![HP logo]

HP SERVICE
EDGE

FUEL YOUR SUCCESS WITH CONFIDENCE

Quick Guide
For HP Indigo digital presses

EMEA

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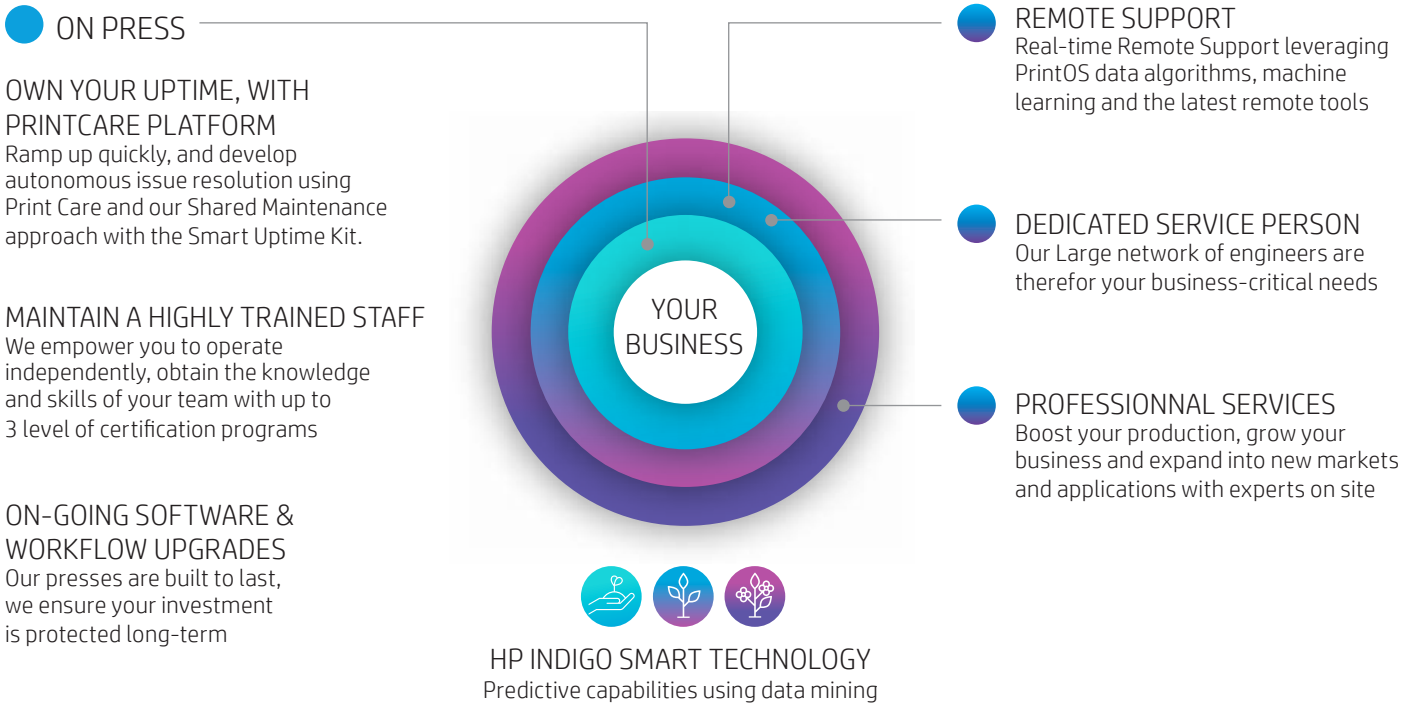
The HP Service Edge is your path to forging new growth and finding your competitive edge in Industry 4.0. We're ready to work with you to develop the full potential of your HP Indigo digital printing investment and help your business thrive in this new era.
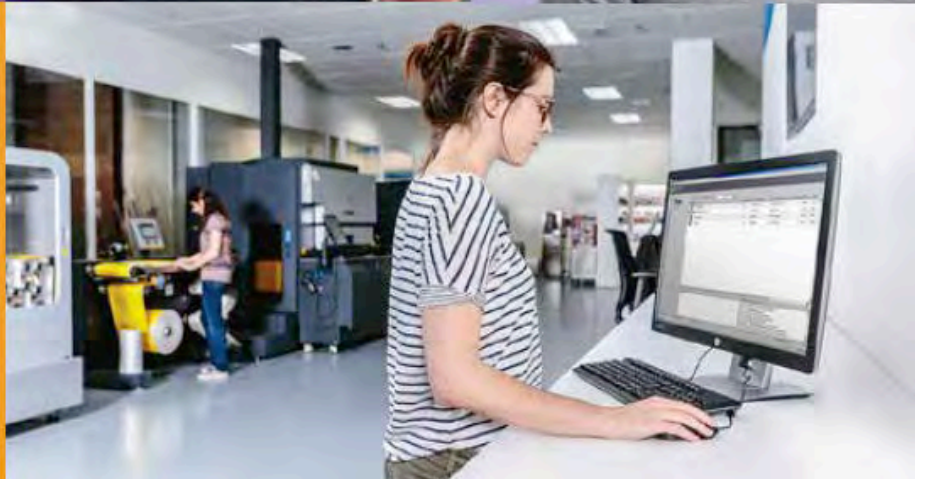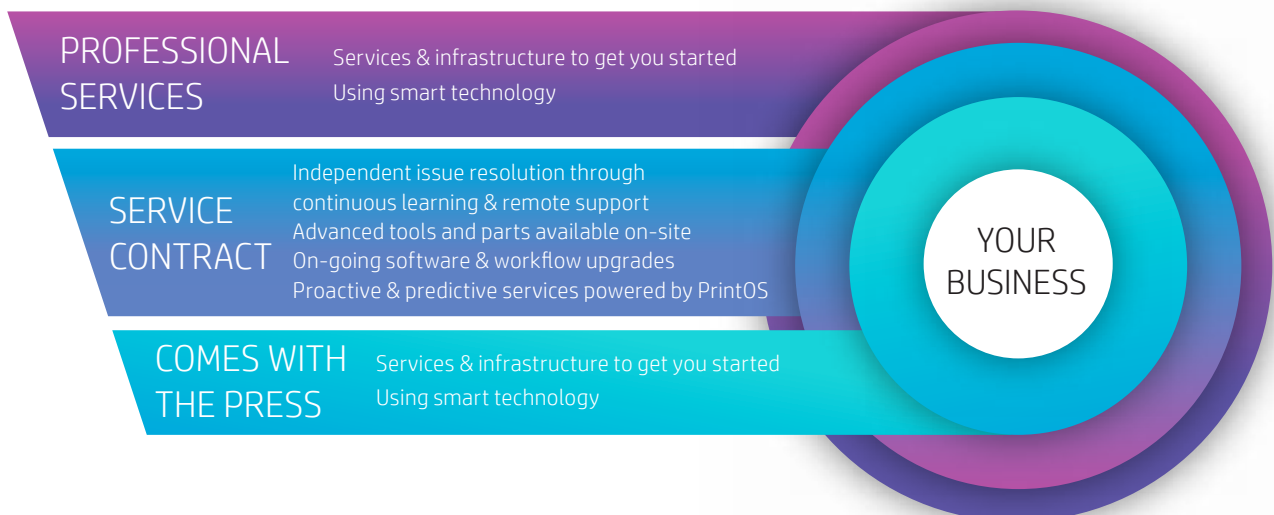
WHAT IS SERVICE EDGE?

