

HP Support and Services

For the corrugated packaging industry



Corrugated packaging is an industry in transformation. Commercial print, signage, and other segments have already massively adopted digital printing while still leveraging analogue printing. Now, the same trend is fast-accelerating for corrugated packaging.

Partnering with HP is not just about getting the help of a digital printing leader to drive new business growth. When you choose HP, you're also gaining a partnership that includes advantages far beyond the hardware.

Superior customer and service experience

HP Graphics Solution Services partners with you throughout every stage of your digital transformation. With custom programmes tailored to your specific needs and by providing superior customer and service experience, we support you in successfully transitioning your business from analogue to digital while meeting your business goals.

HP is the right service partner for corrugated

HP offers a partnership through the full customer lifecycle

1. Onboarding digital



- Assigned Account manager and workflow engineer
- Supporting engagement model throughout the entire analogue to digital transformation
- Shortest setup and maintenance time for maximum uptime and productivity

2. Accelerated ramp-up and productivity



- Strong focus on multi-level training, know-how and skills for self maintenance
- Rigorous maintenance model with alerts, designed for serviceability
- Customised service portfolio adapted to each customer's needs

3. Superior customer service experience



- Remote monitoring and immediate proactive action by HP Control Tower
- Effective resolution of issues with innovative technologies and tools
- Grow value with the exact service offering at every point of the product life-cycle

Accelerated ramp-up and productivity

HP has developed unique onboarding programmes to help you transform your business to capitalise on the digital opportunity. These onboarding programmes address the full transformation process to ensure success at every vital stage.

What is the corrugated digital onboarding process?

The corrugated digital onboarding process is divided into three main phases:

- **Assessment.** Customer Assessment and Site and Workflow Assessment services that measure your resource and infrastructure needs and provide guidance on how to move forward.
- **Capabilities.** Tailored training programmes that address maintenance kits, parts, and procedures, as well as certification acceptance and how to market digital. These programmes speed up knowledge transfer and mentor you through the transformation.
- **Feedback.** Ongoing reviews and plans, coupled with support for continuous improvement complete the process. With scheduled reviews, refresh training and improvement monitoring, the selected change evangelists within your organisation become the engine for cultural change.

Continuous improvement

- Scheduled reviews/audits
- Refresher training
- Improvement cycles

Review and plan

- Identify champions (site/workflow)
- Culture change management
- Improvement monitoring



Customer assessment

- Identify people, process, environment
- Customer information, goals, expectations
- Backup and risk management during change

Site and workflow assessment

- Layout, space resources
- Lean Manufacturing practices
- Physical and digital workflow

Marketing digital

- Digital marketing
- Sales tools and kits
- Tour-ready plant

Tailored training

- 3-tier training program
- Maintenance kits / parts, procedures
- Certification and acceptance

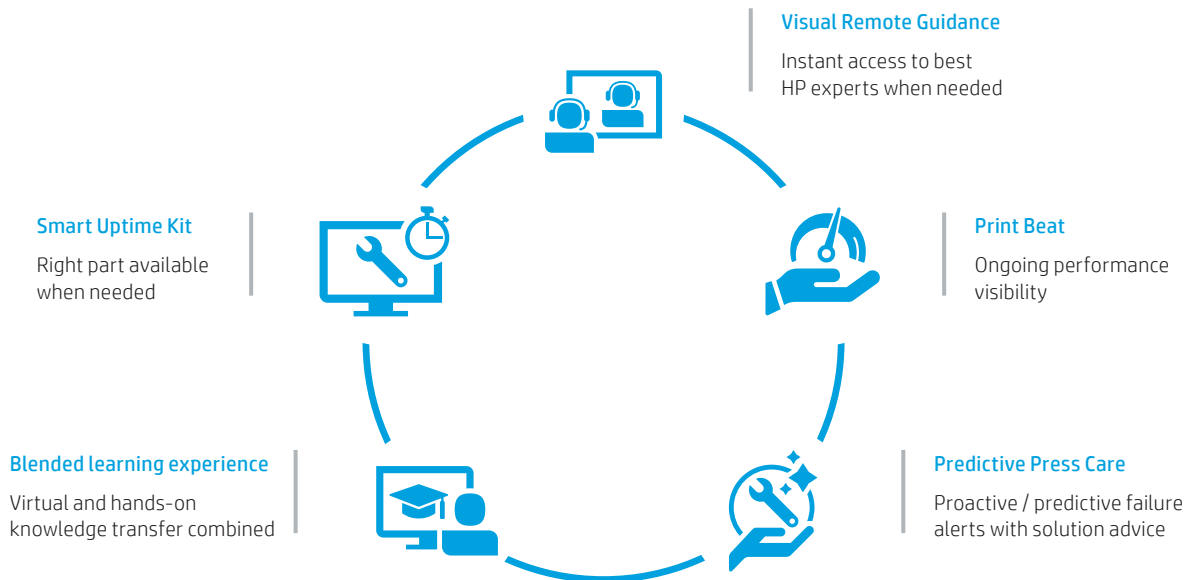
Advantage, partnering for growth

By accompanying you from your first steps toward digital and onward through continued growth, HP helps you do more and get more ROI every day as your needs evolve. We empower you to be self-sufficient in managing the basic maintenance and repairs of the press, while offering you a portfolio of service solutions for rapid ramp-up and quick adoption of the digital corrugated workflow, to drive maximised productivity.

