

HP Latex Services Portfolio

Summary descriptions



Service Category	Service Name	Type	Brief Description	Availability			Regional Variations
				AMS	EMEA	APJ	
Support Service	Site Assessment	Included with printer	Site Assessment is a comprehensive site survey that verifies that the various aspects of the installation are planned in detail.	✓	✓	✓	
Support Service	Installation	Included with printer	Installation Service refers to the location and installation of an HP Latex printer, including all relevant activities at customer site for the HP Latex printer to be fully operational.	✓	✓	✓	
Training Service	Operator Level 1 Training	Included with printer	Operator Level 1 Training the operator to the HP Latex printer, its main systems, features, components and operation. It enables the operator to become more familiar with the printer and focuses on proper operation and maintenance.	✓	✓	✓	
Training Service	Engineer Training	Per event	Engineer Training is designed to train experienced operators / engineers on diagnostics, and to service & repair HP Latex printers.	✓	✓	✓	
Productivity Service	Ramp-up	Included with printer	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 Latex printer to its full potential. This period of hands-on training, is known as the ramp-up period.	✓	✓	✓	
Support Service	HW & SW Support Full Support	Contract	Full Support Program includes phone support, all onsite service visits, mandatory software and hardware updates, as well as replacement parts. Support is available with unlimited or unplanned time and material basis. Two offers are available: Standard and Extended.	✓	✓	✓	Service level and discount rate varies by regions.
Support Service	HW & SW Support Shared Support	Contract	Shared Support Program includes phone support, limited annual onsite visits, mandatory software and hardware updates, and replacement parts. Prerequisite is successful completion of HP Operator Level 2 Training. Enables operators to perform self-repair and maintenance tasks.	✓	✓		Not available in APJ at present
Support Service	Uptime & Maintenance Kits*	Included with printer	Uptime Parts Kit is an inventory of the most frequently needed essential parts, designed to help reduce downtime and increase productivity by having the right replacement parts onsite 24x7. Maintenance Kit is a set of consumables and parts most frequently needed for preventive maintenance cycles.	✓	✓	✓	*Maintenance kits are optional
Support Service	Preventive Maintenance	Contract	Preventive Maintenance program is for HP Latex printer owners, who need HP Graphics Solutions Services to perform onsite preventive maintenance periodically and replace Maintenance Kits to keep their printer at the highest level of operational performance.	✓	✓	✓	
Training Service	RIP – ONYX & Caldera Training	Per event	RIP – ONYX and Caldera Training is designed to provide field engineers as well as HP Latex operators with some application knowledge in order to be able to install, maintain and solve relatively simple problems with the RIPs.	✓	✓	✓	
Productivity Service	G7™ Implementation	Per event	G7™ Implementation Service for HP Latex customers who need HP to implement a manageable solution customized for their workflow.	✓			Currently available in AMS; will be available in APJ in Q4 2014
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.	✓	✓	✓	
Productivity Service	Peak Season	Contract	Peak Season Service are for HP Latex printer owners who need HP Graphics Solutions Services to perform onsite or remote support outside of standard hours during peak production periods.	✓			Available in AMS with prior agreement
Customized Service	Relocation	Per event	Relocation Services are designed for HP Latex printer owners who are looking for complete relocation of their equipment, across the site, across the country. End-to-end support is provided through an HP Customer Engineer.	✓	✓	✓	
Customized Service	Recertification	Per event	Recertification Services is for HP Latex printer owners who have previously chosen to let their warranty or support coverage lapse, as well as owners who have purchased used HP Latex printers. It includes an inspection to identify all services that need to be performed before a printer can receive an official and effective service contract.	✓	✓	✓	