HP SERVICE EDGE HELPS YOU DRIVE PROFITABLE GROWTH
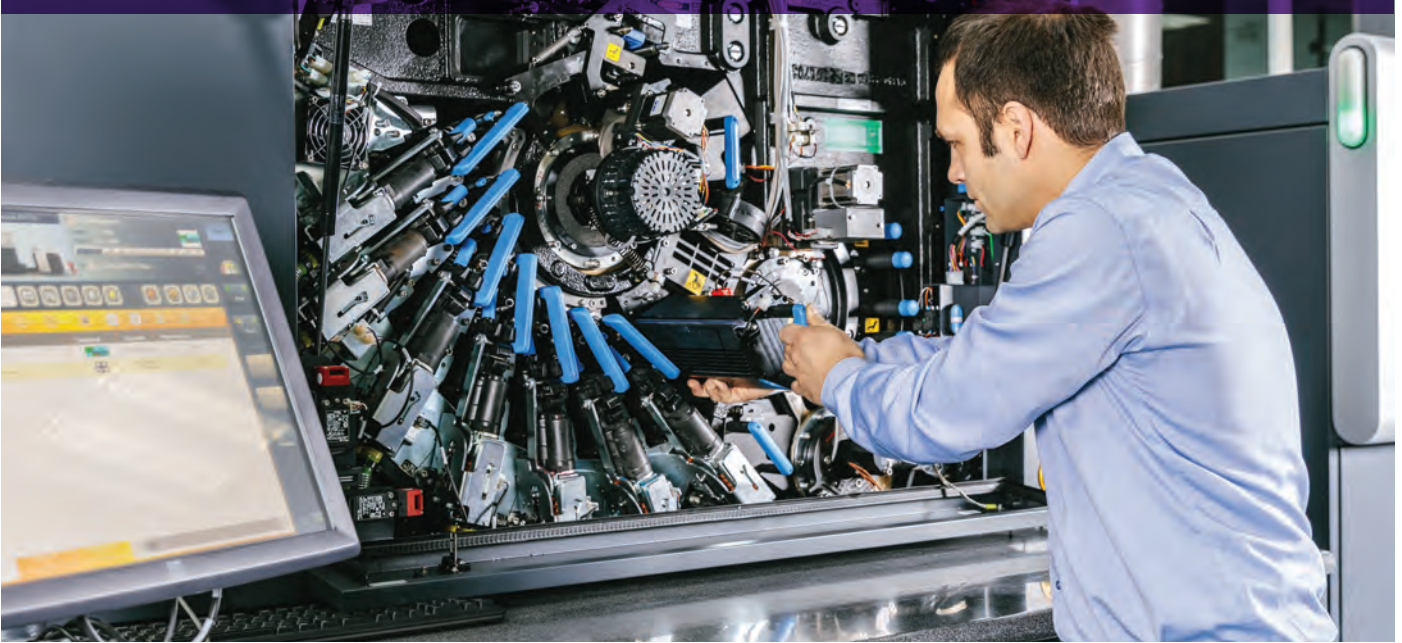
Supporting you every step of the way

