

HP PageWide Web Press Services Portfolio

Summary descriptions



Service Category	Service Name	Type	Brief Description	Availability				Regional Variations
				NA	LAC	EMEA	APJ	
Support Service	Site Assessment	Included with Press	Site Assessment is a comprehensive site survey that verifies the various aspects of the installation are planned in detail.	✓	✓	✓	✓	
Support Service	Installation	Included with Press	Installation Service refers to the location and installation of an HP PageWide Web Press, including all relevant activities at the customer site for the HP PageWide Web Press to be fully operational.	✓	✓	✓	✓	
Support Service	Warranty (6m)	Included with Press	Warranty is the Press Digital Front End (DFE) warranty and support service offered by HP. It comes included as standard with all products. Additional purchase of a support program extends both the hardware and support coverage, depending on the device for which it is purchased.	✓	✓	✓	✓	
Training Service	Basic Operator Training	Included with Press	Basic Operator Training is designed for new HP PageWide Web Press operators, in order to use the press safely and effectively. Training empowers operators to optimize the capabilities and the return on investment on an HP PageWide Web Press.	✓	✓	✓	✓	
Training Service	Digital Front End	Per event	Digital Front End Training provides the knowledge required to perform job submission using the HP Job Submission Tool. In the second half of the training, prepress workflow engineers are trained to monitor and troubleshoot data flow through the web press Digital Front End (DFE).	✓	✓	✓	✓	
Productivity Service	Ramp-up	Included with Press Basic, Extended available	Ramp-up Service is post installation onsite support which operators receive from HP's highly skilled implementation team to verify they are using the HP PageWide Web Press to its full potential. This period of hands-on training, is known as the ramp-up period.	✓	✓	✓	✓	
Support Service	HW & Software Support	Contract	HW & Software Contract which enables customers to extend support covered during the warranty period with service contracts that are evergreen after the first year.	✓	✓	✓	✓	
Support Service	Multi-Vendor Support ¹	Contract	Multi-Vendor Support provides hardware and software support services for third party vendors.	✓	✓	✓	✓	WW support services currently covers WEKO and Megtec devices. Other logos can be investigated opportunistically.
Support Service	Uptime Kits	Per Event	Uptime Kits are designed to help reduce downtime and increase productivity by having the right replacement parts onsite 24x7. The four levels of uptime kits include: Standard, Supplemental, Supplemental Plus, and Comprehensive. Uptime Kits are also available for third party vendors.	✓	✓	✓	✓	
Support Service	Preventive Maintenance	Contract	Preventive Maintenance is the routine maintenance procedures performed by a qualified operator, including cleaning and repair of equipment and software in line with the recommendations of the service manuals and training. This can also be an additional customized service provided by HP Customer Engineers.	✓	✓	✓	✓	
Training Service	Advanced Operator Training	Per Event	Advanced Operator Training enables operators to perform more than just the basic operation of HP PageWide Web Press. Attendances are trained on common problems related to environment, finishing equipment, and the press.	✓	✓	✓	✓	
Training Service	Operator Basic Maintenance	Per Event	Operator Basic Maintenance is a lecture-style and hands-on training for experienced press operators. Designed to improve press uptime, topics focus on troubleshooting and repair, as well as some technician-level maintenance.	✓	✓	✓	✓	
Training Service	Train to Maintain	Per Event	Train to Maintain is a lecture-style and hands-on course focused on the repair, maintenance and troubleshooting of HP PageWide Web Presses. Reduce press down time by quickly and accurately diagnosing problems and finding solutions.	✓	✓	✓	✓	
Productivity Service	Health Check	Per Event	Health Check Services include the visit of an experienced specialist to review the health of systems and to tune a press to best performance.	✓	✓	✓	✓	
Productivity Service	Color Management	Per Event	Color Management Services are designed to help the operators optimize color quality and consistency as well as match color to other devices within the print environment. This service is provided onsite at your premises.			✓		
Customized Service	Upgrades Service (HW & SW)	Per Event	Upgrade Service is an onsite service that can accommodate various press upgrades. It covers the HP resources required to perform the upgrade installation as well as providing training so you can quickly reap the benefits. Multiple service tiers support varying levels, scope, and complexity.	✓	✓	✓	✓	
Productivity Service	Account Management	Per event	Account Management provides a highly experienced and dedicated service professional, with an end-to-end perspective (Business, Press, DFE, Operations).	✓	✓	✓	✓	
Customized Service	Mission Critical	Contract & per event	Mission Critical Services is a tailored suite of premium services supporting an HP PageWide Web Press. Customers can meet their demanding production commitments with confidence in their press' availability and efficiency. Proactive services, including training, remote monitoring, preventative maintenance, and production ramp-up, maximize production predictability and confidence. Services can be set up for a defined period or ongoing.	✓	✓	✓	✓	
Customized Service	Relocation	Per Event	Relocation Services are designed for HP PageWide Web Press owners who are looking for a complete relocation of their HP PageWide Web Press, across the site or across the country. End-to-end support is provided through an HP Customer.			✓	✓	

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