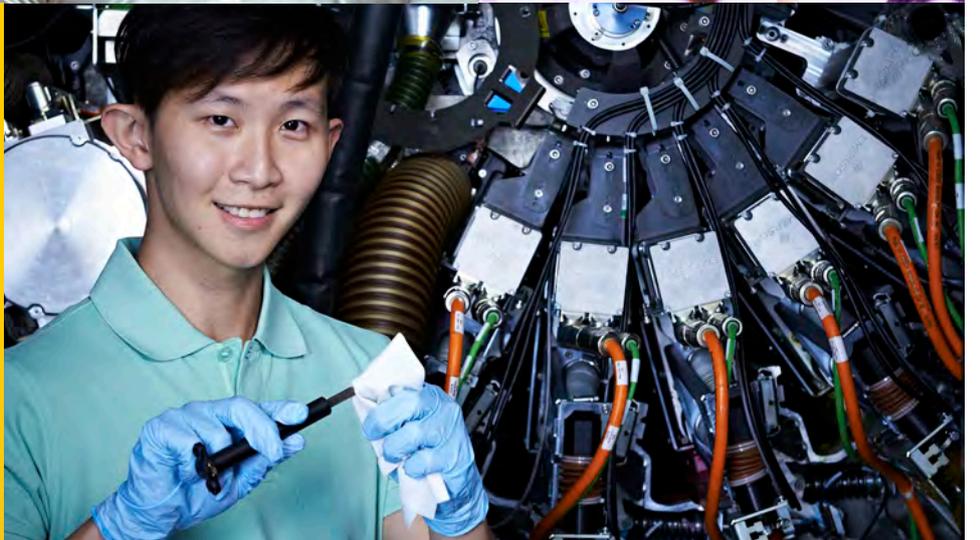
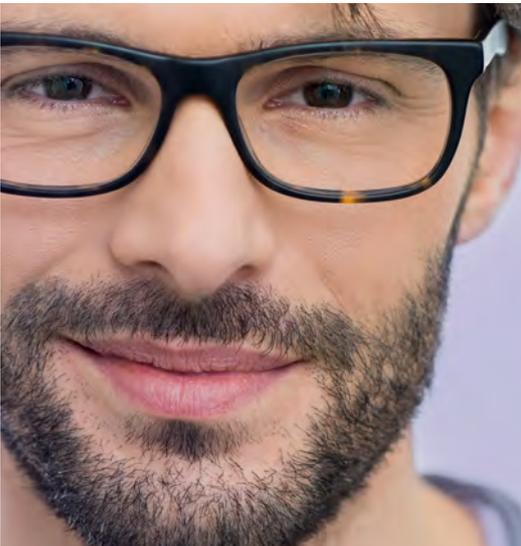




# HP SERVICE EDGE

FUEL YOUR SUCCESS WITH CONFIDENCE

For HP Indigo  
digital presses

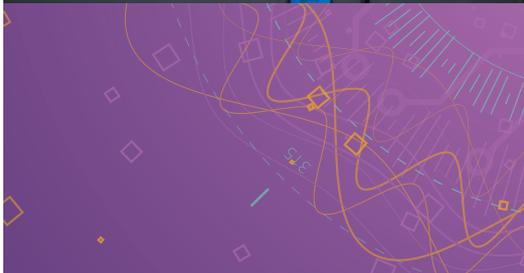


# Working together to grow your business

## FIND YOUR COMPETITIVE EDGE IN INDUSTRY 4.0

The Fourth Industrial Revolution is here. It's changing the rules and using automation, data exchange, smart systems, and the Internet of Things to redefine industries. For those of us in the printing industry, tapping into digital technology and smart printing processes brings improved efficiency, flexibility, and profitability.

The HP Service Edge is your path to forging new growth and finding your competitive edge in Industry 4.0. We're ready to work with you to develop the full potential of your HP Indigo digital printing investment and help your business thrive in this new era.





## Thrive with the HP Service Edge



### START STRONG

Time is money. Our goal is to expedite your production ramp up. We'll get you set up and running successfully on your own to achieve the fast return on investment you're looking for.