ON PRESS

OWN YOUR UPTIME, WITH PRINTCARE PLATFORM
Ramp up quickly, and develop autonomous issue resolution using Print Care and our Shared Maintenance approach with the Smart Uptime Kit.

MAINTAIN A HIGHLY TRAINED STAFF
We empower you to operate independently, obtain the knowledge and skills of your team with up to 3 level of certification programs

ON-GOING SOFTWARE & WORKFLOW UPGRADES
Our presses are built to last, we ensure your investment is protected long-term

REMOTE SUPPORT
Real-time Remote Support leveraging PrintOS data algorithms, machine learning and the latest remote tools

DEDICATED SERVICE PERSON
Our Large network of engineers are therefor your business-critical needs

PROFESSIONNAL SERVICES
Boost your production, grow your business and expand into new markets and applications with experts on site

YOUR BUSINESS

HP INDIGO SMART TECHNOLOGY
Predictive capabilities using data mining

HP SERVICE EDGE FOR INDIGO

Simplified Portfolio

PROFESSIONAL SERVICES
Services & infrastructure to get you started
Using smart technology

SERVICE CONTRACT
Independent issue resolution through continuous learning & remote support
Advanced tools and parts available on-site
On-going software & workflow upgrades
Proactive & predictive services powered by PrintOS

COMES WITH THE PRESS
Services & infrastructure to get you started
Using smart technology

YOUR BUSINESS

SITE REQUIREMENTS AND SAFETY

SET UP YOUR SITE FOR BEST PRESS PERFORMANCE AND TEAM SAFETY

HP Indigo Digital Presses are designed to work in standard production environments. To help you keep your press working optimally, we provide in-depth information on vital site requirements such as ambient temperature, humidity, and power supply.

