

xRServices software features

- Virtual calls for remote support featuring holographic capabilities.
- High-quality video and audio: Ensure clear and crisp communication during remote support calls.
- Speech-to-Text translation: Convert spoken words into live captions translated into different languages, enhancing communication efficiency and accessibility (currently supported languages: English, French, Italian, German, Spanish, Portuguese, Japanese, Chinese, Russian, and more being added)
- Sharing holographic procedures in remote support virtual calls: Collaborate seamlessly by exchanging xR content for improved teamwork.

Service Description

Which presses can be serviced with HP xRServices?

Industrial Press:

HP Indigo, HP Page Wide Industrial and HP 3D printers

How do I get a quote for HP xRServices?

Please contact your local HP sales representative

What do the xRServices package include?

- 36 months lease period
- Wearable device Microsoft HoloLens 2
- HP Remote Assist Application; 3 licenses
- HP mixed reality self-guided content
- Extended warranty protection plan¹
- Option for adding connectivity with other HP partners for direct support²

¹ The full terms and Conditions as detailed in the service contract. Loss or theft of the wearable device is not included.

² Partners require to download and license the HP Remote Assist App (purchase option, not included in the customer package); network domain address must be shared with HP.

Where do I find documentation about the infrastructural requirements?

<https://reinvent.hp.com/HPxRServices>



¹ As of January 2024, a 500 customers worldwide have purchased and are actively using HP xRServices.

* HP xRServices is part of an integrated portfolio of services for HP customers and Channel Partners that enables predictable printing operations and an optimized cost structure.

** The wearable computing device can be leased from HP

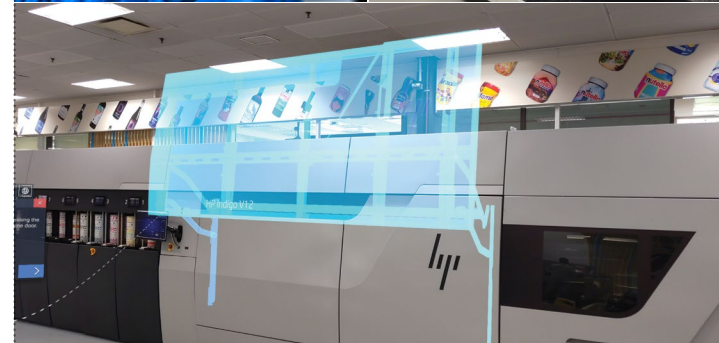
*** Microsoft, HoloLens 2 are trademarks of the Microsoft group of companies.

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HP xRServices

Maximize uptime with the power of mixed reality

The new benchmark in the print industry, where quick turnaround is imperative, mixed reality customer support solution delivers a cutting-edge immersive, and proven¹ customer success.



Real-Time Customer Experience

In a fast-paced market, HP xRServices sets a new benchmark in customer experience. Offering the state-of-the-art in mixed reality. It provides immediate access to holographic content and expert remote support, reducing downtime and speeding up onboarding for an easy, agile, and prompt customer experience.

xRServices is transforming the service experience empowering customers to an end-to-end journey, through the power of Mixed Reality.



Increased press availability

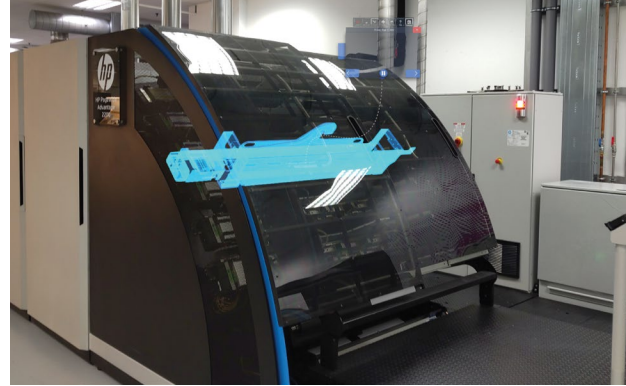
HP xRServices empowers you to manage jobs confidently, troubleshoot issues instantly, and secure more production availability time for revenue streams. Ensure your print operations run smoothly without compromise.

Self-sufficiency | Your operators can immediately troubleshoot an issue by accessing holographic content.

Increased press availability¹ | Swiftly diagnose and resolve issues with holographic procedures and direct access to experts via mixed reality wearables.

Predictive operations | Timelines prompt operators for scheduled guided maintenance using on-press holographic guidance, with no required additional hardware.

Increased production availability time¹ | Help you secure production revenue streams and commitment fulfillment



Immediate access to experts and knowledge

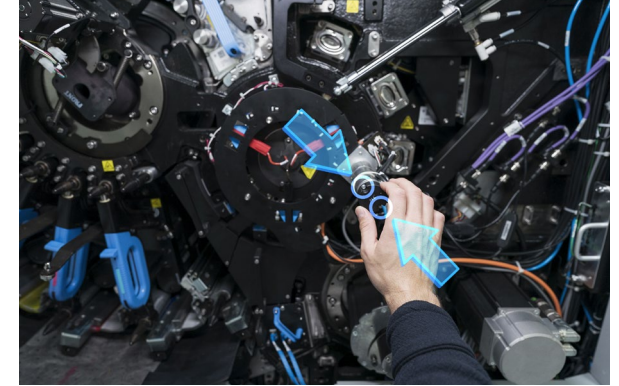
HP's mixed reality services provide instant access to HP experts, fostering efficient collaboration for faster issue resolution. With mixed reality procedures and virtual experts guiding each step, you gain self-sufficiency, swiftly restoring optimal performance.

Reduced time-to-repair | We effectively bring the remote support desk to your site, for a virtually physical experience

A hands-free experience | With secure communication protocols that enable seamless sharing and troubleshooting seamlessly

Immediate access to top HP experts | The holographic device allows seamless visual collaboration with anchored markers and holographic content that can pinpoint points of interest

The mixed reality experience | Empowers your operators to perform repairs with confidence and speed



Faster onboarding

In today's dynamic world, agility is crucial, and your print operation can match the flexibility of your workforce with HP xRServices. Enhancing onboarding and upskilling for experienced press operators, HP's mixed reality services provide rapid access to remote guidance, effectively extending knowledge across your operations workforce.

Efficient training | HP xRServices allows learners to receive real time performance support and access to mixed reality lessons, enabling greater accuracy on service repair tasks and smoother new employee onboarding

The collaborative process | Step-by-step guided procedures with digitally created objects and instructions visually overlaid on top of your actual physical devices²

Higher workforce self-sufficiency | Reduced dependence on highly skilled operators to perform regular operations

Cover your entire operation | Resources can scale to work with your entire HP press portfolio

¹ On average, two production shifts per month. Based on HP Indigo Beta customers running 2 shifts/day, 5 days/week, Ser3, Ser4, and Ser5 presses, on-site and remote support data analysis, October 2021.
The HoloLens 2 platform can also be leveraged for other remote services delivered by your prepress and/or finishing partners³