### RUN SMARTER

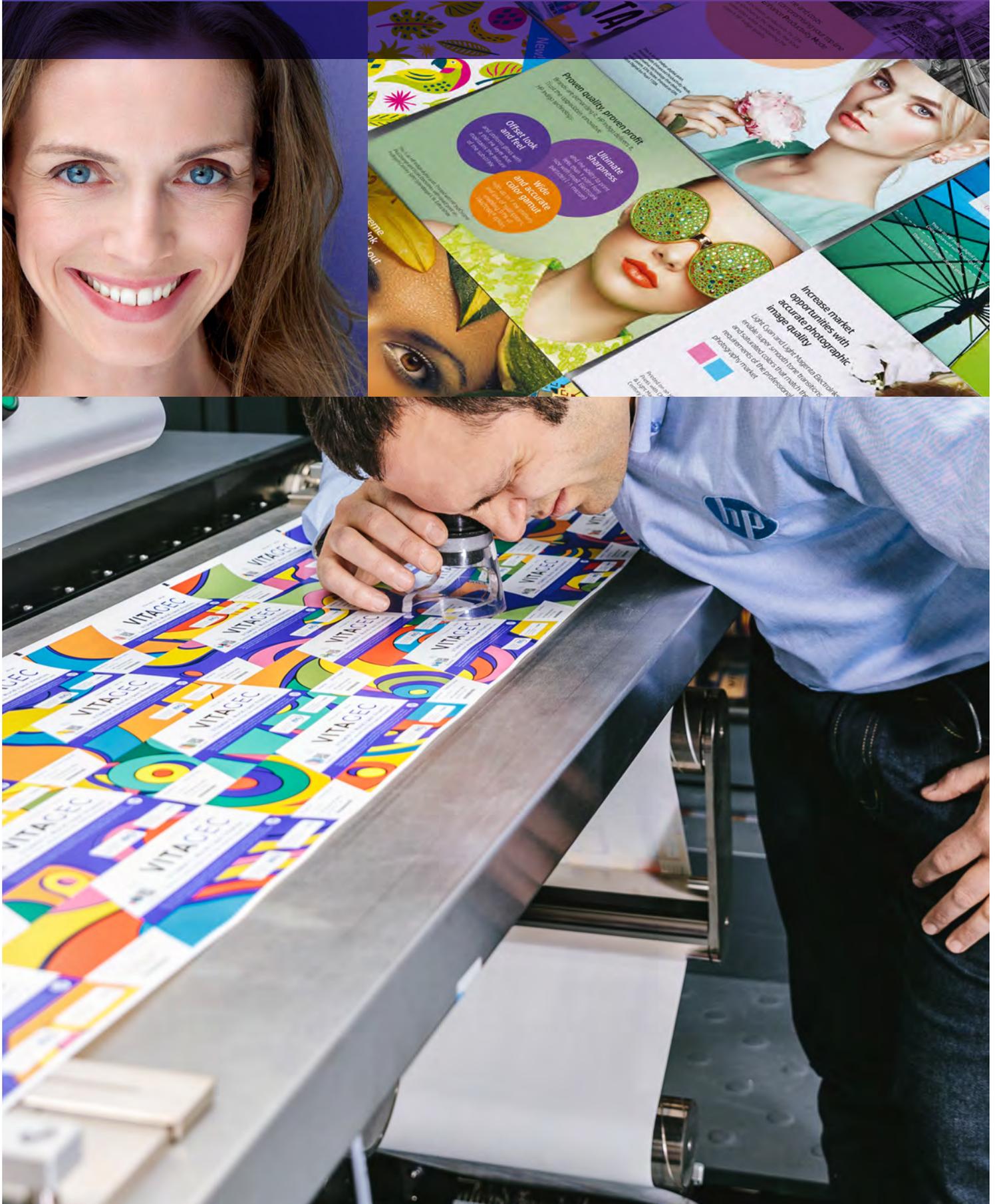
Run smarter, grow your business, and take on higher-value jobs with industry-leading smart tools and services. Colour management training and advanced colour management services are designed to help you excel in colour and media.



### WIN IN YOUR MARKET

Your printing business is unique. As the industry and your business evolve, we're ready to create a customised business solution tailored to your journey and designed to help you achieve leadership in digital printing.

# The HP Service Edge portfolio





## GET STARTED

Learn the basics and start production on your new digital press.

We're ready to ramp up your press and your operators, whether you're installing a new press or relocating. With your dedicated local HP engineer working closely with you, we help you prepare your site for installation, start the **On Boarding Program**, and provide basic **Operator Training** on the press and pre-press workflow. Your one-touch point of contact is your direct connection for everything from technical questions to sorting out administrative details.

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## MANAGE PRINT OPERATIONS

Keep your press running at high productivity, on your own.

Experience our unique "shared services" approach, focused on developing your operators' self-sufficiency with three levels of ongoing training on how to resolve the most common issues, along with access to smart tools and self-help. With the **Smart Uptime Kit**, you have the parts you need on-hand for common repairs, with automatic replenishment to keep your parts inventory current and complete. All of this is complemented by **smart-tool services** tailored to your press, DFE, and finishing equipment.