To protect people and equipment, only properly trained, HP Indigo certified operators should work with your press. Remember to follow safety instructions and regulations.

Get the latest site requirements and safety information for your press:
hp.com/go/myhpindigo > Technical Support > Commercial Presses / Labels & Packaging Presses. Select your press > Site Preparation Guide

Get the Material Safety Data Sheet for your press:
hp.com/hpinfo/globalcitizenship/environment/productdata/iimsdsdeger. html

LEARN WITH HP

MAINTAIN A HIGHLY TRAINED STAFF OVER TIME

Refresh the knowledge and skills of your experienced team and know your operators are up-to-date.

INVEST IN YOUR OPERATOR

With up to 3 levels of face-to-face operators training at HP GRAPHICS ACADEMY*, HP Indigo training programs integrate online and interactive modules so you can enjoy the best of both worlds.

KNOWLEDGE AVAILABLE ANYTIME, ANYWHERE*

Get access to ~7000 HP official knowledge documents and leverageHP Indigo PrintOS Service Center for fast and efficient knowledge search and troubleshooting.

ON-GOING KNOWLEDGE DEVELOPMENT

Enables you to grow your business and maximize productivity with a certification program that helps you track & monitor your operator knowledge.

ALWAYS STAY UPDATED

Self -paced modules include the latest new launched features making sure you always stay ahead of the competition.

THE BEST OF BOTH WORLDS

HP Indigo's new learning management system integrates a blended learning experience of face-to-face training with free online training modules. Training enhances your employees' skills and expertise to fuel your success.

LEARN AND TRANSFORM WITH HP

GAIN HIGH-VALUE KNOWLEDGE, BEST PRACTICES, AND SKILLS THAT EMPOWER YOU TO EFFECTIVELY AND PROACTIVELY MANAGE YOUR PRINT PRODUCTION OPERATION AND GROW YOUR BUSINESS.

HP provides a rich and highly effective learning experience that supports continuous learning. Self-paced modular virtual training, instructor-led webinars and online assessment tools are combined with hands-on on-site training, delivering maximum results with minimum cost and time away. With blended learning experience by HP, your employees can access knowtedge and best practices and learn in highly convenient and effective ways, aligned with immediate needs.

SERVICES

1 Operator and maintenance certification (L1, L2, L3)

These training programs, taught at different levels for operators with varying levels of knowledge and experience, teach and certify operators to use the press safely and effectively and to maintain it properly.

- Operator Level 1-safety and daily operation
- Operator Level 2-fix most common issues and smart UTK
- Operator Level 3- HP engineer level

2 Product management training

This training course helps production managers design a tailored action plan to immediately improve productivity at their site.

- Production management best practices
- New tools, processes and routines to implement on-site to improve productivity efficiency and quality
- Access knowledge assets and delineate troubleshooting escalation processes.

3 Pre-press workflow training

This training provides the knowledge necessary to operate and manage the pre-press environment and teaches trainees how to monitorand troubleshoot data flow.

- System setup and administration
- Job management and submission
- Modifying press iob properties, and creating and using job tickets.

4 HP knowledge subscription

This service provides additional face-to-face training sessions for new hires as you grow or replace operators, as well as monitoring their learning.

- One week per year of operator level 1 /2 face-to-face training sessions at local HP Training Centers.
- Supplemental e-learning1 training opportunities (two per quarter)
- Discounted PrintOS Print Beat OEE Package.
- Monthly\Quarterly reports on the e-leaming progress and availability of new training

HP GRAPHICS ACADEMY

Learn more about HP Graphic Solutions training in EMEA:
hp.com/go/trainingemea

From basic operation of your press to fine-tuned colour or production management, the HP Graphics Academy in Barcelona offers comprehensive training services that enable your team to:

• Properly maintain and operate your press for maximum uptime and optimised results
• Reduce time to resolution when there are press issues
• Optimise colour and image quality

Courses we offer:
• Operator Training Level 1, Level 2, and Level 3
• DFE Tools/Esko
• Production Management
• Master Session
•Custom training

HP KNOWLEDGE SUBSCRIPTION

Maintain a highly trained staff

Ensure additional F2F training seats per your choice. Recover for operators turnover by a monthly fee that ensures discounted training seats.

