

# HP Service Advantage

For HP Indigo Digital Presses

EMEA



## HP Graphics Solutions Services

At HP, not only do we have the best technology and presses in the market, but we also have comprehensive, continuously improving service and support capabilities that guide you through every step to a better and more innovative printing operation. It's hardly surprising that HP customers are known as the happiest and most profitable customer base in the Graphic Arts Industry!

### HP Service Advantage – Experience the future of services today

With HP Service Advantage, we bring a new approach to supporting your business, so you can achieve predictable printing operations and an optimized cost structure. It's all about empowering you to effectively and proactively manage your print operation and grow your business. With HP Service Advantage you can:

- **Gain control of your print production**—Improve operational excellence, productivity and uptime, with your HP Account Service Lead working together with you and your team towards the highest level of satisfaction. Get best-in-class training when and where you need it and extensive services for production optimization from day one and onwards. With more control, you can get more from your investment.
- **Proactively prevent issues before they affect your production**—We're moving from reactive to proactive and preventive support, leveraging HP's industry-leading expertise, best practices and accumulated knowledge to optimize press availability. The focus is on helping you to optimally maintain your press, avoiding unexpected disruptions, and minimizing impact on your print operations.
- **Resolve support issues efficiently**—We know that some issues are unavoidable, so there are numerous ways in which we help you get back to high-quality printing quickly and easily. You can diagnose, troubleshoot and resolve issues quickly and independently, 24/7. We help you keep the right parts on hand and readily accessible for efficient repairs. When you need it, we're available to help with personalized visual guidance and assistance from HP experts<sup>1</sup>.

Are you ready to make the most of HP Service Advantage for your business?



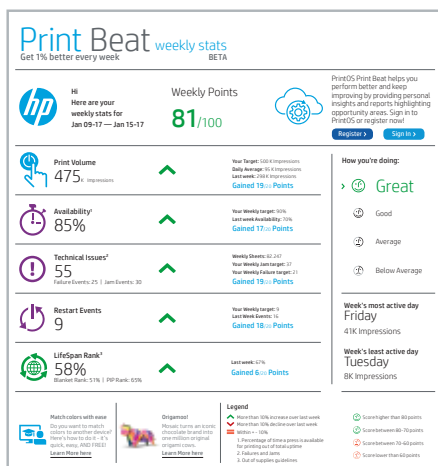
## HP Customer Excellence Programme

The **HP Customer Excellence Program** for HP Indigo is a structured, multi-disciplinary boost of know-how, expertise, proficiencies, and focus that brings your business and technical performance to the maximum.

With this customer-focused consultation service, HP Indigo works together with you in full partnership. This allows both parties to understand each other's objectives and agree on processes for working together in a fully impartial and cooperative initiative towards the goal of continuous performance improvement.

### Benefits of the HP Customer Excellence Program

- **Productivity and uptime**—Increases efficiency to maximize output, in terms of both quantity and quality, of each HP Indigo press.
- **Predictability**—Ensures predictable business performance and stability over time. You can plan jobs according to timetables, proactively schedule maintenance, optimize capacity, and maximize your job basket.
- **Customer satisfaction**—Enables you to more consistently meet deadlines and brands' quality expectations, helping you improve your customers' satisfaction.
- **Peace-of-mind**—Reduces press issues and helps you get the most out of the press and available tools, enabling a more empowered, productive, and happier team.



## HP Indigo Print Beat

The HP Indigo Print Beat report is a performance dashboard, emailed to HP Indigo customers weekly to provide them with greater visibility and insight into their press' performance. The Print Beat report enables easy access to key performance information, which has been recognized as instrumental in driving continuous improvements in uptime and productivity for operational excellence.

### Simple, straightforward performance tracking

Overall performance is aggregated to a single 0-100 Print Beat score, so it is easy to understand your overall production performance and where opportunities for improvement exist.

### Multiple performance indicators

Excellence in production comes from multiple areas. The Print Beat report tracks performance across five key parameters: print volume, failure rates, jam rates, restart rates, and supplies lifespan. These indicators not only show you how well your production did, but also on which areas to focus.

