



Site Assessment

Installation

Basic Operator Training

Engineer Training

Ramp-Up

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

¹ CSR= Customer Self Repair

Get Started

Support Services

Site Assessment

HP Authorised Channel Partners work with you to prepare your site for the HP Scitex printing equipment. A comprehensive site survey is conducted to ensure the various aspects of the installation are planned in detail. This takes into account power requirements, environmental controls, site access, networking and other factors to streamline installation and ensure optimisation of the production environment.

Installation

A successful installation relies on careful planning. During the installation a HP Channel Partner team locates and installs the press or printer, performs all necessary adjustments, and brings it to full operational level. The team prints a suite of test prints to verify everything is in optimum working order, and draws up a Completion of Installation (COI) form for your approval. Once this is completed, the press is ready to ramp-up to full production.

Training Services

HP Authorised Channel Partners offers a comprehensive training curriculum that provides the knowledge and skills necessary to utilise the full capabilities of the HP Scitex printing equipment. Our training programmes emphasise hands-on practise in a professional learning environment. Courses taught at our HP Scitex Training Centre are also available onsite at your location.

Courses offered include:

- **Basic Operator Training** - This training programme is designed for new HP Scitex equipment operators, to enable them to use the press or printer safely and to independently perform maintenance routines. Basic Operator Training includes certification CSR level 1.¹
- **Engineer Training** - This training programme is designed for experienced operators and engineers, to train them on diagnostics, and service & repair routines of HP Scitex printing equipment.
- **ONYX, Caldera & Colour Management Training** - This training programme is intended for field engineers, as well as press or printer operators with some application knowledge, to enable them to install, maintain and solve relatively simple problems with the RIPs.

Productivity Services

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

Ramp-up. The HP Scitex Production Ramp-up programme is a mentoring and training programme specially designed for new printing businesses or businesses with expanding production capacity.

This programme focuses on increasing the operator's knowledge level by providing hands-on experience, discussion of the production flow required on the customer's site, and troubleshooting of the HP Scitex printing equipment and digital front end.



Service & Support Agreements

Uptime & Maintenance Kits

Uptime & Maintenance Kits

Preventive Maintenance

Advanced Operator Training

ONYX, Caldera & Colour Management Training

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

Manage Printing

Support Services

HP offers a full line of **Service and Support Agreements** for HP Scitex printing equipment. These are divided into two main programmes: Full Maintenance Support and Parts&Remote.

Full Support

Designed for high-end customers, the Full Support programme provides first-rate all-inclusive coverage post standard warranty period. Programme includes unlimited remote support and next business day Onsite Support response and covers all travel expenses, spare parts, and preventive maintenance.

Parts&Remote

Designed for customers who are looking for a cost effective entry-level service programme as parts insurance. Parts&Remote with unlimited remote support and spare parts included.

Each programme includes a combination of Remote Support and Onsite Support:

Onsite Support. When issues cannot be resolved remotely, a qualified HP Authorised Engineer will be dispatched for an onsite visit. To minimise downtime, the HP Care Centre remote support will inform the HP Authorised Channel Engineer in advance about their diagnosis and organise shipment of spare parts needed.

Remote Support. The HP Customer Care Centre offers email and telephone support delivered by experienced engineers during normal business hours. In addition, HP's remote support includes **HP Scitex Print Care**, an industry-leading toolset providing fast, efficient assistance in two key areas:

- **Routine Maintenance** - Using HP Scitex Print Care an HP remote support engineer can remotely examine your printing equipment and view data to help resolve a problem, while discussing it in real-time with your operator.
- **Remote Troubleshooting** - The HP Authorised remote support engineer employs enhanced diagnostics to offer your operator step-by-step guidance towards issue resolution. It's practically the same as working side-by-side.

Uptime & Maintenance Kits

The **Uptime kit** is an onsite inventory of the most frequently needed essential parts. Designed for customers working on multi-shift production, who want to optimise and reduce downtime. With certified advanced operators capable to replace parts with remote guidance.

The **Maintenance Kit** is a set of support consumables and parts, most frequently needed for preventive maintenance cycles. Designed to help customers achieve higher print quality and reduce cost of ownership and unexpected expenses.

Preventive Maintenance

Preventive Maintenance programme is tailored for HP Scitex printing equipment owners, to help customers achieve higher printing quality and reduce cost of ownership and unexpected expenses.



G7™ Implementation

Colour Management

Peak Season¹

"My HP Scitex equipment runs well, but I need more productivity, and to reduce the total operating costs per print."

¹ Requires prior agreement and confirmation with HP Channel partner services

Optimise Production

Productivity Services

HP Authorised Channel Partners offer a wide variety of productivity-enhancing programmes for HP Scitex printing equipment. With these services, we help you proactively increase uptime, optimise performance and maximise every minute of print capacity.

G7™ Implementation. These services are intended for HP Scitex printing equipment owners who want to implement a manageable solution customised for their workflow. HP Channel Partners G7™ Experts will help you understand how you can benefit from using the G7™ process and implement a manageable solution customised for your workflow.

Colour Management. These services are designed for customers who want to optimise media calibrations by a comprehensive colour matching process using ICC profiling. This service is provided onsite.

Support Services

While regular HP Scitex equipment Press support contracts consistently deliver the highest standards, enhanced service coverage during business critical periods is sometimes required.

Peak Season¹. These services are designed for HP Scitex equipment owners who need to perform onsite or remote support outside of standard hours during peak production periods.



