

Data sheet

HP Service Advantage

For HP Scitex 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 optimised 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 optimisation 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 optimise press availability. The focus is on helping you to optimally maintain your press, avoiding unexpected disruptions, and minimising 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 remote support¹ 8/5 that includes personalised assistance from HP experts.

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



HP Customer Excellence Programme

The **HP Customer Excellence Programme** for HP Scitex Presses 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 Services work 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 Programme

- **Productivity and uptime**—Increases efficiency, to maximise output in terms of both quantity and quality, of each HP Scitex press.
- **Predictability**—Ensures predictable business performance and stability over time. You can plan jobs according to timetables, proactively schedule maintenance, optimise capacity, and maximise 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.

¹ Extended Remote Support is a supplemental service.



HP Scitex Smart Uptime Kit

for HP Scitex 1X000 series Industrial Presses¹

Use the cloud to manage your parts inventory and costs

The HP Scitex 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 Scitex 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 organise 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 receive alerts when your inventory might be missing a part.

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 Scitex Print Care

HP Scitex Print Care is the industry-leading set of tools and services that provide fast, efficient assistance for effective, timely routine preventative maintenance.

- Remote assistance is like working side-by-side with an HP customer engineer, who can chat in real-time with your operator², to reach a quick resolution using Call me@HP collaboration tools
- From remote assistance to enhanced diagnostic tools¹ and advanced troubleshooting, maximise your uptime and maintain smooth operations
- With enhanced diagnostics³, you get step-by-step operator guidance for timely, effective routine preventative maintenance and quick, easy resolution
- The latest version of HP Scitex Print Care introduces new touch screen user interface capabilities, for intuitive ease of use

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.

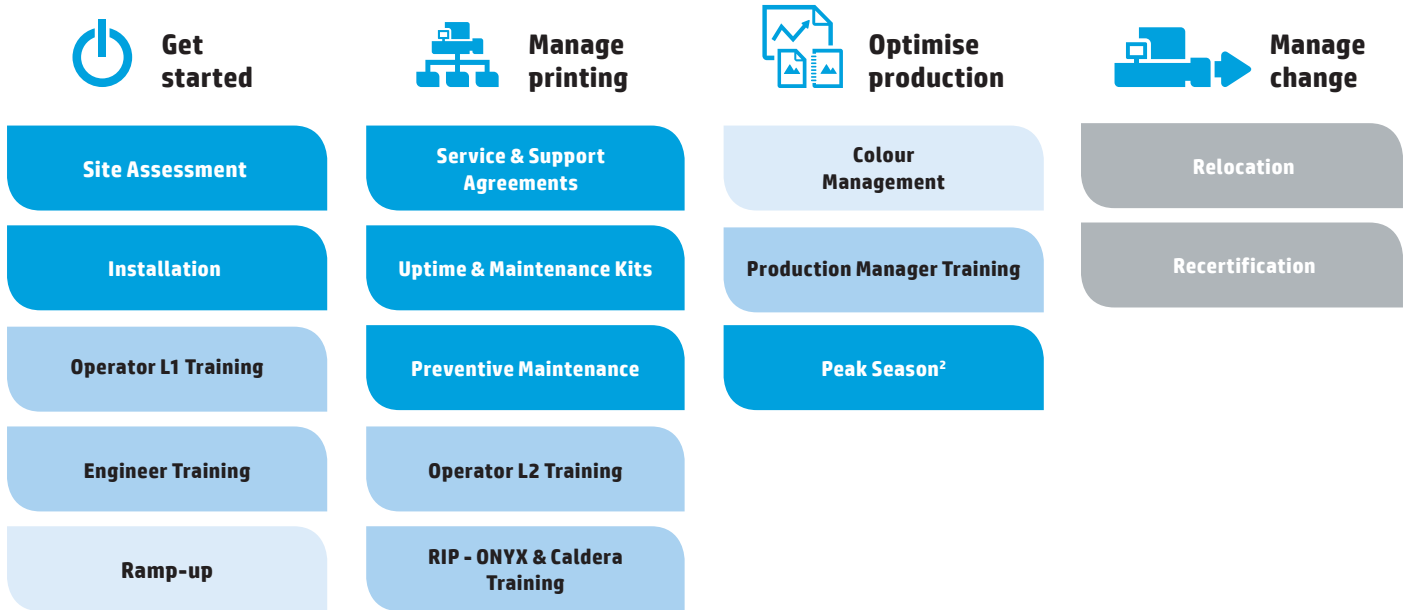
HP provides a rich and highly effective learning experience which supports continuous learning. Self-paced modular virtual training, instructor-led webinars and online assessment tools are combined with hands-on onsite training, delivering maximum results with minimum cost and time away. Your employees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

¹ Available only for HP Scitex presses covered under an HP service contract and based on HP Scitex High Dynamic Range (HDR) Printing Technology.

² The remote HP customer engineer may work directly with your operator, or with your HP Authorised Channel Partner.

³ This feature is not available on all printers. Please contact your sales representative for further information.

HP Scitex Service Portfolio¹




- Support services
- Training services
- Productivity services
- Customised services

¹ Availability of service programs and specifications might vary by product and by country.
² Requires prior agreement and confirmation with HP Services.

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