### Drives continuous improvement

Improvement can easily be tracked by looking at the arrow signs. Up means better than the previous week, down is worse, and the equal sign means you are on par versus your prior week's performance.

### Sent to your inbox every week

The Print Beat report is automatically sent every week, giving you easy access for production visibility and insight.

### Full transparency and shared goals

Your assigned primary HP engineer and the service team receive the same report on a weekly basis, for full transparency and goal sharing.

## A rich array of learning opportunities

Blended learning experience by HP includes:

### eLearning modules

- Visually engaging rich media content
- Recorded webinars and interactive tutorials
- HP Print Care and Software simulations
- Online quizzes

### Face-to-face live training

- Classroom and hands-on training delivered at HP Training Centers
- Onsite training at your site

### Remote virtual training

- HP MyRoom interaction between trainer and trainees

## Blended learning experience by HP

Gain high-value knowledge, best practices, and skills that empower you to effectively and proactively manage your print production operation and grow your business.

HP provides a rich and highly effective learning experience that supports continuous learning. Self-paced modular virtual training, instructor-led webinars and online assessment tools are combined with hands-on onsite training, delivering maximum results with minimum cost and time away. Your employees can access knowledge and best practices and learn in highly convenient and effective ways, aligned with immediate needs.



## HP Indigo Smart Uptime Kit

### Use the cloud to manage your parts inventory and costs

The HP Indigo Smart Uptime Kit is a cloud-based parts management system to help you significantly increase uptime and productivity by enabling you to manage and access the right parts available in your existing HP Uptime Kit.

### Work smarter, with higher productivity and uptime

HP Indigo Smart Uptime Kits contain the most frequently needed replacement parts based on our usage and consumption studies. Having a kit on hand means that a qualified onsite operator can install new parts without delay, reducing your time-to-repair, 24/7.

### Easily organize and track spare parts

Use the barcode scanner to register receipt of each part and its exact location in the cabinet. Then, as you remove a part from the cabinet, scan it again and register it as moved or consumed, using the dedicated PC. You can view reports of your parts usage and missing parts, and order parts replacement and track their status.

### Scale-up your spare parts inventory as needed

You can manage the same Uptime Kit for up to five onsite presses of the same model, using the same PC and barcode scanner. You can also add new Uptime Kits for different press models using the same PC and barcode scanner; just add extra cabinets as needed to accommodate the additional set of parts or extended parts list.



## HP Indigo Print Care

This on-press software enables users to resolve press issues independently, through diagnostic and troubleshooting processes, without opening a service call. It's like having your own onsite technician.

### Use the HP Indigo Print Care diagnostic and troubleshooting tools to resolve press issues



If the issue is not resolved, use the remote tools to collaborate with HP support. All press data including diagnostic results are sent automatically to your remote support engineer who will contact you with next steps for resolution.



**HP Indigo Print Care is available in 10 languages, including:** English, French, Italian, German, Spanish, Russian, Brazilian Portuguese, Japanese, Chinese, and Korean.

