# HP Scitex Services Portfolio

## Summary descriptions

| Service Category | Service Name | Type | Brief Description | Availability | | | Regional Variations |
|---|---|---|---|---|---|---|---|
| | | | | AMS | EMEA | APJ | |
| **Support Service** | Site Assessment | Included with press | **Site Assessment** is a comprehensive site survey that verifies that the various aspects of the installation are planned in detail. | ✔ | ✔ | ✔ | |
| **Support Service** | Installation | Included with press | **Installation Service** refers to the location and installation of an HP Scitex press/printer, including all relevant activities at the customer site for the HP Scitex press/printer to be fully operational. | ✔ | ✔ | ✔ | |
| **Training Service** | Operator Level 1 Training | Included with press | **Operator Level 1 Training** introduces the operator to the HP Scitex press/printer, its main systems, features, components and operation. It enables the operator to become more familiar with the press/printer and focuses on proper operation and maintenance. | ✔ | ✔ | ✔ | |
| **Training Service** | Engineer Training | Per event | **Engineer Training** is designed to train experienced operators / engineers on diagnostics, and service & repair of HP Scitex press/printer. | ✔ | ✔ | ✔ | |
| **Productivity Service** | Ramp Up | Included with press | **Ramp-up Services** are the post installation onsite support, which operators receive from HP's highly skilled implementation team to verify they are using the HP Scitex press/printer to its full potential. This period of hands-on training, is known as the ramp-up period. | ✔ | ✔ | ✔ | In APJ all machines are sold with ramp-up |
| **Support Service** | HW & SW Support Full Support | Contract | **Full Support Program** 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. Two offers are available: Standard and Extended. | ✔ | ✔ | ✔ | Service level and discount rate varies by regions. |
| **Support Service** | HW & SW Support Shared Support | Contract | **Shared Support Program** includes phone support, limited annual onsite visits, mandatory software and hardware updates, and replacement parts. Prerequisite is successful completion of HP Operator Level 2 Training, which enables operators to perform self-repair and maintenance tasks. | ✔ | ✔ | | Not available in APJ at present |
| **Support Service** | Uptime & Maintenance Kits* | Included with press | **Uptime Parts Kit** is an inventory of the most frequently needed essential parts, designed to help reduce downtime and increase productivity by having the right replacement parts onsite 24x7. **Maintenance Kit** is a set of consumables and parts most frequently needed for preventive maintenance cycles. | ✔ | ✔ | ✔ | *Maintenance kits are optional |
| **Support Service** | Preventive Maintenance | Contract | **Preventive Maintenance Program** is for HP Scitex press/printer owners who need HP Graphics Solutions Services to perform onsite preventive maintenance periodically and replace Maintenance Kits to keep their press/printer at the highest level of operational performance. | ✔ | ✔ | ✔ | |
| **Training Service** | Operator Level 2 Training | Per event | **Operator Level 2 Training** introduces experienced operators to the principals of production optimization. The main goal is to optimize usage of the press/printer, such as how to perform diagnostics, utilize advanced printing methods, optimize use of media and ink, and perform basic troubleshooting. | ✔ | ✔ | ✔ | APJ L2 training is available for selected products |
| **Training Service** | RIP ONYX & Caldera Training | Per event | **RIP – ONYX and Caldera Training** is designed to provide HP Customer Engineers as well as press/printer operators with some application knowledge in order to be able to install, maintain and solve relatively simple problems with the RIPs. | ✔ | ✔ | ✔ | |
| **Productivity Service** | G7™ Implementation | Per event | **G7™ Implementation Service** for HP Scitex customers who need HP to implement a manageable solution customized for their workflow. | ✔ | | | Available in APJ only |
| **Productivity Service** | Color Management | Per event | **Color Management** services are designed to help operators optimize color quality and consistency, as well as match color to other devices within the print environment. This service is provided onsite at the customer premises. | ✔ | ✔ | ✔ | |
| **Support Service** | Peak Season | Contract | **Peak Season Service** are for HP Scitex press/printer owners who need HP Graphics Solutions Services to perform onsite or remote support outside of standard hours during peak production periods. | ✔ | | | Currently available in AMS; will be available in APJ in Q4 2014 |
| **Customized Service** | Relocation | Per event | **Relocation Services** are designed for HP Scitex press/printer owners who are looking for complete relocation of their equipment, across the site, across the country. End-to-end support is provided through an HP Customer Engineers. | ✔ | ✔ | ✔ | |
| **Customized Service** | Recertification | Per event | **Recertification Services** is for HP Scitex press/printer owners who have previously chosen to let their warranty or support coverage lapse, as well as owners who have purchased used presses/printers. It includes an inspection to identify all services that need to be performed before a press can receive an official and effective service contract. | ✔ | ✔ | ✔ | |

- Support Service
- Productivity Service
- Training Service
- Customized Service