Comprehensive knowledge management that tracks your operator certification *will be available by end of 2019

Optional discounted PrintOS Print Beat OEE tool (Overall Equipment Effectiveness)- to boost press output by 20% and minimize downtime by uncovering opportunities to improve operations and performance, and reduce costs.

Sign up for a free trial at: printos.com/market/#/product/oee

OEE is the industry standard for measuring manufacturing productivity

Learn more about HP Graphic Solutions training in EMEA: hp.com/go/trainingemea

1. Based on evidence received from customers participating in the PrintOS OEE beta testing in 2018.
2. Print Beat OEE is supported for select HP Indigo presses.

HP SMART TOOLS AND SERVICES

ENJOY A WHOLE NEW SERVICE EXPERIENCE

Our smart tools and services enable us to build customized 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. Sign up at printos.com/start/#/signup

SERVICES

1 HP Indigo Service Center available through PrintOS

This cloud-based tool provides you with a single point of access to all HP Indigo service tools.

- Easily access all service activities through one portal, including open cases, track service cases, order parts and more.
- Increase press uptime by quickly opening new service cases, and with last, independent troubleshooting.
- View and fully control your service activity status, with reports accessible whenever you need them.

2 Proactive and predictive services

These services range from Proactive and Predictive Services, to on-press diagnostics and resolution using Print.

- Predictive alerts are sent to HP Care Center, triggering proactive service and maintenance processes.
- Press operator is notified in real-time
- Predictive and proactively services are initiated to prevent unplanned downtime.

3 Print Care

This on-press software enables users to resolve press issues independently, through diagnostic and troubleshooting processes.

- Service Call: Opens a service call directly from the press and transfers critical press logs and files to remote support.
- HP MyRoom: Allows the operator to share critical information, in real-time, with a remote support engineer.
- Operator can share images and/or video, open a chat session, share the desktop, and enable remote control to resolve the problem.

HP SMART TOOLS AND SERVICES

HP INDIGO PRINT CARE

A quantum leap in press operation and service

HP Indigo Print Care is a comprehensive suite of enhanced support tools and services that can empower your business and keep press operations on track.

- Enables self-resolution of up to 80% of press issues, without the need to open a service call
- Includes automatic diagnostics, step-by-step troubleshooting and maintenance guides, easy view of press status and history, and more
- Provides easy access to efficient, real-time remote support

Use the HP Indigo Print Care diagnostic and troubleshooting tools to resolve press issues