## HP Indigo Remote Support taken to the next level

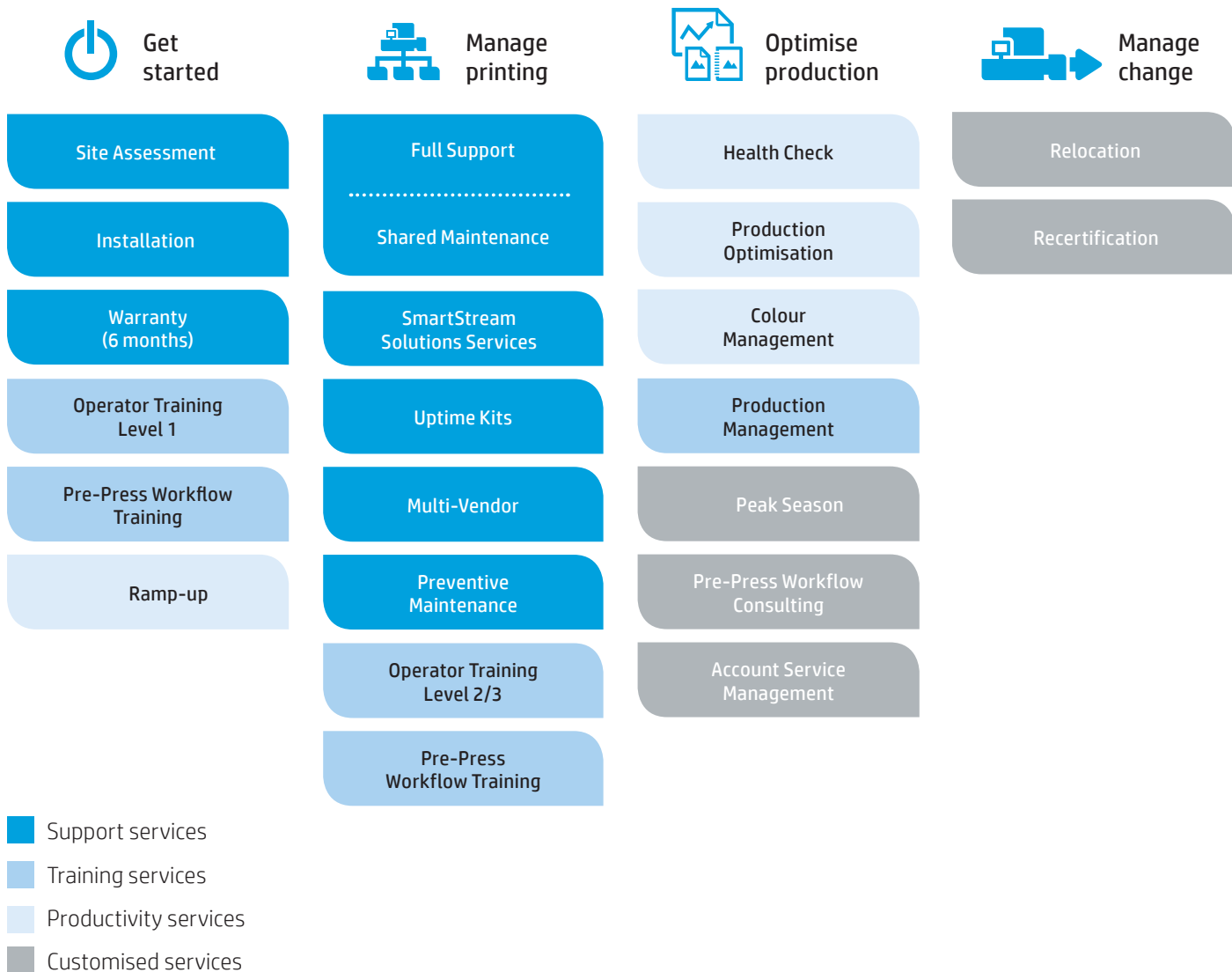
### Start by creating your Service Call using HP Indigo Print Care

The most effective way to contact HP for a service call is via Print Care, leveraging our remote support capabilities. Service Call is an intuitive and easy-to-use remote tool that enables you to easily open a remote support call directly from your press to the HP Care Center. This enhanced process is designed to resolve 70-80% of calls remotely and make initiating a service call easier.

Benefits of initiating a service call via HP Indigo Print Care:

- Get direct access to a regional expert
- Receive a call back with planned next steps within 15-30 minutes following your case review
- Use 'Call me@HP' – MyRoom approved Bluetooth headset
- Skip the 1-800 # call and validation process (and then wait for a call back)
- Submit your issue description with Print Care is easier and immediate and a 'Call ID' provided
- Snapshot of the press provided to the HP Care Center makes it easier to identify press and user

## HP Indigo Service Portfolio<sup>1</sup>



<sup>1</sup> Availability of service programs and specifications might vary by product and by country.


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