



Site Assessment

Installation

Basic Operator Training

Engineer Training

Ramp-Up

"I have just invested in an HP Latex printer, and need to start printing as quickly as possible."

Get Started

Support Services

Site Assessment

HP Channel Partners work with you to prepare your site for your HP Latex printer. An HP Channel Authorised Engineer conducts a comprehensive site survey to ensure the various aspects of the installation are planned in detail. This takes into account power requirements, environmental controls, site access, networking and other factors to streamline installation and ensure optimisation of the production environment.

Installation

A successful installation relies on careful planning. During installation an HP Authorised Channel Partner Engineer locates and installs the HP Latex printer, performs all necessary adjustments, and brings it to full operational level. The engineer prints a suite of test prints to verify everything is in optimum working order, and draws up a Completion of Installation (COI) form for your approval. Once this is completed, the HP Latex printer is ready to ramp-up to full production.

¹ CSR = Customer Self repair



HW & SW Support

Uptime & Maintenance Kits

Preventive Maintenance

ONYX, Caldera & Colour Management Training

"I need a predictable business operation, and to reduce the risk of unplanned downtime."

Manage Printing

Support Services

HP Channel Partners offer a full line of support and service programmes for all HP Latex printers. These are divided into two main programmes: Full Maintenance Support and Parts&Remote.

Full Support

Programme includes phone support, all onsite service visits, mandatory software and hardware updates, as well as replacement parts. Support is available with unlimited or unplanned time and material basis.

Parts & Remote

This programme is designed for customers who are looking for a cost effective entry-level service programme as parts insurance. Programme with unlimited remote support and spare parts included.

Each programme includes a combination of Remote Support and Onsite Support:

• Routine maintenance

Using remote HP Print Care tools, an HP Authorised Channel Partner Engineer can examine your printer and view data to help resolve a problem, while discussing it in real-time with your operator.

• Remote troubleshooting

The remote HP Customer Care Centre Engineer employs enhanced diagnostics to offer your operator step-by-step guidance towards problem resolution. It is practically the same as working onsite side-by-side. HP Print Care Remote Troubleshooting is available for HP Latex printers under warranty or service support programmes.

Onsite Support

When problems cannot be solved remotely, an Authorised Channel Partner Engineer will be dispatched to visit your site. To minimise downtime the remote Customer Care support specialist will inform the HP Authorised Channel Partner Engineer in advance about his diagnosis and organise shipment of spare parts.

Production Services

Production services are provided during a customised onsite visit by a HP Authorised Channel Partner Specialist, who works closely with both operators and management to optimise best practices for printer operation, maintenance and printer consumables optimisation.

Ramp-up. This programme focuses on increasing the printer and DFE (Digital Front End) operator's knowledge level, by providing hands-on experience, discussion of the production flow required on the customer's site, and troubleshooting of the Latex printer.

Uptime & Maintenance Kits

The **Uptime Parts Kit** is an inventory of the most frequently needed essential parts. Designed for customers working on multi-shift production, who want to optimise and shorten time-to-repair and with certified Advanced Operators who are capable to replace parts with remote guidance.

The **Maintenance Kit** is a set of consumables and parts most frequently needed for preventive maintenance cycles. Designed to help customers to achieve higher printing quality and reduce cost of ownership and unexpected expenses.

Preventive Maintenance

Preventive Maintenance programme is tailored for HP Latex printer owners for higher printing quality, reduced cost of ownership and unexpected expenses.

Training Services

ONYX, Caldera & Colour Management Training

This programme is intended for field engineers, as well as operators with some application knowledge, to enable them to install, maintain and solve relatively simple problems with the RIPs.



Colour Management

"My Latex printer runs well, but I need more productivity, and to reduce the total operating costs per print."

Optimise Production

Productivity Services

HP Channel Partners offer a wide variety of productivity-enhancing programmes for all HP Latex printers. With these services, HP Channel Partners help you proactively increase uptime, optimise performance and maximise every minute of print capacity.

Colour Management

Colour Management services are designed for customers, who want to optimise media calibrations by a comprehensive Colour matching process using ICC profiling. This service programme is provided onsite at your premises.



Relocation

"My production needs have changed, and I need to reposition or relocate and get my Latex printer ready for production."

Manage Change

Customised Services

Relocation Services

Relocation Services coordinate the resources needed to relocate an HP Latex printing equipment. A multitude of options are covered: across the room, across the country or around the world; from a single printing system to a set of printing systems. You will be given one point of contact to reduce complexity, suppress risk and keep disruption to a minimum.



Become an expert in HP Latex printing

HP Latex University provides HP Latex printer owners training materials to help advance their production skills, become more competitive, and make the most of the HP Latex green credentials.

Find out more at [HP Latex University](#)



Workshops led by industry experts



Online webinars



Intuitive guides to key applications

Ecosolutions sets you apart

The HP Latex printer is more than a revolutionary piece of technology – it's a competitive advantage, thanks to the HP Latex environmental certifications. Our convenient HP Ecosolutions-Trained Printing Company program is free to all HP Latex printer owners and covers:

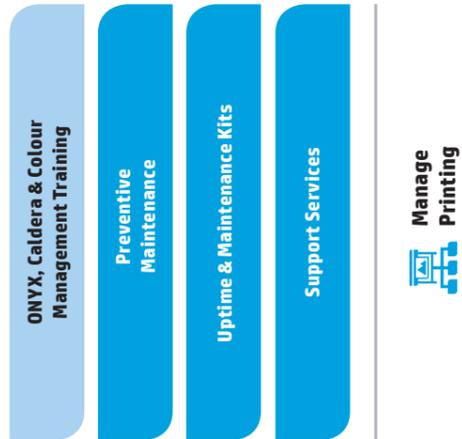
- How to get the most from the environmental profile of your HP Latex printer
- Building a long-term commitment to sustainability in your business
- Driving growth through engaging clients on printing sustainability

"The HP Ecosolutions training has been added to our staff training matrix—we believe it is invaluable for our sales, design and management team, not only those with 'inky fingers'."

— Alan Watson, OPG LIMITED

HP and Channel Partners provide industry-leading service and support, delivered onsite and remotely using advanced service tools, to enable increased uptime and productivity.

HP Latex Service portfolio



- Support Service
- Training Service
- Productivity Service
- Customised Service



The bottom line: why buy HP Support Services?

When you place your printers under HP service agreements, you know they are supported by experts. These agreements give you:

- Reassurance on your investment
- The ability to maintain non-stop production
- Lower time-to-repair
- Reduced overall cost of ownership

Learn more at hp.com/go/latexservice

For more information on Graphic Arts Training at HP, visit:

hp.com/education/sections/graphic_solutions

For more information Please contact your sales account manager for more information, and to order your service.

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