

Indirect Brochure

# HP Indigo Services Labels & Packaging

Asia Pacific



# Enhancing productivity, uptime and quality

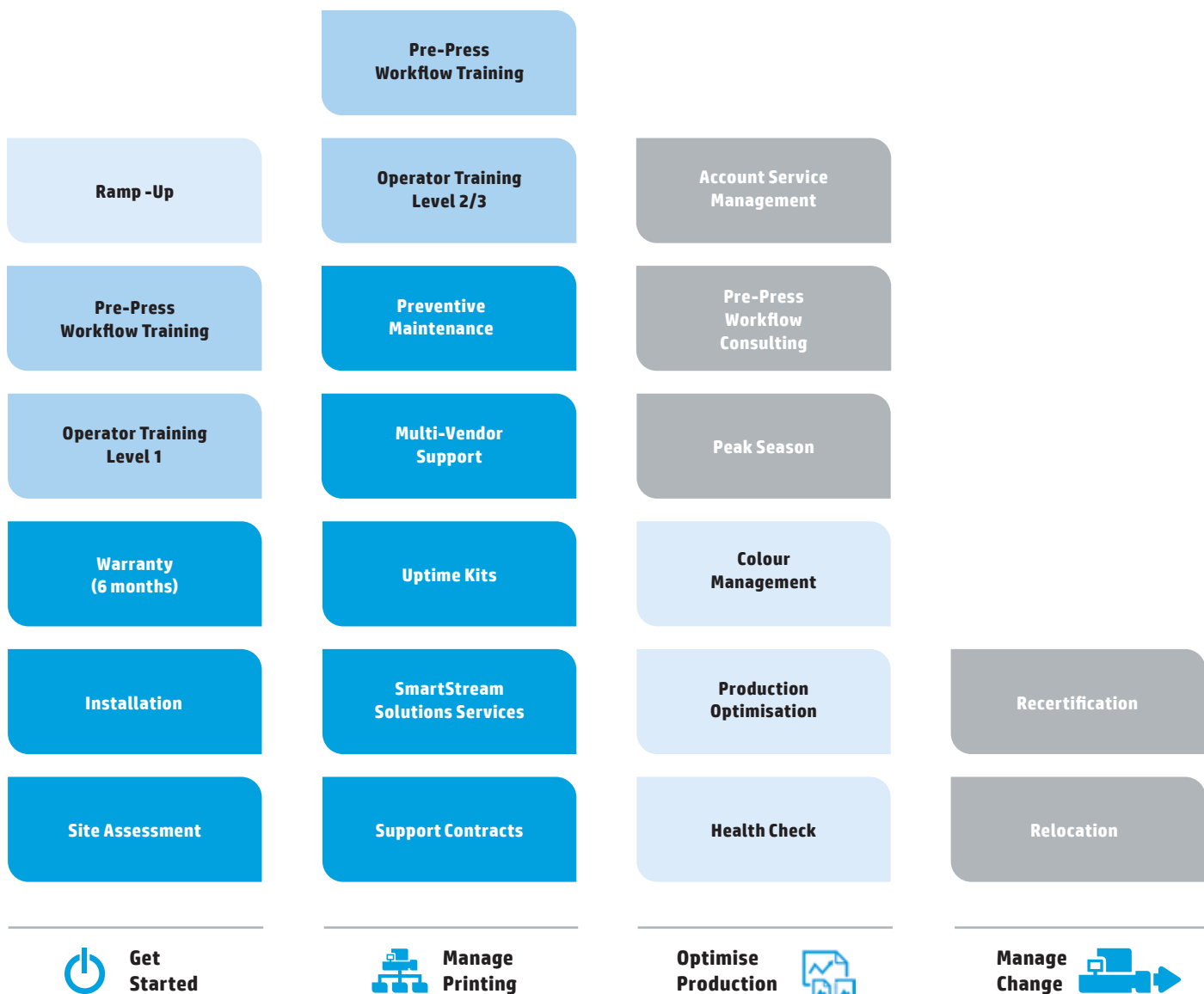
HP and Authorised Channel Partners provide industry-leading onsite support and remote support using advanced service tools to enable increased uptime and productivity.

## Service Portfolio

HP and HP Authorised Channel Partners address the four key stages across the full lifecycle of your HP Indigo printing equipment. Our goal is to help you to do more and get more return on your investment from day one, and every day as your needs evolve. In the first stage, after you purchase your new HP Indigo press, our service and support programmes help you get production off to a strong start. As time goes on, a broad set of service and support programmes are available to help you manage your ongoing printing operations and gain more efficiency in your everyday work. Additional programmes help you optimise your production for increased productivity and quality and reduced costs. At any time, when you are making game-changing alterations to your operating model or physical premises, HP and Authorised Channel Partners are available to help ensure an efficient and effective transition.



