

HP Indigo Service 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 that the 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 Indigo digital press, including all relevant activities at customer site for the HP Indigo digital press to be fully operational.	✓	✓	✓	✓	
Support Service	Warranty (6m)	Included with Press	Warranty is the Press and DFE warranty and support service offered by HP. It comes 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	Operator Training Level 1	Included with Press	Training Services empower operators to optimize the capabilities and the return on investment on an HP Indigo Digital Press; Level 1 Training is designed for new HP Indigo Digital Press operators, in order to use the press safely and effectively.	✓	✓	✓	✓	
Productivity Service	Ramp-up	Included with Press *	Ramp-up services are the post installation onsite support, which operators receive from HP's highly skilled implementation team to verify they are using the HP Indigo Digital Press to its full potential. This period of hands-on training, is known as the ramp-up period.	✓	✓	✓	✓	* Ramp-up Services are not included with all presses; offering can vary per region and press family.
Support Service	Full Support	Contract	Full Support Program includes phone support, all onsite service visits, mandatory software and hardware updates, as well as replacement parts and ground freight.	✓	✓	✓	✓	
Support Service	Shared Support	Contract	Shared Support Program includes phone support, limited onsite visits per calendar quarter, mandatory software and hardware updates, and replacement parts. Prerequisite for Shared Support Program is successful completion of HP Indigo Digital Press Shared Maintenance Training.	✓	✓	✓	✓	Number of visits per contract varies from region to region.
Support Service	SmartStream Solution Services	Contract	SmartStream Solution Services provide a strong safety net for customers' mission-critical printing operations, by providing all mandatory software updates, and hardware replacement parts.	✓	✓	✓	✓	
Support Service	Uptime Kit	Per Event	The Uptime Parts Kit is designed to help reduce downtime and increase productivity by having the right replacement parts on-site 24x7. Two levels of uptime kits are available: Basic and Comprehensive.	✓	✓	✓	✓	
Support Service	Multi Vendor Support	Contract (addendum)	Multi Vendor Support provides first-level support and single point of contact to customer for press and finishing equipment.	✓	✓	✓	✓	
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 an HP engineers.	✓	✓	✓	✓**	** For APJ the Preventive Maintenance is performed by customers or HP Indigo partners.
Training Service	Operator Training Level 2/3	Per Event	Training services empower operators to optimize the capabilities and the return on investment on HP Indigo Digital Press; Level 2 or 3 Training provide advanced press, DFE and operator training and maintenance (Operator Training Level 2 is a prerequisite for Shared Maintenance Support Agreement).	✓	✓	✓	✓	
Training Service	Pre-Press Workflow	Per Event	Pre-Press Workflow Training provides the knowledge necessary to operate and manage the prepress environment and teach trainees how to monitor and troubleshoot data flow. This training includes system setup and administration, job management and submission, modifying press job properties, and creating and using job tickets.	✓	✓	✓	✓	
Productivity Service	Health Check	Per Event	Health Check Services include the visit of an experienced specialist to review health of systems and tuning of press to best performance.	✓	✓	✓	✓	
Productivity Service	Production Optimization	Per Event	Production Optimization Services are provided during a customized onsite visit by a Production Specialist, who works closely with both operators and management to optimize best practices for press operation, maintenance, and press consumables management.	✓	✓	✓	✓	
Productivity Service	Color Management	Per Event	Color Management Services are designed to help operators optimize color quality and consistency as well as match color to other devices within the print environment. This service is provided onsite at the customer premises.	✓	✓	✓	✓	
Training Service	Production Management	Per Event	Product Management Training enables Indigo Press owners and production managers to establish and maintain best practices in order to benchmark operational efficiencies and manage their business more efficiently and profitably.	✓	✓	✓	✓	
Customized Service	Peak Season	Contract (addendum)	Peak Season services offer short-term service options that can be fully customized. Ranging from Extended Remote Support to 24x7 dedicated onsite support, these services are an addendum to the customer contracts, where HP provides customers a higher onsite SLA. Varies by SLA and duration.	✓	✓	✓	✓	
Customized Service	Pre-Press Workflow Consulting	Per Event	Pre-Press Workflow Consulting includes onsite pre-press/press hands-on optimization, control points, and documentation per agreed scope.	✓*	✓*	✓	✓	* Named Production Optimization Services in NA & LAC
Customized Service	Account Service Management	Per Event	Account Service Management include a pre-assigned, highly experienced and dedicated service professional, with an end-to-end perspective (Business, Press, DFE, Operations).	✓	✓	✓	✓	
Customized Service	Relocation	Per Event	Relocation Services provide customers with relocation solutions for their HP Indigo Digital Press equipment.	✓	✓	✓	✓	
Customized Service	Recertification	Per Event	Recertification Services are for customers who have previously chosen to let their warranty or support coverage lapse, as well as customers who have purchased used presses. It includes an inspection to identify all services that need to be performed before a press can receive an official and effective service contract.	✓	✓	✓	✓	