



HP JET FUSION 3D SOLUTION SERVICES HP Support Service

September, 2018

HP JET FUSION 3D SOLUTION SERVICES - Portfolio

HP Support Service



HP Installation and
Introduction to Basic
Operation Service



HP Ramp Up
Service



Support Services

Access to HP experts who
will quickly troubleshoot
your 3D printing system, to
help return the hardware to
full-operating condition
within a specified timeframe



HP Long Term
Consumable Kit



HP Advanced
Operation Training

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Standard

HP Shared Support Service



Basic



Premium

Distributed Manufacturing

Mass Production



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Key Benefits



- Help increase your solution uptime
- Multi-year coverage options to match your business needs
- Seamless migration from warranty to post-warranty period (same service levels)
- Help to protect your investment

Content

- 9x5 remote problem diagnosis, hardware and print quality troubleshooting
- Next-Business-Day onsite support
- Genuine HP spare parts availability
- Defective Media Retention (DMR)
- Firmware updates
- Unlimited cases included

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Sales Speech

- Have your solution fully covered with a service that provides peace of mind
- Protection against unpredicted breakdowns
- Help secure support price for the next years
- Flexible purchase options:
 - Recommended: Upfront Care Pack
 - Post-Warranty Care Pack
 - Support Contract

Additional Information

- Must offer with Upfront Care Pack
- Same Care Pack duration in all products
- Upfront Care Pack runs from COI date
- Post-Warranty Care Pack runs from support/warranty coverage end date
- Care Packs must be registered to be active



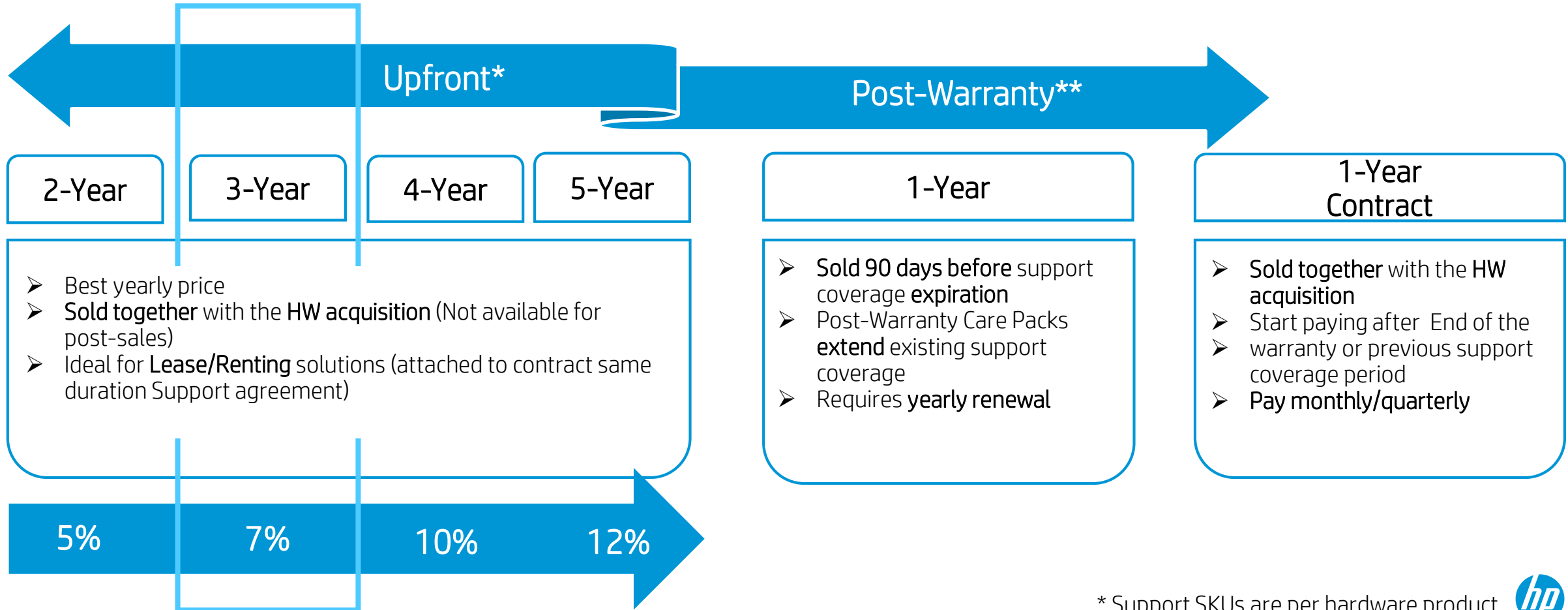
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How to choose the best option to match my business need?

DEFAULT OPTION



- Best yearly price
- Sold together with the HW acquisition (Not available for post-sales)
- Ideal for Lease/Renting solutions (attached to contract same duration Support agreement)

- Sold 90 days before support coverage expiration
- Post-Warranty Care Packs extend existing support coverage
- Requires yearly renewal

- Sold together with the HW acquisition
- Start paying after End of the warranty or previous support coverage period
- Pay monthly/quarterly

* Support SKUs are per hardware product

All SKUs and pricing are available on the price book posted in Partner First Portal





keep reinventing