

HP PageWide XL Support Services

The advantages of working with an HP Certified Partner



HP is committed to providing best-in-class support to all its customers. That's the reason we work with HP certified partners. Together, we can provide end-users of HP PageWide XL printing solutions with comprehensive expert service that optimally supports their businesses.

This document outlines the advantages to customers of working with HP certified partners for HP PageWide XL Support Services.

Working with Channel partners— The best of two worlds

HP PageWide XL customers benefit from expert professional support services delivered by a local partner, backed by the full capabilities and resources of a world-leading printing solution developer and manufacturer.

HP PageWide XL Support Services are designed for business-critical environments. Covering installation, extended support and maintenance, and a variety of value added services, they provide the professional support that customers need to get the most out of their printer investment.

HP PageWide XL Certified Channel Partner advantages

- **Proximity** – Located nearby to customers, with trained experts and onsite parts ready to deploy to customers when needed.
- **Operational excellence** – Fast and flexible service delivered by expert, certified professionals.
- **Simplicity** – A single touch-point for an unrivaled portfolio of products and services, encompassing printers, ink, media, and other devices that might be needed. Only a professional partner can provide such a full solution.



HP's role

- **Products and infrastructure** – Provides innovative products and solutions for technical document printing, including updates and upgrades through certified partners.
- **Partner training** – Trains and certifies HP Channel Partners, ensuring operational excellence.
- **Partner supervision** – Tracks and monitors HP Channel Partners' performance.
- **Global resources** – Provides partners with access to HP R&D engineers and the massive HP knowledge base.
- **Printer monitoring** – HP, while protecting all end-user information, can remotely monitor HP PageWide XL printers installed at customer sites, and share actionable information with partners to help improve printer productivity.

For HP Channel Partners – Committed to your success

HP operates according to a very simple formula: the strength of the channel equals the health of HP. To this end, with its close partner relationships, HP provides the entire back-end infrastructure, tools and knowledge transfer needed to maximize end-user printer productivity.

Learn more at
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