## HP Indigo Service portfolio



■ Support Service | 
 ■ Training Service | 
 ■ Productivity Service | 
 ■ Customised Service



"I have just invested in an HP press, and need to start printing as quickly as possible."

Site Assessment

Installation

Warranty  
(6 months)

Operator Training  
Level 1

Pre-Press  
Workflow Training

Ramp -Up

## Get Started

### Site Assessment

HP Authorised Channel Engineers work with you to prepare your site for the HP Indigo press. An HP Authorised Channel Partner Engineer conducts a comprehensive site survey to verify that the various aspects of the installation are planned in detail. This includes installing a dedicated network connection to the IndigoServe central database.

### Installation

A successful installation relies on careful planning. An HP Authorised Channel Engineer will install the HP Indigo press, perform all necessary adjustments, and will bring it to full operational level. The HP Authorised Channel Partner Engineer will print a suite of test prints to verify everything is in optimal working order. Once this is completed, you are ready to ramp-up to full production.

### Warranty

The HP Indigo press and Digital Front End (DFE) six months warranty and support service come standard with all HP Indigo products. Additional purchase of a support programme extends both the hardware and support coverage, depending on the device for which it is purchased.

### Training Services

The HP training curriculum, performed by HP or HP Authorised Channel Partner, empowers operators to optimise the capabilities and return on investment of HP Indigo presses, integrating extensive practical exercises in a conducive learning environment.

Courses offered include:

- **Digital Press Operator Level 1 Course** - This training is designed for new HP Indigo press operators, to enable them to use the press safely and to independently perform routine maintenance procedures.
- **Digital Press Operator Level 2 & 3 Courses** - This training provides advanced press, operator training and maintenance to enable operators to independently perform routine activities. A separate pre-press training course is also available, covering advanced EskoArtwork colour management and variable data printing technology usage.
- **Pre-press Workflow Courses** - This training provides the knowledge necessary to operate and manage the pre-press environment and teaches trainees how to monitor and troubleshoot data flow. Courses include system setup and administration, job management and submission, modifying press job properties, and creating and using job tickets.

### Productivity Services

Productivity optimisation services are provided during a customised onsite visit by an HP Authorised Channel Partner Production Specialist, who works closely with both operators and management to optimise best practices for press operation, maintenance, and press consumables management.

### Ramp-up

To maximise the value of your investment and ensure a quick transition to full production, HP Authorised Channel Partners offer onsite production visits where an HP Authorised Channel Partner Production Specialist works with your HP Indigo press and Digital Front End (DFE) operators to:

- Reinforce the skills learned during formal training
- Offer workflow and production tips related to specific customer jobs
- Maximise press uptime and increase productivity
- Optimise consumables management

Following the onsite visit, the HP Authorised Channel Partner Engineer acts as a focal point between you and HP resources to ensure all production goals are reached as quickly as possible.



"I need a predictable business operation, and to reduce the risk of unplanned downtime."

Support Contracts

SmartStream Solutions Services

Uptime Kits

Multi-Vendor Support

Preventive Maintenance

Operator Training Level 2/3

Pre-Press Workflow Training

## Manage Printing

### Support Services

HP Authorised Channel Partners offer a full line of support and service programmes for all HP Indigo presses and Digital Front End (DFE) workflow systems, including contract support for the Indigo press and the DFE. Each programme includes a combination of remote support and onsite support:

**Remote Support.** The multi-tier remote HP Customer Care Centre offers telephone assistance for your HP Indigo press and DFE system provided by remote HP Customer Care Engineers. They remotely employ leading tools such as HP Indigo Print Care, resulting in real-time solutions and less downtime for your HP equipment.

- **HP Indigo Print Care** is a comprehensive suite of enhanced support tools and services that help your business keep press operations on track. With HP Indigo Print Care, operators are remotely guided through automated or manual processes to resolve press issues. They can easily access efficient real-time remote support provided by HP Customer Care Engineers.

**Onsite Support.** If an operation problem occurs with your HP Indigo press, call the HP Customer Care Centre. The service request will be assigned to a remote HP Customer Care Engineer for first-level support. If the problem cannot be solved by the HP Care Centre, an HP Channel Engineer will be engaged to provide support onsite.

HP and HP Authorised Channel Partners have an extensive network of highly trained and Authorised Engineers who specialise in HP Indigo presses. They are dedicated to getting your digital press up and running as quickly as possible.

### Support Contracts

HP offers support contracts for the HP Indigo press and the Digital Front End. The Support Contract for the press comprises of two elements:

- Spare parts, including remote support and all replacement parts, required for the servicing of the Indigo press
- Labour that is provided by the designated HP Authorised Channel Partner

The Digital Front End support contract is designed to cover all hardware and software support, as well as the mandatory software updates.

