



HP PageWide Web Press Mission Critical Services

Helping customers maximize business productivity

HP PageWide Web Press Mission Critical services is a tailored suite of premium services that helps customers meet their most demanding production commitments with confidence.

Target customer

HP PageWide Web Press customers who have critical print operations requiring maximum uptime and availability from their press, and who cannot afford unplanned downtime.

Two main customer scenarios include:

- A need for this type of service for a defined period of time — "Burst Mode"
- Ongoing contractual services

Ideal characteristics

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

The need



Maximized press uptime



Predictability to make tight deadlines



Tailored solutions to meet their business needs



Partner who understands their business and helps them be successful

The combination of Core, Foundation, and Proactive services, fully customized to each customer's needs, maximize press availability and production predictability, boosting business sustainability.

Value proposition

HP PageWide Web Press Mission Critical service is designed to improve the customer's print operations and help them boost their business productivity and achievements. With this tailored suite of premium services, the customer can meet their demanding production commitments with confidence in their press' availability and efficiency.

All Mission Critical service alternatives are managed by an expert assigned team, who knows the customer's business. HP PageWide Web Press customers can gain peace of mind and thrive by partnering with HP, a proven industry leader in delivering services.

HP PageWide Web Press Mission Critical service benefits include:

Customer intimacy

- Close partnership
- Named account team
- Regular performance reviews
- HP knows customer's business

Minimize unplanned downtime

- Production management compliance validation
- Proactive remote monitoring
- Expedited technical support
- Time-to-repair minimized
- Flexible service level agreements (SLAs)

Enhance performance

- Certified operators
- Press operating at peak efficiency
- Faster production ramp up
- Best practice sharing

Maximize Uptime

- Predictability and confidence
- Meet critical customer commitments

Business sustainability

- Maximize press return on investment (ROI)
- Minimize lost opportunity costs
- Peace of mind

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What is included

Core Services are a set of Account Services Management services, tailored for Mission Critical customers

- Assigned account management team
- Robust press update process
- Upgraded support elevation process
- Proactive remote management

Foundation Services are a set of support services, tailored for Mission Critical customers

- Upgraded end-to-end support
- Managed up-time kits
- Scalable SLA to meet customer's needs
- Enhanced operator training

Proactive Services are a set of Productivity services, tailored for Mission Critical customers

- Scheduled health checks
- Basic and extended ramp up support
- Rigorous maintenance compliance reviews
- Scheduled performance

Key differentiation

HP Mission Critical service is a package of services customized and tailored to meet the customer's business needs.

What differentiates Mission Critical is the Core Services: named account management team, robust press update process, enhanced support elevation process, and proactive remote management.

Getting a customer started with Mission Critical



Engage your Sales Account Manager.

- Business strategy consultation
- Understand business objectives
- Critical print needs workshop



Perform an assessment

- Assess the environment
- Critical business needs identified
- Determine key production periods
- Understand the business processes



Achieve results

- Tailored Mission Critical solution
- Services deployed and integrated
- Close ongoing partnership
- Continuous improvement

Q&A

Q1: Is HP PageWide Web Press Mission Critical services available globally?

A1: Yes, the service is available in all regions.

Q2: Is the service available for all HP PageWide Web Presses?

A2: Yes, the service is available for the T2xx, T3xx and T4xx models.

Q3: If the customer needs Mission Critical services for a defined period, how is their monthly service contract affected?

A3: The customer continues to pay for their existing service contract. For the Mission Critical services that are incremental, per-event billing is utilized.

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