This service does not cover this use case. This service only covers feature upgrades to existing models.

**Q2:** Is the customer's monthly service contract affected?

**A2:** No. The HP PageWide Web Press Upgrade Service covers one-time service events. Customer contracts are not affected.

**Q3:** Does this service cover multiple presses?

**A3:** No. This service was scoped to deliver services for a single press.

**Q4:** Is HP now charging customers for PCR software?

**A4:** No. HP is not charging for the SW. We are charging only for the installation.

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