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## BOOST PRODUCTION

Move your production into high gear.

To prepare your press to perform at full capacity under the most demanding workloads, use our **Press Performance Tuning** to bring in an HP qualified engineer for preventive maintenance. Whether you're coming into peak season or growing production, we're standing by to provide peak season custom services.

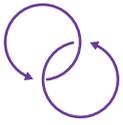
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## EXCEL IN COLOUR & MEDIA

Grow into new jobs with larger scope and higher value.

Get colour quality and consistency on your press and across your print environment with the help of **Advanced Colour Management Services**, ranging from Colour Management Training focused on getting the right colour more quickly and efficiently, to personalised consulting.



## INTEGRATE SOLUTIONS & WORKFLOW

Gain workflow efficiencies on the production floor that save time and resources.

Working together, we can help you take full advantage of your new digital capabilities with **Consulting Services for Workflow**. To help boost productivity without increasing resources, look to **HP PrintOS Site Flow** for workflow solutions designed to automate critical tasks from order submission and pre-press to shop-floor management and shipping integration.

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## EXPAND APPLICATIONS

Develop new applications and reach new markets.

Learn how to produce new applications and utilise new materials and substrates with the **E2E Material Application Training** that enables you to deliver higher value jobs or enter new markets. Dive into an active community of print professionals where you can find opportunities to expand your applications in the **PrintOS Marketplace**.

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## LEARN & TRANSFORM WITH HP

Take your digital transformation to the next level.

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 & Colour Management Trainings. To help you maintain a highly trained staff on an ongoing basis, the **HP Knowledge Subscription** provides additional training for new hires as you grow or replace operators. You can use bonus eLearning<sup>1</sup> to refresh the knowledge and skills of your experienced team. And with the **Overall Equipment Effectiveness (OEE) Package**,<sup>2</sup> you can monitor your production performance improvement over time.

To help you thrive, our customised **Business Transformation Services** match your unique needs, whether you're learning how to enter a new market or sell digital applications in a workshop dedicated to building your digital business.

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## HP SMART TOOLS & SERVICES

Enjoy a whole new service experience.

Our smart tools and services enable us to build customised services around your specific needs, from **Proactive & Predictive Services** to on-press diagnostics and resolution using Print Care, resulting in improved issue resolution. Diagnose and resolve issues quickly and independently with Print Care & Remote @ Glance, the complete on-press toolset that provides step-by-step guidance. Keep track of all your service activity in one place in the PrintOS Service Center.

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



CO<sub>2</sub>

HP Electroink  
Violet  
For use with HP Indigo Digital Press  
M5000-series and M7200-series  
NOT FOR RESALE

HP Electroink  
Orange  
For use with HP Indigo Digital Press  
M5000-series and M7200-series  
NOT FOR RESALE

HP Electroink  
Black  
For use with HP Indigo Digital Press  
M5000-series and M7200-series  
NOT FOR RESALE

HP Electroink  
Yellow  
For use with HP Indigo Digital Press  
M5000-series and M7200-series  
NOT FOR RESALE

HP Electroink  
Magenta  
For use with HP Indigo Digital Press  
M5000-series and M7200-series  
NOT FOR RESALE

HP Electroink  
Cyan  
For use with HP Indigo Digital Press  
M5000-series and M7200-series  
NOT FOR RESALE

NG

# HP SERVICE EDGE PORTFOLIO



**RUN**



**GROW**



**THRIVE**

Get Started

Manage Print Operations

Boost Production

Excel in Colour & Media

Integrate Solutions & Workflow

Expand Applications

## Learn & Transform with HP | HP Smart Tools & Services

Smart technology is everywhere. It relies on sensors, analytics, cloud systems, and the Internet of Things to connect your devices, gather data, analyse information, and deliver insights and alerts that create efficiencies in everyday life. But smart machines are just the start. Your role is critical, too. You get the best possible performance when you know how to use and maintain your machine. That's why we're introducing a whole new support experience—managed by HP and made possible with a Smart Portfolio of Services.<sup>3</sup>

Gain the skills and tools to help you grow your business with confidence.



<sup>1</sup> Applies only to HP Indigo 10000 and 6900 Digital Presses.

<sup>2</sup> Two options of the HP Knowledge Subscription service are available, with or without OEE.

<sup>3</sup> HP Smart Services provide an end-to-end service experience managed by HP. Individual services may be provided by HP or an HP-authorized partner.

Learn more at  
[hp.com/go/Indigoservice](http://hp.com/go/Indigoservice)

