



HP SERVICE EDGE

FUEL YOUR SUCCESS WITH CONFIDENCE

For HP PageWide
Web Presses



Working together to transform the future of your business

DISCOVER YOUR EDGE IN INDUSTRY 4.0

The Fourth Industrial Revolution brings exciting advancements enabled by automation, data exchange, smart systems, and the Internet of Things. As commercial printers, you know what's possible. You've seen the impact of digital technology in markets from publishing and commercial printing to production mail. You understand that the playing field will only continue to shift, creating new opportunities for growth.

The HP Service Edge is your path to finding your competitive edge in Industry 4.0. We're eager to work with you to develop the full potential of your HP PageWide Web Press investment and help your business thrive in this new era.





Thrive with the HP Service Edge



START STRONG

Jump-start your competitive edge from day one with the help of our account management services and world-class engineers. At the start, we're there to ramp-up your production. And over time, we're at your side to help you develop your own expertise.



RUN SMARTER

Boost your productivity and grow your business with industry-leading smart tools and analytics, and management services. We're focused on your mission-critical challenges, from color management to peak season preparation.



TRANSFORM AND THRIVE

It's important that we work with you to tailor services to your unique needs. Our professional business solutions facilitate working together to help you win in your market and help your business thrive.

The HP Service Edge portfolio





GET STARTED

Start production off strong.

Working closely with you, we help you prepare your site for installation and **Ramp-Up** production as quickly as possible. **Comprehensive training** provides your operators with the knowledge and skills they need to utilize the full capabilities of your press and manage your print operation, from pre-press workflow to color management. Should you need it, our qualified installation experts can safely and professionally **relocate and recertify** your press, to get you back up and running at full production.



MANAGE PRINT OPERATIONS

Optimize your uptime, all the time.

To avoid unplanned downtime, your **account management** team stands ready to assist with all things service-related. Manage your productivity with a wide range of **Preventive Maintenance** services provided both onsite and remotely using **smart service** tools. Easily manage and replenish your parts inventory with the **Smart Uptime Kit**, so you have the parts you need on-hand to take care of the most common issues quickly and efficiently. Look to a range of system-wide support services tailored to your press, DFE, and finishing equipment.



BOOST PRODUCTION

Get your mission-critical needs met.

We're focused on meeting your most urgent needs. Whether you need a **health check tune-up** of your press as you're coming into peak season, or you need production support for an important new job, we're standing ready with **Peak Production Support** and the **Business Critical Support Service** to address your most important needs.



EXCEL IN COLOR & MEDIA

Satisfy your most demanding customers.

Develop your skills with color and master the art of working with particular substrates with **Color Management Training** and **Media Certification**. When you need help with color quality and consistency on your press and across your print environment, look to our color experts and **Advanced Color Management Services** for personalized color calibration.



INTEGRATE SOLUTIONS & WORKFLOW

Streamline your production.

Make new gains in your publishing business with the help of **Publishing Consulting** services. And boost your productivity without increasing resources with **Production Automation via Site Flow** that helps automate critical tasks from order submission and pre-press to shop-floor management and shipping integration.



EXPAND APPLICATIONS

Capitalize on the full potential of digital flexibility.

Brands are looking for ways to communicate with their consumers on a **personal level** to improve response rates, driving demand for individual quantities of personalized, high-value products. To help you meet this demand without adding staff or extra shifts, **Production Automation via Site Flow** provides an effective way to manage growing volumes of short-run jobs.



LEARN & TRANSFORM WITH HP

Maintain a highly trained staff.

Keep your operators up-to-date and certified by HP with three levels of **Operator & Maintenance Certification**. Develop new skillsets using a wide range of training resources, from a Production Management Course to Pre-Press Workflow to **Material & Color Management Trainings**.



HP SMART TOOLS & SERVICES

Enjoy a whole new service experience.

Stay on top of your production and service activity and discover ways to reduce bottlenecks with state-of-the-art, cloud-based **HP PrintOS apps**. With visibility into each aspect of your print performance provided through **Print Beat**, you can request support right away when an issue occurs. Minimize unplanned downtime with the help of **Predictive Press Care** that provides alerts as an issue is emerging. Access all your service activity from one central location via the **PrintOS Service Center**. Tap into live HP experts using **Visual Remote Guidance**. And use the **Smart Uptime Kit** to easily manage and replenish your parts inventory.

At the end of the day, we're here to help your business thrive.



With HP Visual Remote Guidance, boost productivity and cost-efficiency with live, visually guided collaboration.



Learn more at
hp.com/go/webpressservice

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