HP xRServices

Powered by HoloLens 2

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

HP Indigo 100K Digital Press

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 to troubleshoot any issue immediately, reduce downtime, and accelerate onboarding.

Our innovative remote support guidance, combined with xR procedures and holograms, provides expert guidance right at your fingertips, enabling you to quickly resolve issues and get back to printing.

Increase your press availability

HP xRServices enables you to confidently take on jobs and immediately troubleshoot an issue yourself. Win additional production availability time[1] that can help you in securing production revenue streams and commitment fulfillment. Take no chances when it comes to keeping your print operations running in top form.

Self-sufficiency
Guided procedures utilize holograms to empower your team with self-sufficiency and provide step-by-step guidance for streamlined maintenance.

Virtual experience for collaboration
Enables seamless virtual collaboration and knowledge sharing for your team, regardless of physical location. With an immersive and interactive xR platform, connect with experts, share insights, and accelerate your workflows while delivering a full virtual experience.
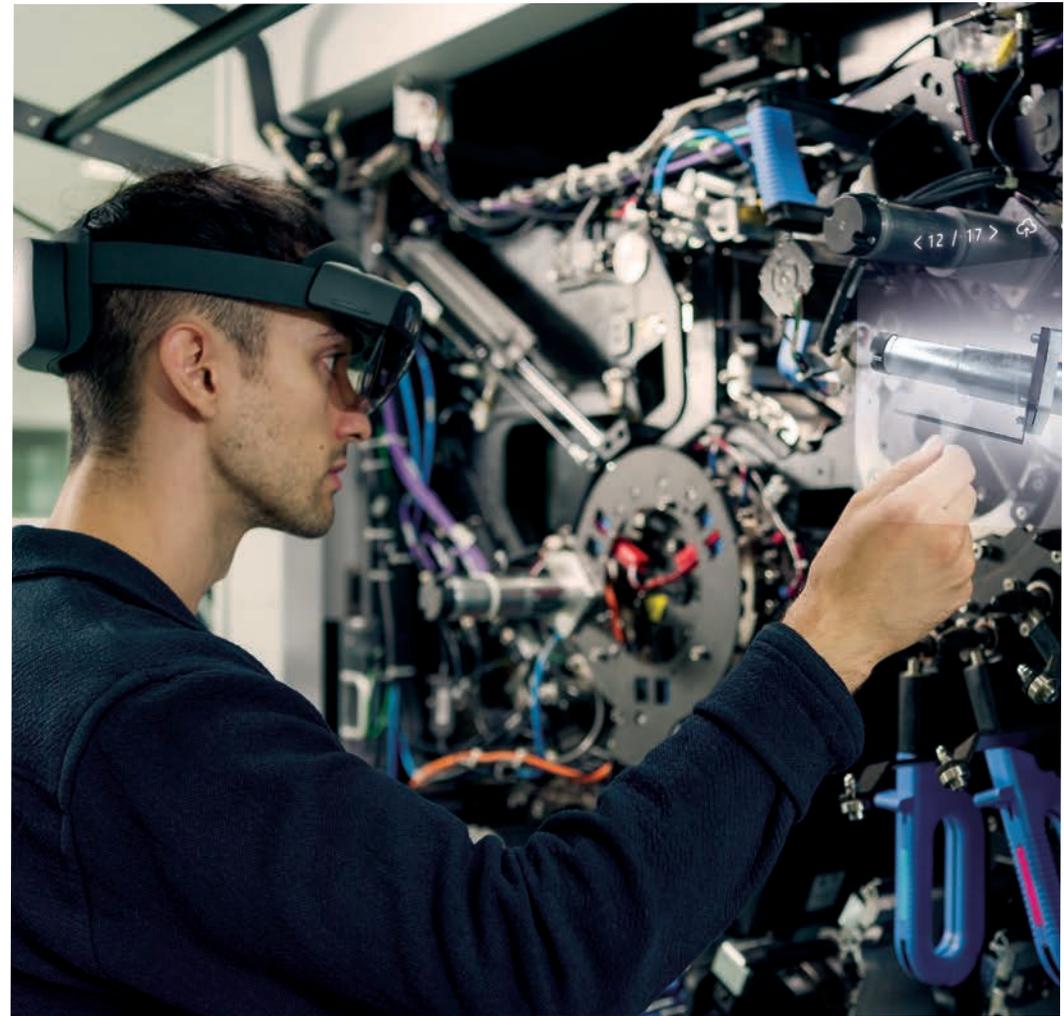
Predictive operations
Timelines prompt your operator to perform guided maintenance procedures on schedule, using a complete on-press toolset that provides step-by-step guidance with no required additional hardware.
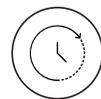
Increased production availability time[1]
Help you secure production revenue streams and commitment fulfillment and achieve unparalleled efficiency, reliability, and cost savings. Ensuring your press stays up and running at peak performance.

Note: The HoloLens 2 platform can also be leveraged for other remote services delivered by your prepress and/or finishing partners[3]

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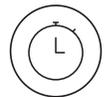
Reduced time-to-repair
We effectively bring the remote support desk to your site, for a virtually physical experience.

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

A hands-free experience
Secure communication protocols that enable seamless sharing and troubleshooting.

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

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 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 devices[2].

Higher workforce self-sufficiency
Reduced dependence on highly skilled operators to perform regular operations and CSR[2].

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

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 Remote Assist app, live information sharing provides an intelligent and intuitive remote support experience. A remote HP expert can visualize the issue and 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.

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 HP xRServices include?

- 36 months lease period
- Wearable device Microsoft HoloLens 2
- HP Remote Assist Application
- HP mixed reality self-guided content
- Extended warranty protection plan[4]
- Option for adding connectivity with other HP partners for direct support[5]

Where do I find documentation about the infrastructural requirements?

https://reinvent.hp.com/HPxRServices

PUB Number - 4AA8-0748ENW, March 2023

[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.
[2] Self-Guided Maintenance procedures, Self-Guided Training, and Self-Guided CSR (Customer Self Replacement)
[3] Upon availability.
[4] The full terms and conditions as detailed in the service contract. Loss or theft of the wearable device is not included.
[5] Partners require to have HP Remote Assist Application license, domain address must be shared with HP.

* 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.