



HP xRServices

Powered by HoloLens

The world's first print-industry mixed reality
customer support service





REAL-TIME RESOLUTION

In a market that demands quick turnaround, every second of production time counts.

HP xRServices is the new benchmark in customer support. Offering the latest in mixed reality innovation, you can get best-in-class access to HP experts for troubleshooting any issue immediately, reducing downtime, and accelerating onboarding.

With HP's mixed reality services you can enjoy customer support that is easy, agile and immediate – with a real team of experts guiding you, every step of the way.

Increase Your Press And System Availability

HP xRServices enables you to confidently take on jobs and immediately troubleshoot an issue yourself. Win additional production availability time¹ that can help you secure production revenue streams and fulfill commitments. Take no chances when it comes to keeping your print operations running in top form.



Self-sufficiency

Your operators can immediately troubleshoot an issue



Increased press and system availability¹

Issues can be diagnosed and resolved quickly, with all procedures readily available



Predictive operations

Timelines prompt your operator to perform guided maintenance procedures on schedule, using a complete on-press toolset that provides step-by-step guidance with no required additional hardware



Increased production availability time¹

Helps you secure production revenue streams and fulfill commitments

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.

Immediate Access to Experts

HP's mixed reality services deliver immediate access to HP experts and empower effective collaboration to speed up resolution. With our virtual experts guiding you every step of the way, you are equipped to repair a problem, and quickly get yourself back to optimal performance.

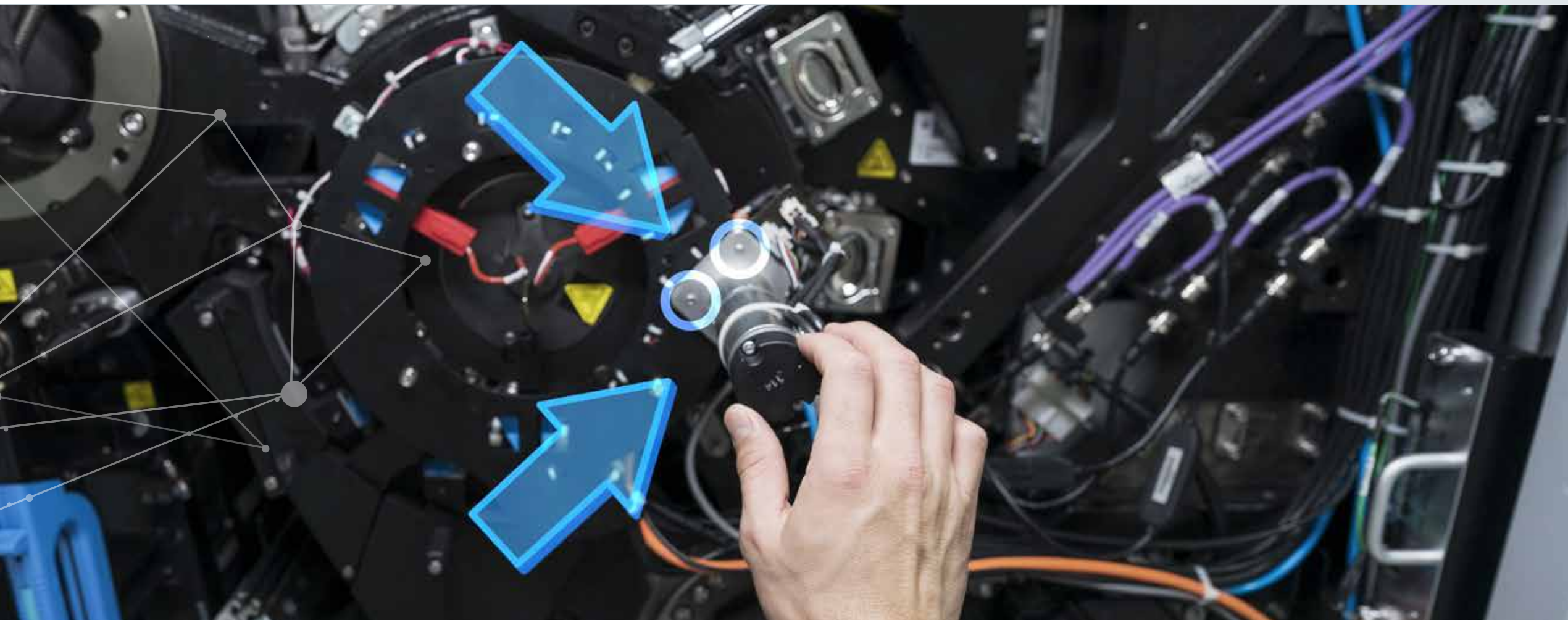


▶ Reduced time-to-repair
We effectively bring the remote support desk to your site, for a virtually physical experience

▶ A hands-free experience
Empower your operators to perform repairs with confidence and speed

▶ Immediate access to top HP experts
The holographic device allows seamless visual collaboration with anchored markers that can pinpoint areas of interest

▶ The mixed reality experience
Secure communication protocols enable seamless sharing and troubleshooting



Faster onboarding

Agility is key in today's ever-changing world – and your print operation can be as agile as your workforce with HP xRServices. With improved onboarding and upskilling of experienced press and system operators, HP's mixed reality services enable quick access to remote guidance and virtually extend knowledge across your operations workforce.

▶ Reduced need for training
HP xRServices allows learners to receive real-time performance support, 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 press and system operations
Resources can scale to work with your portfolio

² Self-Guided Maintenance procedures, Self-Guided Training, and Self-Guided CSR (Customer Self Replaceable) available starting in 2022.



Overview

HP xRServices is the new benchmark in customer support. Press operators and technical personnel are guided by an HP expert through issue resolution, significantly reducing time to repair. Enabled through HP Microsoft teams, live information sharing provides an intelligent and intuitive remote support experience. A remote HP expert can visualize the issue and can provide real-time guidance, all via the wearable holographic display. Leveraging the latest mixed reality innovations, HP xRServices provides a convenient and hands-free interaction that offers seamless access to HP experts worldwide, while virtually extending your team's skills, and simplifying the resolution process.

For more information, please contact your HP Services Manager or HP Sales Representative.

* 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.

Service Description

HP xRServices Digital Press and 3D business units

Industrial Press: HP Indigo, HP PageWide Industrial Press
HP Jet Fusion 3D Printers

HP xRServices service pricing

Please contact your HP Services Manager or HP Sales Representative
36 months lease period

The wearable device (HoloLens) to be leased from HP
Microsoft HoloLens 2 device

- Microsoft license
- HP Mixed Reality content enhancement 2
- Extended warranty protection plan (*)

HP xRServices extended warranty protection plan (*)

Support damage beyond manufacturer's warranty and does include device Loss/Theft

(*) The full terms and Conditions as detailed in the service contract

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