

HP Indigo Peak Season

Productivity Optimisation Services



Best for

Customers who need enhanced service coverage during peak production periods, such as year-end runs or ramping up of a new production site.

Highlights

Robust, enhanced, customised service solutions above and beyond the regular shared service contract.

Ensure fast ramp-up towards maximum production capacity.

Provide a safety net for second and third shift production, including weekend coverage.

Minimise potential downtime with HP customised services

Peak Season services offer short-term service options that can be fully customised ranging from Extended Remote Support to 24x7 dedicated onsite support. These additional services above and beyond the regular shared service contract are very cost-effective due to a proactive planning process and short timeframe focus.

Get Productivity Optimisation services before and Enhanced Support services during peak production and benefit from:

- Full service coverage at all levels of production.
- Prevention, quick detection and resolution of problems delaying production.
- Minimal unplanned downtime and maximal productivity.

Productivity Optimisation Services

Prepare during the normal production months the HP Indigo Presses and operators for the peak season with proactive Productivity Optimisation services. There is a variety of special Prepress and Press Advanced Operator (Level 2 and Level 3) training courses that maximise the usage of Smart Uptime Kits and provide an ongoing benefit even after peak or production ramp-up periods. Digital Front End (DFE) and Press Health Checks help to detect and fix proactively potential software and hardware issues (i.e. caused by worn out parts) avoiding downtimes in the critical production period.



Enhanced Support Services

Get reactive Enhanced Support services for peak production periods to recover from potential downtimes faster than you might need to during normal production months (when you have regular shared or basic service contract coverage). A low-cost Enhanced Support service already starts with the extended remote support (18x6), Monday – Saturday 6:00 – 24:00 CET and can be expanded towards HP Indigo Service Engineers on standby or onsite 24x7.

Due to the high demand during peak periods it is highly recommended to contact your local HP Indigo Account Manager at least three months ahead of the expected enhanced services period to request a quotation and secure the resources for these or any other special services you need.

Productivity Optimisation Services

Press Health Check	<p>HP offers a major system health check and implementation of features and tools to maximise press capabilities in terms of print quality and productivity.</p> <ul style="list-style-type: none"> • Prepare your press for the start of the peak season and prevent potential issues that may arise due to intensive work during that period. • Includes: base-lining, proactive replacement of worn out parts, stress test, review of statistical “top five problems” and activities to avoid or mitigate them in the high season.
DFE Health Check	<p>A full hardware and software assessment of the HP Indigo Digital Front End (DFE) infrastructure: DFE servers, press computers and network environment. Reports detail the current status for all checked topics and the next steps to resolve all open issues.</p>
Training	<p>Additional training services, including a variety of special prepress and press operator training courses at the HP training facility in Barcelona can be ordered to fill any knowledge gap and help your team improve production management, press operation and maintenance.</p> <ul style="list-style-type: none"> • Level 1 training: Required to operate an HP Indigo Digital Press. Can be delivered onsite just before the peak season for new operators. • Level 2 Advanced Operator: Required per press/shift for basic or shared maintenance contracts and replacements of up to 50% of Uptime Kit parts. • Level 3 Production Specialist: Enables up to 80% parts replacements and up to 90% issue resolution with the help of Print Care and Remote Support.
Production Optimisation	<p>One-week onsite hands-on production process guidance (press and print server)</p> <ul style="list-style-type: none"> • Optimise operator, production and operations managers’ knowledge by applying best practices towards specific production situations. • Enrich the experience of recently trained operators.
Colour Management	<p>Leverage HP colour consultancy expertise to offer your customers a higher standard of colour accuracy. Provided onsite to help operators optimise colour quality and consistency, as well as match colour to other devices within the print environment.</p> <ul style="list-style-type: none"> • Available 1-day modules: Colour matching, press calibration, profiling services, and fine-tuning colours. • Optional: Further prepress and workflow consulting services for advanced variable data printing, photo, web-to-print, and other application tasks.

Enhanced Support Services

Smart Uptime Kit	<p>A cloud-based parts management system to help you significantly increase uptime and productivity by enabling you to manage and access the right spare parts onsite 24x7 instead of waiting for parts ordering, shipment and arrival.</p> <ul style="list-style-type: none"> • Includes the purchase of a basic or comprehensive set of spare parts for onsite backup, including a free-of-charge replenishment process. • DFE and press Uptime Kit packages are developed for up to 70% availability of the most frequently failing parts causing downtimes onsite.
Extended-Hour Remote Press Support	<p>Monday – Saturday, 06:00 – 24:00 CET phone support and parts ordering (including chargeable courier shipments) for HP Indigo Digital Presses.</p> <ul style="list-style-type: none"> • In English or German; other languages by request. • Regular remote phone support included in the standard service contracts is 08:00 – 18:00.
Extended-Hour Remote DFE Support	<p>Monday – Saturday, 06:00 – 24:00 CET phone support and parts ordering (including chargeable courier shipments) for HP Indigo Digital Front End (DFE) infrastructure:</p> <ul style="list-style-type: none"> • In English or German, other languages by request. • For DFE servers, press computers, network environment.
Guaranteed Four-Hour Onsite Response	<p>A cost-effective service assuring faster onsite support in the critical production period. In the event of a machine down call, a local HP Indigo Service Engineer will come to your premises within four hours (plus travel time) of completing remote support troubleshooting.</p>
Onsite Standby	<p>A lower-cost module, which puts a local HP Indigo Service Engineer on phone support and standby duty close to your production site. Particularly beneficial for second and weekend shifts not covered by the regular service contract.</p>
Onsite Technician	<p>HP Indigo Services Technician onsite in any shift, 2 – 6 days per week, to avoid losing production time waiting for a technician in case of press downtime.</p>

Learn more at
hp.com/go/indigoservice

Sign up for updates
hp.com/go/getupdated



Share with colleagues



Rate this document

