

Brochure

HP Scitex Services

EMEA



Enhancing productivity, uptime and quality

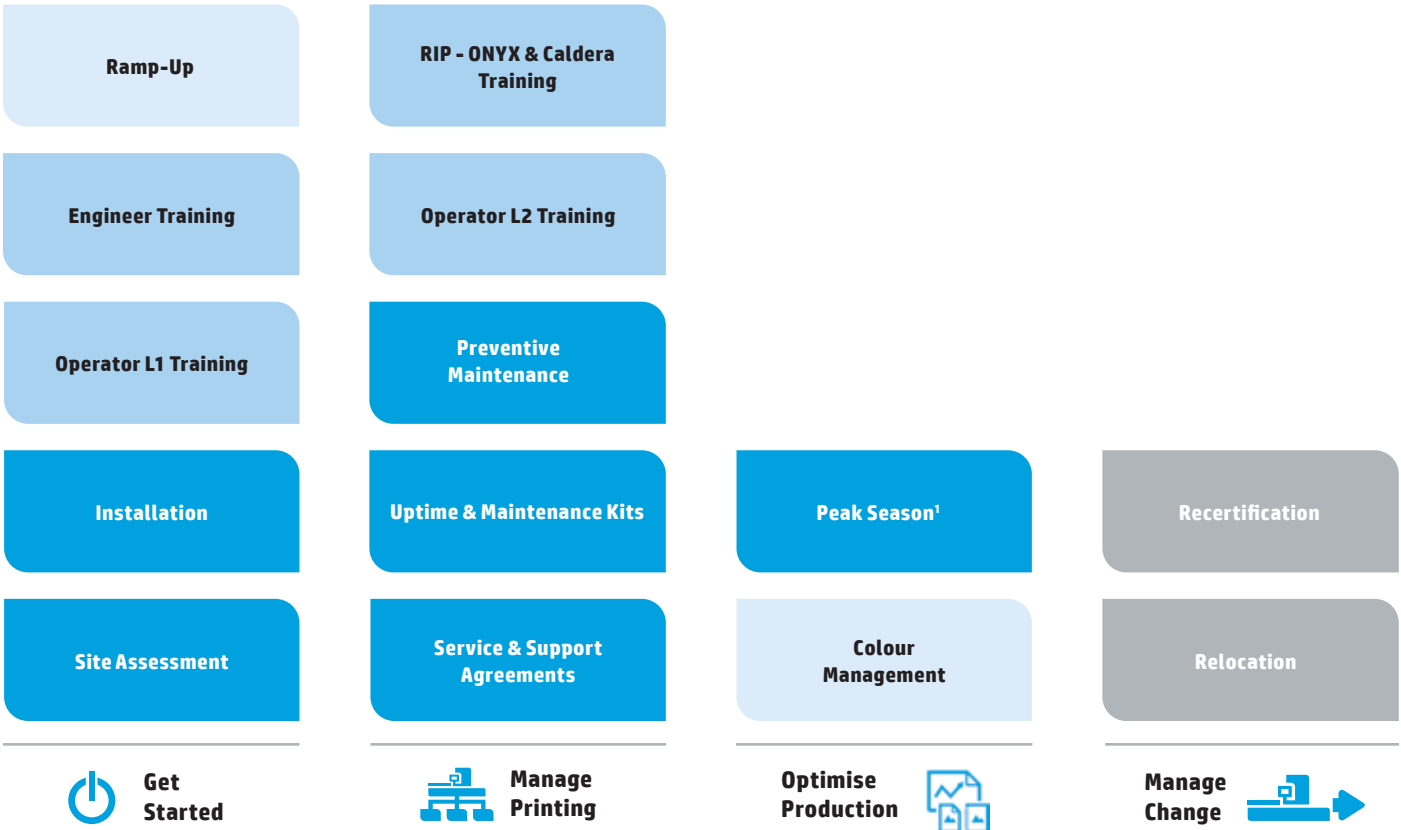
At HP we provide industry-leading service and support, delivered onsite and remotely using advanced service tools, to enable increased uptime and productivity.

Service portfolio

HP Graphics Solutions Services address the four key stages across the lifecycle of your HP Scitex printing equipment. Our goal is to help you get more return on your investment. In the first stage, our programmes help you get production off to a strong start. In a second stage, a broad set of service and support programmes are available to help you manage your ongoing printing operations and gain more efficiency. In the third stage, additional programmes can help you optimise your production for increased performance and utilisation, quality and cost-effectiveness. And in the fourth stage when you change your operating model or physical premises, HP Graphics Solutions Services are available to help ensure an efficient transition.



HP Scitex Service portfolio



¹ Requires prior agreement and confirmation with HP Services



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

Site Assessment

Installation

Operator L1 Training

Engineer Training

Ramp -Up

Get Started

Support Services

Site Assessment

HP Graphics Solutions Services work with you to prepare your site for the HP Scitex printing equipment. A comprehensive site survey is conducted 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 the installation a team locates and installs the press/printer, performs all necessary adjustments, and brings it to full operational level. The team 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 press/printer is ready to ramp-up to full production.

Training Services

HP Graphics Solutions Services offers a comprehensive training curriculum that provides the knowledge and skills necessary to utilise the full capabilities of the HP Scitex printing equipment. Our training programmes emphasise hands-on practise in a professional learning environment. Courses taught at our HP Scitex Training Centre are also available onsite at your location.