### HP SmartStream Solutions

The unique HP Indigo Digital Front End systems deliver extreme performance, end-to-end IT and printing management, and a flexible architecture to expand computing power. HP's SmartStream Solutions services provide a strong safety net for your business-critical printing operations by providing the same level of support as your HP Indigo press support contract, all mandatory software updates, and hardware replacement parts.

### Uptime Kits

HP Indigo Uptime Kits are designed to help reduce downtime and increase productivity by having the right replacement parts onsite 24x7. Different levels of uptime kits are available.

- **HP Indigo Onsite Uptime Kit** contains the most frequently needed replacement parts based on our usage and consumption studies for your HP Indigo press.
- **HP Indigo Smart Uptime Kit** contains the most-frequently needed parts for your HP Indigo press, a barcode scanner, and a PC with a cloud-based inventory management system that enables access to inventory information. With easy registration and tracking of parts, and missing parts alerts, you will always know what parts you have onsite and exactly where they are located.

### Preventive Maintenance<sup>1</sup>

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.

<sup>1</sup>This can also be an additional customised service provided by an HP Engineer.



“My press runs well, but I need more productivity, and to reduce the total operating costs per print.”

#### Health Check

#### Production Optimisation

#### Colour Management

#### Peak Season

#### Pre-Press Workflow Consulting

#### Account Service Management

## Optimise Production

HP, in conjunction with HP Authorised Channel Partners offer a wide variety of productivity optimisation programmes for all HP Indigo presses and Digital Front End (DFE) workflow computing systems. With these services, we help you proactively increase uptime, optimise performance and maximise every minute of print capacity.

### Productivity Services

#### Health Check

Health Check services include the visit of an HP Authorised Channel Partner Specialist to review the health of your systems and tune the press for ensure best performance.

#### Production Optimisation

Production Optimisation services are provided during a customised onsite visit by an HP Authorised Channel Partner Production Specialist, who works closely with both operators and management to optimise best practices for press operation, maintenance, and press consumables management.

#### Colour Management

Colour Management services are designed to help operators optimise colour quality and consistency, as well as match colour to other devices within the print environment. This service is provided onsite at your premises.

### Customised Services

While regular HP Indigo service contracts consistently deliver the highest standards, enhanced service coverage during business-critical production periods is sometimes required. To meet such needs, we have an offering of customised services:

#### Peak Season

Peak Season services offer short-term service options that can be fully customised. Ranging from extended remote support to 24x7 dedicated onsite these services rely on proactive planning, and should be requested at least three months prior to the start of your peak production schedule.

#### Pre-press Workflow Consulting

Pre-press Workflow Consulting includes onsite pre-press/press hands-on optimisation, control points, and documentation, per agreed scope.

#### Account Service Management

Account Service Management programme includes a pre-assigned, highly experienced and dedicated HP Authorised Channel Partner Engineer, with an end-to-end perspective covering your business, press, DFE, and operations.





“My production needs have changed, and I need to reposition or relocate and get my press ready for production.”

Relocation

Recertification

## Manage Change

### Relocation

Relocation services provide end-to-end solutions for the repositioning of HP Indigo press equipment. A multitude of options are covered: across the room, across the country or around the world; from a single printing system up to a complete set of printing systems.

### Recertification

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 HP Indigo 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.

## HP Indigo Customer Excellence Programme

**The HP Indigo Customer Excellence Programme** helps you get more from your HP Indigo presses, boosting your productivity for growth and profitability. Through the programme, HP Authorised Channel Partners will help you develop and implement maintenance best practices to increase uptime, stabilise operations, maximise your job basket, and optimise capacity for sustainable growth and profitability.

For more information contact your sales representative.

## The bottom line: why buy HP Support Services?

Gain greater peace of mind when placing your HP Indigo presses under HP support services. These programmes give you:

- Reassurance on your investment
- The ability to maintain non-stop production
- Lower time-to-repair
- Reduced overall cost of ownership

**For more information on  
Graphic Arts Training at HP, visit:**

[hp.com/education/sections/graphic\\_solutions](http://hp.com/education/sections/graphic_solutions)

**Please contact your sales account  
manager for more information,  
and to order your service.**

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## 'My HP Indigo' portal – your online consultant

'My HP Indigo' is your personalised HP Indigo business optimisation portal, designed to give you the tools to develop your business further.

Updated daily, it provides 24x7 access to such valuable features as:

- Supplies ordering
- Technical support for prepress and printing
- Online training
- Feedback mechanism for ordering and tracking
- Customer support documentation
- Software downloads

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