- **HP Control Tower.** Benefit from ongoing remote monitoring and fixes. Using advanced remote access tools, HP monitors your press performance remotely, enabling immediate and proactive action for business critical operation.
- **HP Service Innovation.** Get ahead of competition by leveraging HP's innovative tools and technologies that identify and resolve issues quickly and efficiently for maximised uptime and productivity. Advanced HP service technologies enable many issues and failures to be predicted, enabling action before they impact operations.

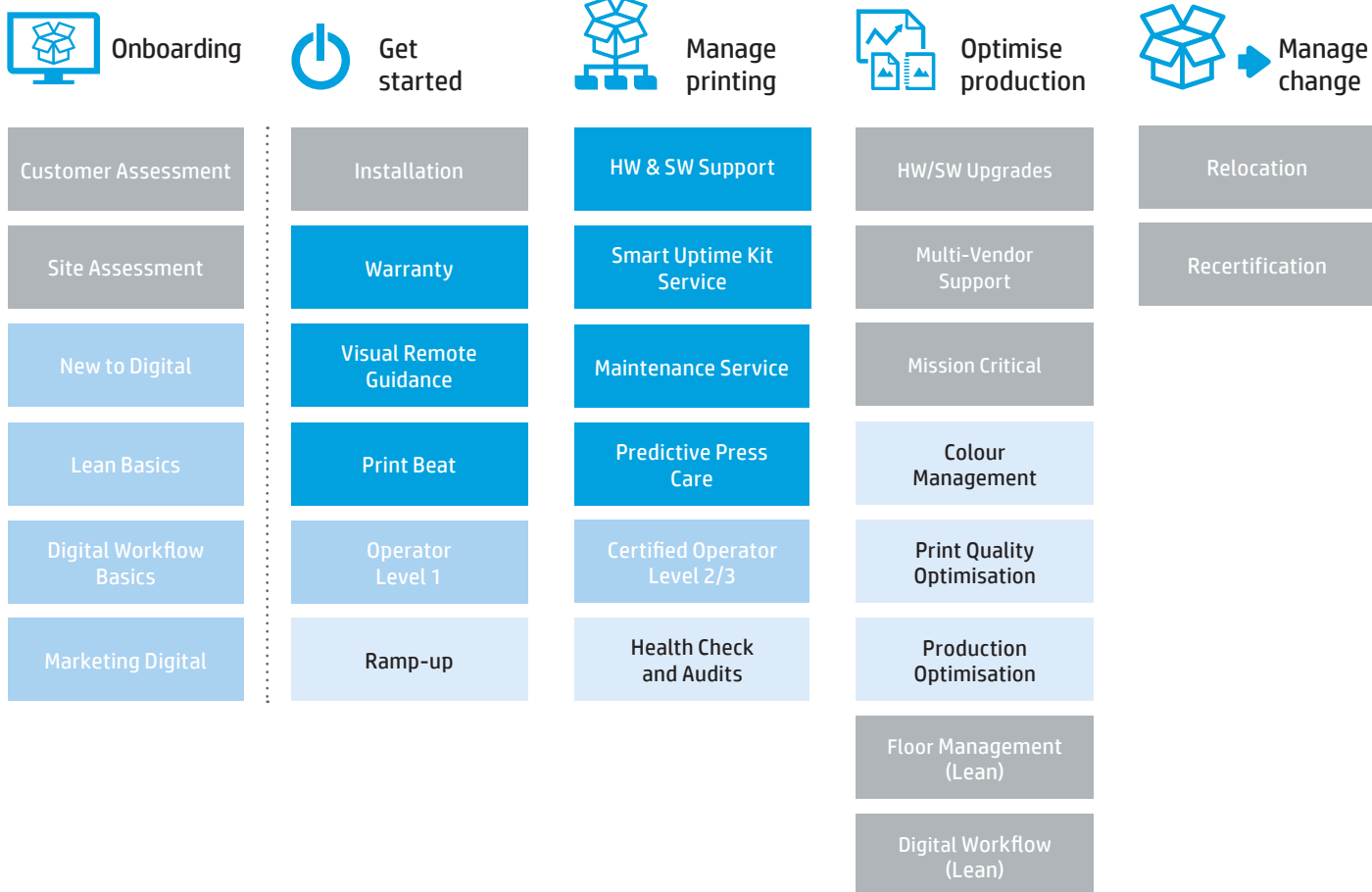
HP Service Advantage eco-system

HP Service Advantage is an integrated portfolio of services that enables predictable printing operations and optimised cost structure. It allows you to maximise press uptime, increase productivity, and grow your business.



Service portfolio for digital corrugated customers

HP Graphics Solutions Services offers programmes and resources to help maximise your capabilities while you migrate your production to digital packaging. From specific onboarding programmes, via accelerated ramp-up and productivity, to a superior customer and service experience, HP stays with you to drive increased production and greater margins. Contact us to learn more about how HP services can support you in maximising the digital opportunity for your business.




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

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