



Site Assessment

Installation

Warranty (6 months)

Basic Operator Training

Digital Front End Training

Ramp -Up

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

<sup>1</sup> The install PM completes the Completion of Installation (COI) which validates that the press is installed and is running to manufacturing specifications. After COI, pre-selected customer jobs and media are run on the press for your final validation and acceptance – Customer Solution Acceptance (CSA). Once this is completed, the HP PageWide Web Press is ready to ramp-up to full production.

## Get Started

### Support Services

#### Site Assessment

HP and HP Authorised Channel Partners work with you to prepare your site for the HP PageWide Web Press. An HP Channel Partner Engineer conducts a comprehensive site survey 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<sup>1</sup>

An HP Authorised Channel Partner team of specialised engineers, led by an Installation Project Manager will install the HP PageWide Web Press and bring it to full operational level.

#### Warranty

The HP PageWide Web Press and Digital Front End (DFE) comes standard with a six-month warranty and support service. Additional purchase of a support programme extends both the hardware and support coverage, depending on the device for which it is purchased.

### Training Services

HP Channel Partners offer a comprehensive training curriculum that provides the knowledge and skills necessary to utilise the full capabilities of the HP PageWide Web Press solution. Our training programmes emphasise hands-on practice in a professional learning environment. Courses taught at our HP PageWide Web Press Training Centre are also available onsite at your location. Courses offered include:

- **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 optimise the capabilities and the return on investment on an HP PageWide Web Press.
- **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 Services

Productivity Services are provided during a customised onsite visit by a HP Channel Partner 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 Channel Partners offers onsite Production Ramp-up Support. HP Authorised Channel Production Specialist works with the HP PageWide Web Press and Digital Front End (DFE) operators to:

- Reinforce skills learned during formal training
- Offer workflow and production tips related to specific customer jobs
- Maximise press uptime and increase productivity
- Increase operator proficiency
- Optimise consumables management
- Speed up the learning process period



Full Support  
.....  
Shared Maintenance

Multi-Vendor Support

Uptime Kits

Preventive Maintenance

Advanced Operator Training

Train to Maintain

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

<sup>2</sup> Prerequisite for the Shared Maintenance Programme is successful completion of the HP PageWide Web Press Basic Operator and Train-to-Maintain training courses.

## Manage Printing

### Support Services

HP Authorised Channel Partner offer a full line of support and service programmes for all HP PageWide Web Presses and DFE workflow systems hardware and software. These are divided into two main programmes: Shared Maintenance Support and Full Maintenance Support. Each programme includes a combination of Remote Support and Onsite support:

**Remote Support.** The multi-tier, HP Customer Care Centre offers telephone assistance for your HP PageWide Web Press and DFE system from experienced engineers. They employ remote diagnostic tools and technologies to remotely monitor your press, which results in real-time solutions and higher availability for your HP equipment.

**Onsite Support.** If an operational problem occurs with your HP PageWide Web Press that cannot be resolved remotely, the HP Customer Care Centre will dispatch an Authorised Channel Partner Engineer to provide onsite support.

#### Full Support

The Full Support programme includes a full range of proven preventive, diagnostic, remedial and repair services carried out by HP Authorised Channel Partner professional. It includes phone support, onsite service visits, mandatory software and hardware updates, as well as replacement parts and ground freight.

#### Shared Maintenance<sup>2</sup>

Shared Maintenance enables you to assume responsibility for certain service and maintenance procedures, guided by phone support from HP Customer Care experienced remote support engineers. The programme includes phone support, limited onsite visits per calendar quarter, mandatory software and hardware updates, and replacement parts.

#### Multi-vendor Support

Multi-vendor Support provides first-level support and a single point of contact for your HP PageWide Web Press and finishing equipment.

#### Uptime Kits

The Onsite Uptime Kit is 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.

#### Preventive Maintenance

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 customised service provided by HP Channel Partner engineers.

### Training Services

#### Advanced Operator Training

Advanced Operator Training enables operators to perform more than just the basic operation of HP PageWide Web Press. Attendees are trained on common problems related to environment, finishing equipment and the press.

#### Train to Maintain

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.



Health Check

HW/SW Upgrades

Mission Critical

Account Management

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

## Optimise Production

HP Channel Partners offer a wide variety of productivity-enhancing programmes for all HP PageWide Web Presses and DFE workflow computing systems. With these services, we help you proactively increase uptime, optimise performance and maximise every minute of print capacity.

#### Health Check

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

#### Hardware/Software Upgrades

The Press Upgrade Service is an onsite service that can accommodate various press upgrades. It covers the HP Authorised Channel Partner 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.