Relocation

"My production needs have changed, and I need to reposition or relocate and get my equipment ready for production."

Manage Change

Customised Services

Relocation Services

Relocation Services coordinate the resources needed to reposition HP Scitex printing equipment. A multitude of options are covered: across the room, across the country or around the world; from a single printing system to a network of printing systems. You will be given one point of contact to reduce complexity, minimise risk and keep disruption to a minimum.

HP Scitex Print Care tools and services

Remote Tools

Remote Assistance using Call me @ HP. Our remote assistant is ready and waiting to dialog in real-time using a chat tool to provide remote assistance service and support.⁽²⁾ Through this service, the remote HP engineer uses a camera to look at your printer, sees diagnostic results, and views historical data to help complete maintenance and reach a resolution. This service is designed to be like virtually working side-by-side.

Diagnostic Tool¹

The diagnostic tool evaluates various press/printer components and pinpoints potential problems. The operator or your HP engineer can initiate the tool. Or it can be set up to automatically schedule or pre-schedule diagnostic analysis.

Calibration Tool¹

Complete accurate press/printer calibration with this set of procedures specific to the press/printer platform.

Backup and Restore¹

Backup and restore selected files, defined by the administrator on site, to enable a quick recovery in case of a system failure.

Troubleshooting Restore¹

Once diagnosis is complete, this enhanced troubleshooting tool provides instructions for resolution.

Maintenance Scheduler

Receive alerts when it's time to initiate routine maintenance. When timely maintenance is complete, the software indicator schedules the next maintenance reminder. In addition, this tool keeps a maintenance history report and records system events, errors, and messages in a local database.

Maintenance wizard¹

This friendly wizard guides you through each maintenance task by describing the relevant parts and providing instructions on how to perform the task using text, images, illustrations, and video clips.

Messages log¹

View a log of all messages and events that were generated or occurred during press/printer operation. The messages can be sorted by substrate type, print mode, and subsystem. Predefined filters find trends when the messages occurred. And each message includes one-click access to instructions for resolution.

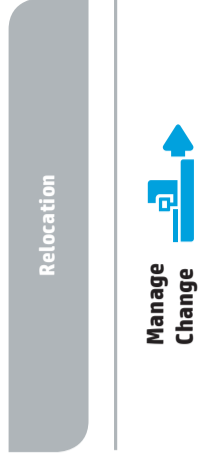
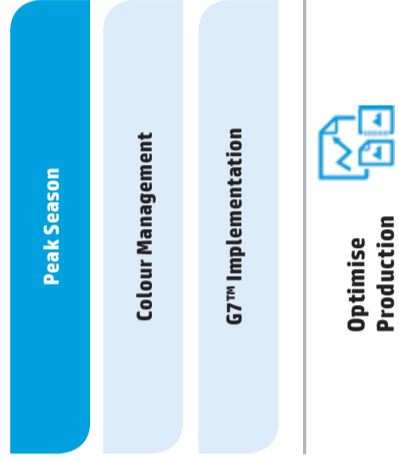
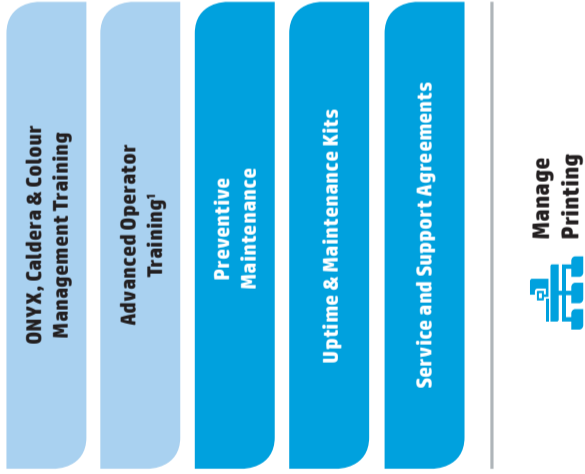
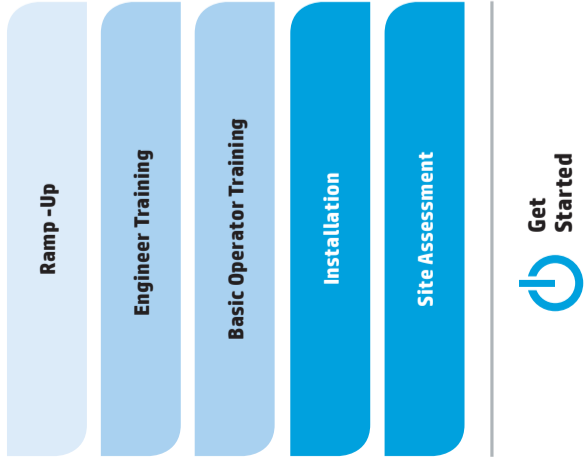
¹ This feature is not available on all presses/printers. Please contact your sales representative for further information.

² The remote HP engineer may work directly with your operator, or with your HP Authorized Channel Partner.



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

HP Scitex Service Portfolio



- Support Service
- Training Service
- Productivity Service
- Customised Service

¹ Available for Scitex Industrial Presses only



HP Scitex Industrial Press Services

Indirect Guide Asia Pacific

The bottom line: why buy HP Support Programmes?

When you place your HP Scitex printing equipment under HP service agreements, you know they are supported by experts. These agreements give you:

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

Learn more at hp.com/go/scitexservice

Sign up for updates hp.com/go/getupdated



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