



HP Predictive Press Care Service

For HP PageWide Web Presses



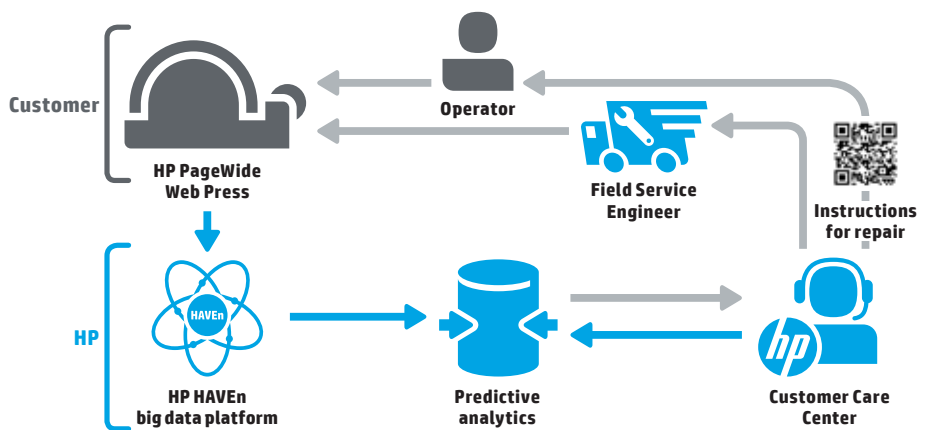
Get proactive notifications of press issues before they occur and leverage HP's expertise, best practices and accumulated knowledge base for preemptive repair and maintenance.

Minimise unplanned downtime

Maximise utilisation of your investment and gain confidence in your ability to deliver jobs on time. With proactive, information-rich alerts from HP, you can schedule preemptive repairs and maintenance at your convenience, and reduce unplanned press downtime.

HP Predictive Press Care is a proactive HP remote support service that provides early warning alerts of upcoming problems, together with issue resolution instructions. This service enables you to schedule repair and maintenance for times that minimise impact on production, enabling maximum utilisation of your investment.

HP Predictive Press Care Service – Information flow



Legend:

- ➔ Information collection
- ➡ Alerts and information delivery

HP Predictive Press Care Service leverages HP's HAVEn big data platform, its leadership in context-aware computing technologies, and extensive accumulated knowledge to proactively identify developing issues and provide information-rich notifications.

HP intelligently predicts critical issues on your HP presses and then proactively advises your operator of the appropriate action to be taken. In addition, HP proactively orders required parts and provides visual instruction aids to enable efficient and successful repair by your operator. An HP Field Service Engineer will be dispatched to implement repairs that are above the skill level of your certified operators.

Maximise your uptime and productivity

Maximise utilisation of your investment and gain confidence in your ability to deliver jobs on time, by minimising unplanned press downtime. Early alerts from HP of issues enable repairs or maintenance to be initiated before a critical failure occurs. You can control when to take the press down for repair and be sure that any needed parts will be on hand, enabling you to minimise impact on production schedules.

Along with the alerts, HP provides step-by-step instructions on how to implement the repair, saving time and enhancing your operators' ability to implement the repair efficiently and successfully.

Enjoy a world-class customer experience

Gain control over repair and maintenance timing, to minimise impact on your production schedule. With early notification from HP, you can make sure needed parts will be on hand for replacement at the scheduled time. HP proactively orders the parts required for the recommended repairs, while taking into account your uptime kit onsite parts inventory – saving your operators from having to identify the needed parts and initiate orders.

The alerts are issued together with a proposed action plan from HP experts, with follow-up from HP, allowing shared responsibility for the solution in line with your shared maintenance plan.

HP automatically takes into account your operators' skill levels and notifies them to perform only those actions they are trained for. If recommended repairs are beyond the skills of your certified operators, an HP Field Service Engineer will be dispatched to implement the repair at your site at a time that is convenient for you.

Grow your business

HP Predictive Press Care service is part of **HP Service Advantage** – an integrated portfolio of services for HP customers that enables predictable printing operations and optimised cost structure. With HP Service Advantage, you can meet your demanding production commitments with confidence in your presses' availability and efficiency.

Contact your HP representative to learn more about HP Predictive Press Care.

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