



Site Assessment

Installation

Warranty (6 months)

Operator Training Level 1

Pre-Press Workflow Training

Ramp -Up

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



Support Services

SmartStream Solutions Services

Uptime Kits

Multi-Vendor Support

Preventive Maintenance

Operator Training Level 2/3

Pre-Press Workflow Training

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

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



Health Check

Production Management

Colour Management

Peak Season

Pre-Press Workflow Consulting

Account Service Management

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



Relocation

Recertification

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

¹ Toolset functionality varies per press family. Full toolset available for the HP Indigo 7x00, W56x00 and 10000 Digital Presses. HP Indigo W7250 and W7200 offer an abridged version of the Full toolset. Only Service Tools and Remote Tools are available on the HP Indigo 5x00, 3x00, W54x00 presses.

² Automatic Alert Agent is an additional option available for the Indigo 7x00 presses

Get Started

Support Services

Site Assessment

HP Authorised Channel Partners work with you to prepare your site for the HP Indigo Digital Press. An HP Authorised Channel Customer Engineer conducts a comprehensive site survey to verify that the various aspects of the installation are planned in detail. The Engineer will oversee the dedicated network connection to the IndigoServe database, to be installed by the customer.

Installation

A successful installation relies on careful planning. HP Authorised Customer Engineer will install the HP Indigo press, perform all necessary adjustments, and will bring it to full operational level. The 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. Warranty support guarantees Next Business Day service.

Manage Printing

Support Services

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

- **Remote Support.** The multi-tier HP Customer Care Centre offers telephone assistance for your Digital Press and DFE system by experienced 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 also easily access efficient real-time remote support from a local Engineer. (See Below)
- **Onsite Support.** If an operation problem occurs with your digital press, call the HP Customer Care Centre. The service request will be assigned to an HP Authorised Channel Customer Engineer for first-level support. If the problem cannot be solved remotely, an HP Channel engineer will be engaged to provide support, remotely or onsite.

Optimise Production

HP Authorised Channel Partners offer a wide variety of productivity-enhancing programmes for all HP Indigo Digital 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 health of systems and tuning of press to ensure best performance.

Production Optimisation

Production Optimisation services are provided during a customised onsite visit by an HP Authorised 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.

Manage Change

Relocation

Relocation services provide end-to-end solutions for the relocation of HP Indigo Digital 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 Service is 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.



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 Digital 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 Digital 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. Courses enable operators to independently perform routine activities.
- **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. These courses include system setup and administration, job management and submission, modifying press job properties, and creating and using job tickets

For Labels and packaging customers a pre-press training course is also available, covering advanced EskoArtwork colour management and variable data printing technology usage.

Productivity Services

Productivity and Colour Optimisation services are provided during a customised onsite visit by an HP Authorised 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, operators receive onsite support from our highly skilled implementation team to verify they are using the HP Indigo Digital Press to its full potential. This hands-on training is known as the ramp-up period. During this period, the implementation team works with the 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 Engineer acts as a focal point between you and HP resources to ensure all production goals are reached as quickly as possible.

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

Support Contracts

HP Authorised Channel Partners offer two types of support contracts in Asia Pacific and Japan, a Support Contract for the HP Indigo Press and a contract for 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 servicing the HP Indigo press
- Labour that is provided by the designed Channel Partner

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

HP SmartStream Solutions Services

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 digital press support contract, all mandatory software updates, and hardware replacement parts.

Uptime Kits

HP Indigo Uptime Parts 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 Parts Kit** contains the most frequently needed replacement parts based on our usage and consumption studies for your press.
- **HP Indigo Smart Uptime Kit** contains the most-frequently needed parts for your 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 Maintenance¹

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.

¹ This can also be an additional customised service provided by an HP Authorised Engineer



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 support. These services rely on proactive planning and should be requested at least three months prior to the start of your peak production time.

Pre-Press Workflow Consulting

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

Account Service Management

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

Indigo Print Care is comprised of five toolsets¹

Diagnostic Tools



Enables the operator to independently diagnose and identify where the problem is occurring. Once the cause of the issue is identified, Indigo Print Care offers corrective actions for resolution. This includes both automatic and manual tests, as well as a substrates transport tool that helps to diagnose and adjust the substrate handling system.