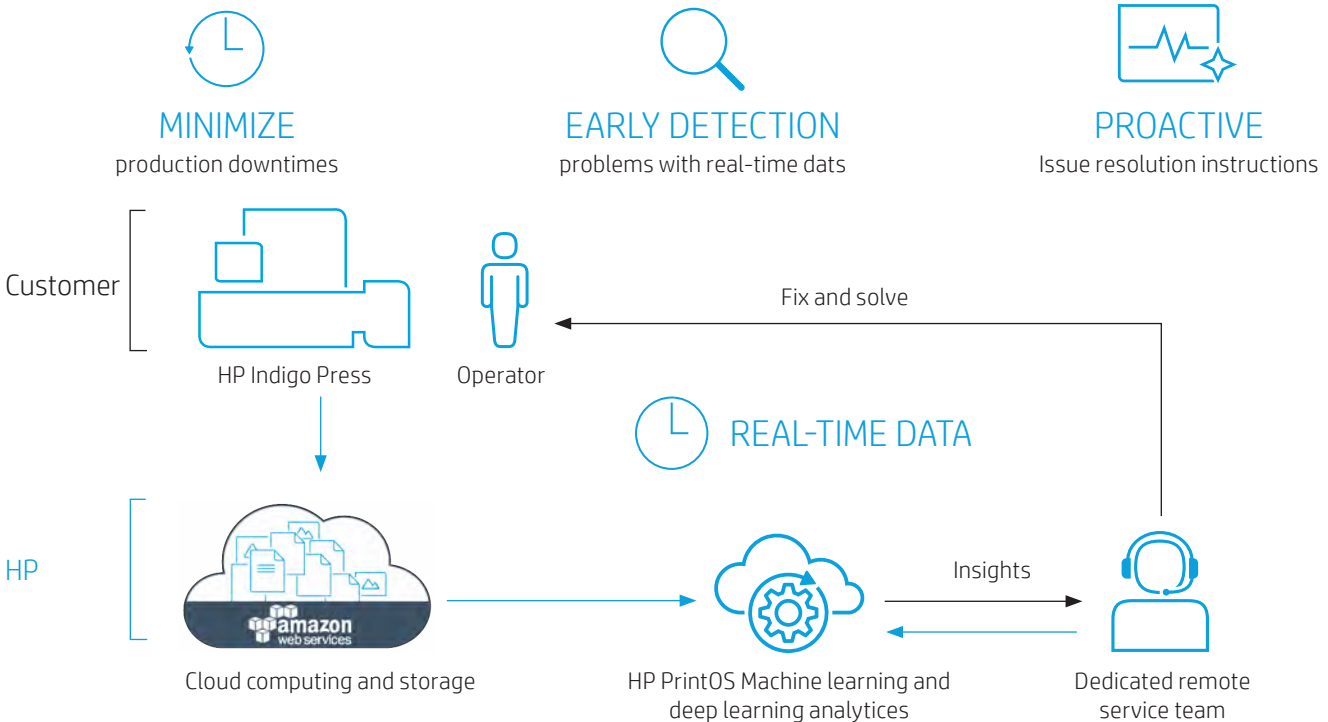| Select a component to diagnose and troubleshoot | Run the diagnostic tools to identify the issue | Follow the step-by-step troubleshooting instructions | Issue resolved |

HP PREDICTIVE PRESS CARE

Proactively prevent press issues

MINIMIZE
production downtimes

EARLY DETECTION
problems with real-time dats

PROACTIVE
Issue resolution instructions

Customer

HP Indigo Press   Operator

Fix and solve

REAL-TIME DATA

HP

Cloud computing and storage

HP PrintOS Machine learning and deep learning analytics

Insights

Dedicated remote service team

See HP Indigo Print Care in action:

HP Indigo Print Care for HP Indigo:
http://youtu.be/ThJB_H15Rh8

HP Indigo Print Care for HP Indigo 10000, 20000 & 30000 Digital Presses:
http://youtu.be/StnseWhnTjY

HP Indigo Print Care - 'Callme@hp'
Diagnose and resolve issues quickly and independently:

ENJOY A WHOLE NEW SERVICE EXPERIENCE

Care Center

The service is provided in English, French, Italian, German, Spanish and Dutch.

Care Centre standard support hours:
Monday - Friday from 8:00-18:00 your local time

You can call your local Care Centre:

Belgium	+32 (0) 262 648 03
France	+33 (0) 157 324 107
Germany	+49 (0) 693 807 891 93
Ireland	+353 (0) 165 697 60
Italy	+39 (0) 269 430 637
Luxembourg	+352 (0) 248 713 98
Netherlands	+31 (0) 205 476 870
UK	+44 (0) 207 295 00 38
Spain	+34 (0) 912 757 781

OPENING A SERVICE CALL

HP at your service

For updates on your open service calls and parts orders initiated via Print Care — our Care Centre customer relations representatives are at your service.

Our Care Centre remote support engineers are trained and qualified to troubleshoot your hardware, software, prepress and workflow issues, quickly and professionally.

