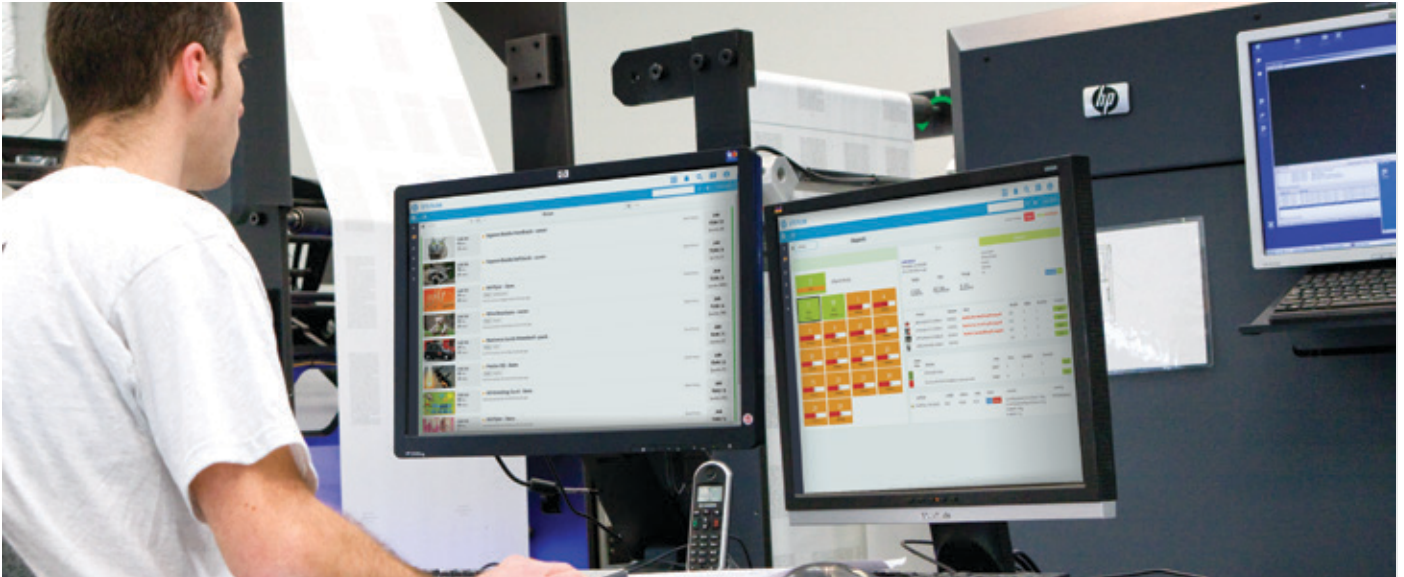


HP PrintOS Support and Services

For HP Graphics customers



At HP we strive to deliver a best-in-class customer experience for each and every one of our customers. With HP PrintOS we deliver a unique operating system, with apps that help you get more out of your HP Graphics presses and printers and simplify and automate your production processes.

Advanced knowledge and training

Our innovative HP PrintOS offering includes a full range of tools and functionalities that enable smooth and independent onboarding. You can be guided as you perform concrete tasks and watch a quick video to understand how a feature works. In the 'help' section, you can easily find relevant documents that explain the things you want to do. In addition, HP provides free webinars that cover frequently asked questions, which are recorded and uploaded to the PrintOS Knowledge Zone.

Support services that stand out

HP's unique PrintOS support approach provides a single point of accountability, backed by our commitment to provide a simple and effective support experience. HP PrintOS was designed for self-deployment, supported by scalable, multi-lingual, comprehensive support. With this, you can benefit from our global reach, proven processes, personalized approach, and extensive expertise in print production, cloud, and partner ecosystem technologies.

For customers requiring support, we offer call-back support 24 hours/5 days a week in English and 8 hours/5 days a week in many local languages¹ (Monday to Friday)². After opening your case, you will be contacted by the HP Support team via your preferred contact channel, usually in a matter of minutes.

Integration and deployment services

HP Print Production Services are customized to address your specific needs for integration, configuration, and additional technical support coverage. They include consultancy and development, implementation, and testing of connections between third-party solutions and PrintOS Site Flow or integration of third-party solutions into Site Flow (e.g. color management, imposition). These services also include educating your team about PrintOS.

The above-mentioned integration and deployment customized services are available for a fee. For more information please contact your sales representative.

¹ Supported languages are: French, German, Italian, Japanese, Simplified Chinese, and Spanish.

² 24/5 support in English during regular working hours, excluding public holidays.

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