Troubleshooting Tools



Guiding the operator through a pre-programmed process for the most common press issues, this can be launched directly from an error message, or initiated by the user. Features include:

- **Print Quality Assist:** Identify the cause of print quality issues quickly. This intuitive tool provides a set of images that display the most common image defects. After selecting the image defect that best matches your situation, the tool provides guidance for troubleshooting and resolution of your issue.
- **Error Messages:** Quick and easy access to troubleshooting procedures directly from the press error message.
- **Automatic Alert Agent²:** Identifies and alerts the user in real time, once a print defect is detected.
- **Supplies Care:** Save time and boost your productivity with this efficient, user-friendly process that can prevent unnecessary supplies replacements.

Service Tools



Provides operators a full picture of the status of press components, supplies and spare parts using these key features:

- **Press @ A Glance:** Quick and easy view of press operations and status of components, press settings, test results and more.
- **Supplies @ A Glance:** A statistical view of the consumables in the press that allow you to track consumable activity such as replacement rate and reason for replacement.
- **Spare Parts @ A Glance:** The ability to monitor and track information on all parts replaced over time, up to one year. Includes data such as replacement dates, serial numbers and other additional information.

Remote Tools



Collaborate and resolve issues quickly with an HP Customer Care Engineer. Features include:

- **Service Call:** Opens a service call directly from the press and transfers critical defect logs and files to HP Support.
- **'My Room' tool:** Allows the operator to share critical information, in real time, with an HP Remote Support Engineer. One can share images and/or video, open a chat session, share the desktop, and enable remote control to resolve the problem.

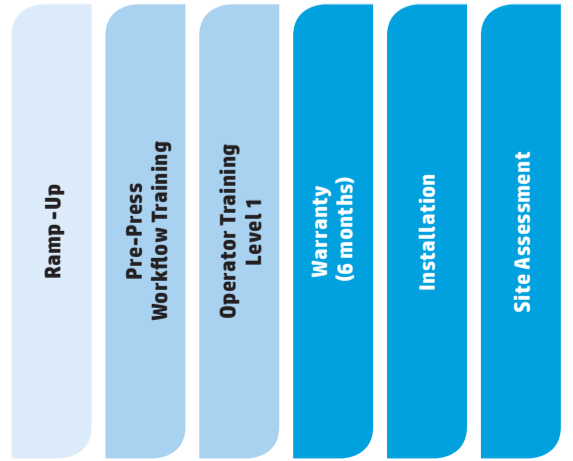
Maintenance Tools



This assists operator with ongoing press maintenance and calibration by automating processes and detailing procedures, step by step.

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

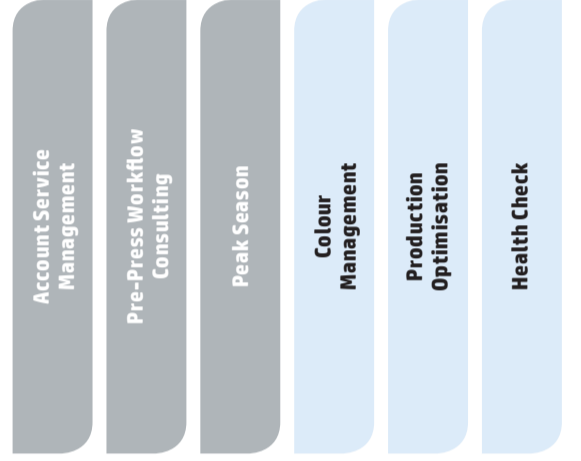
HP service portfolio



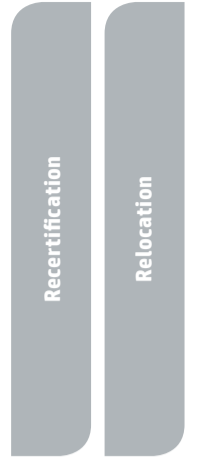
Get Started



Manage Printing



Optimise Production



Manage Change

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



HP Indigo Services

Indirect Guide

Asia Pacific

The bottom line: why buy HP Support Services?

Gain greater peace of mind when placing your HP Indigo Digital Press 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

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