If the issue is not resolved, use the remote tools to collaborate with HP support

Open a service call via HP Print Care

Share critical information with a remote support engineer using live chat, image sharing, and remote control

HOW TO MANAGE YOUR SPARE PARTS

SMART UPTIME KIT

This management system keeps the most-used spare parts on-hand at your site. with automatic replenishment to keep your parts inventory updated.

- A set of spare parts for your press
- Optional cabinet
- Barcode scanner
- Cloud-based parts management software
- Installation and training

RETURNING PARTS TO HP

Some shipments may contain parts that need to be returned to HP after replacement. Please check the packing list enclosed with the shipment to verify if the parts you received are returnable. Returnable parts are identified by the comment "To be returned" on the packing list next to the part number. Parts will be returned at HP's expense.

Self-serve easy parts return

If you have not yet started using our easy parts return process, it's time to start taking advantage of this huge time-saver and way to avoid charges for unreturned parts. Using the prepaid return label sent with your new part, simply pack your returnable part, attach the return label, and arrange a pickup with UPS, or drop it off at an authorized UPS location or UPS Access Point. See the attached detailed instructions. 'Return a Part' Instructions

To return a pallet weighing more than 69 kgs (152 lbs):
- Correctly fill out the TNT return tag enclosed with the shipment (call ID number in Section 3, collection address in Section 4, part numbers and estimated weight and dimensions in Section 10)

- Attach the return tag to the box using the plastic envelope provided

- Contact HP Indigo, at partsreturn.idp@hp.com and provide the call ID number, weight and dimensions of the shipment, part numbers and tracking number (the number under the bar code on the TNT tag)

HOW TO MANAGE YOUR SUPPLIES AND CONSUMABLES

Questions regarding your order?

Germany, Austria and Switzerland
indigo_supplies_de@hp.com

France
indigo_supplies_fr@hp.com

Italy
indigo_supplies_it@hp.com

UK and Ireland
indigo_supplies_uk@hp.com

Iberia region
indigo_supplies_ibe@hp.com

Benelux and Northern European Countries
indigo_supplies_gwe@hp.com

Central & Eastern Europe, Africa
indigo_supplies_cee-mema@hp.com

ORDERING SUPPLIES AND CONSUMABLES

All supplies and consumables can be ordered easily via PrintOS printos.com or 'My HP Indigo' hp.com/go/myhpindigo > Web Order Tool

Special inks can also be ordered through this same Web Order Tool tab on 'My HP Indigo'

Please see the best practices guide for your press for detailed information relating to supplies and consumables, including:

- Explanation of part number changes
- How to maintain correct inventory onsite
- Supplies ordering lead times
- Instructions on how to return supplies
- Information on supplies lifespan and the impact on productivity

hp.com/go/myhpindigo > Technical Support > Commercial Presses / Labels & Packaging Presses > Select your press > then select either 'Supplies best practices – How to guide' or Best practice guide for HP Indigo presses.

ORDERING SPARE PARTS

1. From main menu, click Parts (fig 1)
2. Select a reason for requesting parts
3. Select press serial number that needs replacement parts, type the Case ID as was provided to you from service engineer, and describe press problem (fig 2)
4. The Spare Parts Catalog page opens, displaying thespare parts for the press
5. Use the Search box to search on part number, partialpart number, or partial description
6. Enter the quantity needed and click Add to Cart (fig 4)
7. Click Spare Parts Cart to review requested items, thenclick Go to Cart and Checkout
8. The Spare Parts Cart page opens. You can add orremove items from the cart. To continue, clickProceed to Checkout
9. The Request Review Page opens. Enter your detailsand click Place Your Request (fig 5)
10. The Request Confirmation page is displayed, and youwill receive an e-mail acknowledgement

For help with fulfilling orders, please contact your regional Order Administration Team or the care center.

BOOST YOUR PRODUCTION

PRINTOS MARKETPLACE

Your one-stop shop for access to innovative solutions, ideas, knowledge, and services, PrintOS Marketplace is your gateway into a community of seasoned professionals, from software companies and content creators to industry specialists. Tap into the world's largest network of PSPs and learn how to transform your business for profitable growth and success:

Projects-in-a box for labels and packaging, commercial and photo printing help you respond more quickly to new sales opportunities. Ready-to-go projects, include HP Mosaic and HP Collage packaging templates, seed patterns, sample files, and royalty free images and icons. PrintOS members are also invited to share or sell their print ideas in the store.