Courses offered include:

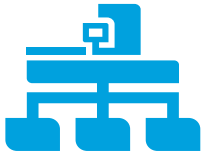
- **Operator level 1 Training** - This training programme is designed for new HP Scitex printing equipment operators, to enable them to use the press/printer safely and to independently perform maintenance routines. Operator Level 1 training includes certification CSR¹ level 1.
- **Engineer Training** - This training programme is designed for experienced operators and engineers, to train them on diagnostics, and service and repair routines of HP Scitex printing equipment.
- **Operator Level 2 Training** - This training programme provides advanced training and knowledge to experienced operators on the principles of production optimisation. The main goal is to optimise usage of the press/printer, such as how to perform diagnostics, utilise advanced printing methods, optimise media and ink, and perform basic troubleshooting.
- **RIP– ONYX and Caldera Training** - This training programme is intended for HP Customer Engineers, as well as press/printer operators with some application knowledge, to enable them to install, maintain and solve relatively simple problems with the RIPs.

Productivity Services

Productivity optimisation services are provided during a customised onsite visit by an HP Production Specialist, who works closely with both operators and management to optimise best practises for press/printer operation, maintenance, and press/printer consumables optimisation.

Ramp-up. This programme focuses on increasing the press/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 HP Scitex printing equipment. The HP Scitex Production Ramp-up programme is a mentoring and training programme specially designed for new printing businesses or businesses with expanding production capacity.

¹ CSR Customer Self Repair



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

Service & Support Agreements

Uptime & Maintenance Kits

Preventive Maintenance

Operator L2 Training¹

RIP-ONIX & Caldera¹

Manage Printing

Support Services

HP Graphics Solutions Services offer a full line of **Service and Support Agreements** for HP Scitex printing equipment. These are divided into three main programmes: Full Maintenance Support, Shared Maintenance Support and Parts&Remote.

Full Support

Designed for high-end customers the Full Support programme provides first-rate all-inclusive coverage post standard warranty period. Programme includes unlimited remote support and next business day Onsite Support response and covers all travel expenses, spare parts, and preventive maintenance.

Shared Maintenance

Designed for customers to maximise press/printer uptime by enabling customer self-repair and maintenance tasks and reduces cost of ownership. The Shared Maintenance programme includes unlimited remote support, customised number of annual onsite visits, second business day support response, onsite labour and spare parts. The Inclusion of Level 2 annual training is optional.

Parts&Remote

Designed for customers who are looking for a cost effective entry-level service programme as parts insurance. Parts&Remote with unlimited remote support and spare parts included.

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

Onsite Support. When problems cannot be solved remotely, a qualified HP Customer Engineer will be dispatched for an onsite visit. To minimise downtime, the remote HP Care Centre will inform the Onsite Support Engineer in advance about his diagnosis and organise shipment of spare parts needed.

Remote Support. The remote HP Customer Care Centre offers email and telephone support delivered by experienced HP Customer Engineers during normal business hours. In addition, HP's remote support includes **HP Scitex Print Care**, an industry-leading toolset providing fast, efficient assistance in two key areas:

- **Routine Maintenance** - Using remote HP Scitex Print Care tools an HP Customer Engineer can remotely examine your press/printer and view data to help resolve a problem, while discussing it in real-time with your operator.
- **Remote Troubleshooting** - The remote engineer employs enhanced diagnostics to offer your operator step-by-step guidance towards issue resolution. It's practically the same as working side-by-side.

Uptime & Maintenance Kits

The **Uptime kit** is an onsite inventory of the most frequently needed essential parts. Designed for customers working on multi-shift production, who want to optimise and reduce downtime. With Certified Advanced Operators 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 print quality and reduce cost of ownership and unexpected expenses.

Preventive Maintenance

Preventive Maintenance programme is tailored for HP Scitex printing equipment owners, to help them achieve higher printing quality and reduce cost of ownership and unexpected expenses.

¹ Description of programme on page 4



“My HP Scitex printing equipment runs well, but I need more productivity, and to reduce the total operating costs per print.”

Colour Management

Peak Season²



Optimise Production

Productivity Services

HP Graphics Solutions Services offer a wide variety of productivity optimisation programmes for HP Scitex printing equipment. With these services, we help you proactively increase uptime, optimise performance and maximise every minute of print capacity.

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

Support Services

While regular HP Scitex printing equipment support contracts consistently deliver the highest standards, enhanced service coverage during business critical periods is sometimes required.

Peak Season¹. These services are designed for HP Scitex printing equipment owners who need HP to perform onsite or remote support outside of standard hours during peak production periods.

¹ Requires prior agreement and confirmation with HP Services



"My production needs have changed, and I need to reposition or relocate and get my HP Scitex printing equipment ready for production."

Relocation

Recertification

Manage Change

Customised Services

Relocation Services

Relocation Services coordinate the resources needed to reposition HP Scitex 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 network of printing systems. You will be given one point of contact to reduce complexity, minimise risk and keep disruption to a minimum.

Recertification Service

HP Scitex printing equipment which is not under warranty or a service contract can be placed under an HP service agreement after they have been inspected and approved. Once the press/prINTER service agreement has been activated, HP will rebate a portion of charges for the inspection visit and repairs (parts and labour).

The bottom line: why buy HP Support Programmes?

When you place your HP Scitex printing equipment 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

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