

# HP Customer Excellence Program



For HP Indigo Digital Presses

Boost your productivity for growth and profitability



“What actually came about through the CEP programme is the efficiencies we’ve been able to drive, which meant that we can go straight back to a double day, and still produce the same amount of work. So that’s saved the business a lot of money, and also a lot of headache.”

—Jon Bailey, Managing Director, ProCo, UK

## Maximize the value of your investment

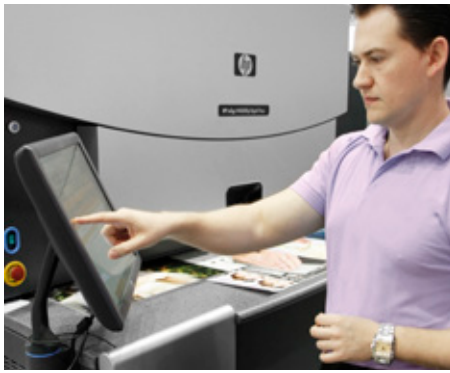
Health Check and Press Tune-Up services are part of the HP Customer Excellence Program, which together form a customer-focused program for improving the operational and technical performance of your HP Indigo press fleet. Working in close cooperation with your operational managers, your HP Indigo service team tailors the program to your needs, to deliver maximum benefit to your business.

### Objectives

- To make sure you are receiving the highest level of Total Customer Experience, starting from operations, through your entire staff.
- To empower you to get the most out of your HP Indigo Digital Presses and workflows through a proactive, hands-on approach to operational excellence.

## 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**—Provides insight and improvements into operational predictability 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 customer expectations in regards to print quality and color.
- **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 program consists of the following operational stages, with the total duration and scope tailored to your needs.



### Preparations

- Remote analysis of performance indicators:
  - Print volume
  - Press time distribution explanation
  - Top failures and jams
  - Service calls and parts consumption
- Preliminary definition of future targets



### Onsite activities

- Short diagnostics/observation of the presses and 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 maintenance routines and best practices
- Wrap-up meeting and work plan for further implementation and follow-up



### Follow-up

- Regular calls to review progress after the onsite activities
- Review the customer's progress

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 district service manager.

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