### Customised Services

While regular HP PageWide Web Press service contracts consistently deliver the highest standards, enhanced service coverage during business-critical production periods is sometimes required. To meet such needs, we offer customised services such as:

#### Mission Critical

Mission Critical services are a tailored suite of premium services supporting an HP PageWide Web Press, to enable you to meet your demanding production commitments with confidence in your press' availability and efficiency. Proactive services, including training, remote monitoring, preventive maintenance, and production ramp-up, maximise production predictability and confidence. Services can be set up for a defined period or for ongoing coverage.

#### Account Management

Account Management provides a highly experienced and dedicated service professional, with an end-to-end perspective covering your business, press, DFE and operations.



Relocation

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

## Manage Change

#### Relocation Services

Relocation Services are designed for HP PageWide Web Press owners who are looking for a complete relocation of their HP PageWide Web Press equipment, across the site or across the country. End-to-end support is provided through an HP Authorised Channel Partner engineer.



## HP PageWide Web Press Mission Critical Services

#### Helping customers maximise business productivity

HP PageWide Web Press Mission Critical services is a tailored suite of premium services that helps customers meet their most demanding production commitments with confidence.

Find out more at [hp.com/go/webpressservice](http://hp.com/go/webpressservice)

#### What is included

**Core Services** are a set of Account Services Management services, tailored for Mission Critical customers

- Assigned account management team
- Robust press update process
- Upgraded support elevation process
- Proactive remote management

**Foundation Services** are a set of support services, tailored for Mission Critical customers

- Upgraded end-to-end support
- Managed up-time kits
- Scalable SLA to meet customer's needs
- Enhanced operator training

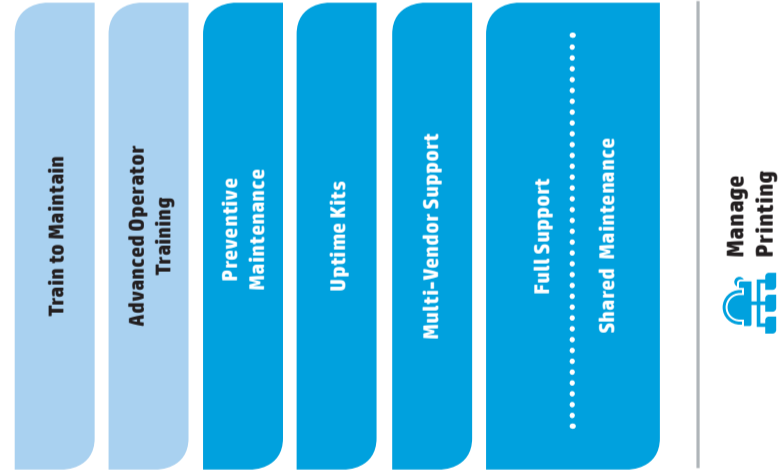
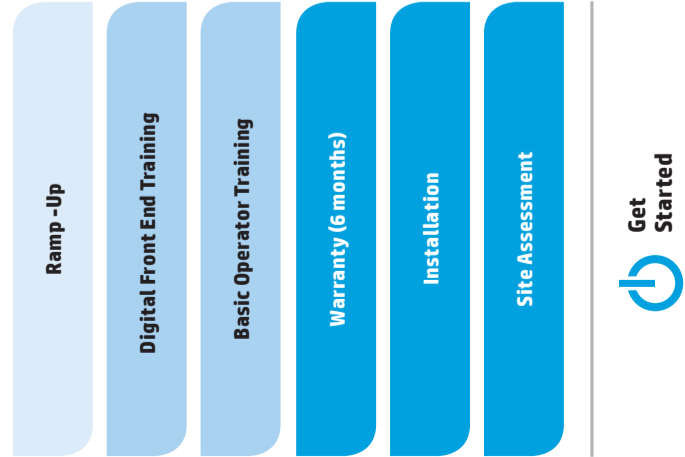
**Proactive Services** are a set of Productivity services, tailored for Mission Critical customers

- Scheduled health checks
- Basic and extended ramp up support
- Rigorous maintenance compliance reviews
- Scheduled performance



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

## HP PageWide Web Press Service Portfolio



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



Indirect Guide

# HP PageWide Web Press Services

Asia Pacific

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

Gain peace of mind when you place your HP PageWide Web Presses under HP support services. These programmes give you:

- Reassurance on your investment
- The ability to maintain non-stop production
- Unlimited remote support for Enhanced or 24x7 support
- Quicker time-to-repair
- Reduced overall cost of ownership

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