Marketplace apps from HP and solution partners help you increase productivity, streamline workflow, and develop new digital print applications. Including a marketing automation tool and prepress automation tools.

Licenses Store offers easy self-service download and licensing of off-the-shelf software solutions from HP solution partners integrated with PrintOS. Including HP SmartStream Designer, Esko, Memador and Hybrid Software.

Sign up at printos.com

AUTOMATE PRODUCTION WITH HP PRINTOS SITE FLOW

This production management system combines automated order submission, pre-press, shop-floor management and shipping integration, empowering you to produce hundreds, even thousands of jobs a day at lower costs.

- Respond to clients' demanding SLAs and handle fluctuating volumes seamlessly.
- Easily trace components throughout the production floor, with inserted barcodes.
- Quick, self ramp-up with pre-built configurations and online tutorials.
- Reach out to your HP Account Manager and ask for a live demo.

HP INDIGO ONETOUCH

HP INDIGO ONETOUCH

Save time with our NEW OneTouch Team
Single point of contact for non-press issues

Don't know who to contact for a specific matter? Let our OneTouch Team handle your service support questions from start to finish. Whether you have a services billing, contract, or invoicing question, need assistance with PrintOS registration or web navigation, or need training entitlement support, our friendly team members will be happy to get you the help you need, all in your local language. The quickest way to get your issue addressed is to create a case in HP PrintOS Service Center and select "Question" on the Case Category field. An agent will then soon contact you during regular business hours (08:00-18:00). Learn more at ott.emea@hp.com
Open a new case

24x7 Parts ordering and tracking system
(Orders will be processed during normal business hours.)
Enhanced web order capability

Never again wait to order a needed spare part! Unleash the power of PrintOS and take advantage of our online web ordering tool. Ordering new parts and tracking existing orders are as easy as a few clicks. See the attached guide for further details. Please note that HP Care Center representatives and HP field engineers will no longer be able to order parts for you. For any question regarding the parts web ordering tool, please contact our agents and they will be happy to assist you.
'Create an Order' Instructions
'Create an Order' Video Instructions

Quick and easy parts return
Self-serve easy parts return

If you have not yet started using our easy parts return process, it's time to start taking advantage of this huge time-saver and way to avoid charges for unreturned parts. Using the prepaid return label sent with your new part, simply pack your returnable part, attach the return label, and arrange a pickup with UPS, or drop it off at an authorized UPS location or UPS Access Point. See the attached detailed instructions.
'Return a Part' Instructions

Learn more about how to register and login to HP Indigo Service center
To explore more training opportunities visit us in Learn with HP

FINANCE

For queries regarding your invoices for services and supplies, please contact us at:

France
gsbpostsales.france@hp.com

Germany, Austria and Switzerland
GSBPostSales.Germany@hp.com

Benelux and Northern European countries
GSBPostSales.GWE@hp.com

Iberia region
GSBPostSales.IBE@hp.com

Italy
gsbpostsales.italy@hp.com

United Kingdom and Ireland
GSBPostSales.UK@hp.com

CEE-MEMA
gsbpostsales.cee_mema@hp.com

BUSINESS SUSTAINABILITY

BOOST YOUR BUSINESS WITH HP INDIGO

HP Indigo business development professionals are available to help you secure a higher ROI on your HP Indigo printing equipment. We can work with you to explore and develop new businesss opportunities and ways to better market your digital printing services.

To discuss how HP can help you build your business, contact your Sales Account Manager.

DSCOOP

Dscoop is a worldwide community of HP Indigo, Scitex, Latex, and PageWide Web Press users. It is all about community: interacting with peers, exchanging experiences, sharing and learning best practices.

Learn more: dscoop.org

Also accessible through HP PrintOS