

HP Customer Excellence Program



For HP Indigo Digital Presses



Boost your productivity for growth and profitability

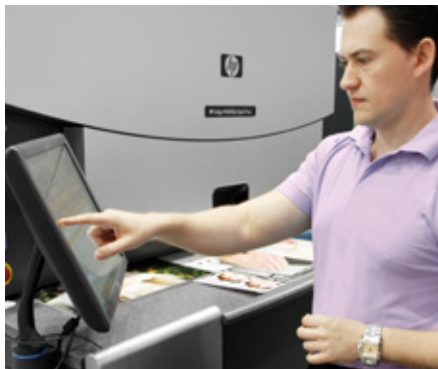
Maximize the value of your investment

The **HP Customer Excellence Program** for HP Indigo Digital 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 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.



Sessions are customized to meet your unique business operations needs

Methodology

The HP Customer Excellence Program is run by a multi-disciplinary team comprised of HP business, press, Digital Front End (DFE), and operations personnel with an end-to-end perspective.

The program consists of the following operational stages, with the total duration and scope tailored to your needs.



Preparations (1-2 weeks)

- Remote analysis of performance indicators:
 - Print volume
 - Press utilization
 - Top failures and jams
 - Service calls and parts consumption
- Preliminary joint mapping of pain points
- Agree on a detailed visit agenda and joint objectives



Onsite activities (1-5 days)

- Short diagnostics/observation of the presses & production lines
- Review/assess operator skills and certification levels
- Fix problems onsite or set a path forward for solving more complex issues
- Hands-on training, focusing on new maintenance routines and best practices
- Wrap-up meeting and work-plan for further implementation and follow-up



Follow-up (2-6 months)

- Regular calls to review progress after the onsite activities
- Review the customer's performance in a monthly report

The HP Customer Excellence Program is part of HP Service Advantage – an integrated portfolio of services for HP customers that enables predictable printing operations and optimized cost structure.

For more information, please contact your sales representative or service engineer.

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