

Brochure for Channel Partners

# HP DesignJet Services

Confidently offer and deliver expert services to your customers



# Profit more while maximising your customers' printer uptime and peace of mind

With hardware margins under pressure, the importance of services as an incremental and predictable profit stream for HP channel partners continues to grow.

HP DesignJet service portfolio provide a wide choice of offers and tools to fit your business model. Whether you want to profit by reselling HP branded services or improve efficiency and reduce risk while providing own services, you can count on HP DesignJet Services for a solution.

## Key benefits to you

- Add and renew revenues from existing customers, while improving efficiencies
- Maximise the profitability of your aftermarket business, while reducing risks
- Protect and capture more of your customers' share of wallet
- Significantly improve your customers' satisfaction and loyalty
- Minimise support costs and hassle

## Profit from HP services delivery

I want to	Profit through	Benefit your customers through	
<b>Sell HP services and have HP deliver them</b>	Mark up and rebate on HP services	<ul style="list-style-type: none"> <li>• HP printer protection</li> <li>• Investment reassurance</li> </ul>	<b>Customer Services</b>
<b>Sell and deliver service for HP printers</b>	<ul style="list-style-type: none"> <li>• Mark-up and rebate on HP services</li> <li>• Competitive labour reimbursement</li> <li>• Increased aftermarket loyalty</li> </ul>	<ul style="list-style-type: none"> <li>• Full transparency and confidence on support costs</li> <li>• Best-in-class Total Cost of Ownership</li> <li>• HP branded services</li> </ul>	
<b>Design, sell and deliver own services for HP printers</b>	<ul style="list-style-type: none"> <li>• High service and supplies margins</li> <li>• Aftermarket sales</li> <li>• Incremental trade parts discount</li> </ul>	<ul style="list-style-type: none"> <li>• Tailor-made services</li> <li>• High SLA<sup>1</sup></li> <li>• Increased flexibility</li> <li>• Pay-per-use options</li> </ul>	<b>Partner Services</b>

## Customer services

Benefit from over 800 HP branded services that you can profitably **resell**. If you are enabled for HP DesignJet support delivery under the HP PartnerFirst Services programme, you can also **deliver** these HP services.

Choose from the following services:

- Installation Service with Network Setup
- Extended support coverage with Next Business Day Onsite Repair
- Post Warranty Services with Next Business Day Onsite Repair Service
- Preventive Maintenance Service
- Maintenance Kit Replacement Service

<sup>1</sup> SLA = Service Level Agreement



If a customer needs	Choose this HP service	Service includes
<b>An HP professional to install and setup the printer</b>	Installation Service with Network Setup	HP printer unpacking, installation and network setup at the customer's site.
<b>To extend HP warranty or expiring HP Care Pack coverage</b>	Next Business Day Onsite Repair Service	Extended HP warranty experience with cost of service and spare parts included. Choose two to five years support coverage at printer purchase or incremental one or two-year coverage prior to expiry of the HP warranty or HP Care Pack.
<b>To ensure maximum performance of the printer</b>	Preventive Maintenance Service	Comprehensive check-up of the printer's functions, coupled with cleaning, maintenance and system upgrades performed as needed.
<b>To ensure the best possible print quality with printer-alerted maintenance</b>	Maintenance Kit Replacement Service	Replacement of the printer's maintenance kit upon alert, ensuring the best image quality and improved printer reliability.
<b>To repair an HP printer not covered by an HP warranty or HP Care Pack</b>	Per Event Service	Remote troubleshooting and, if required, onsite repair service upon accepting HP's quote.

### Resell and deliver HP customer services

- Protect your customer's printer investment
- Up to five years support coverage
- No unexpected support costs
- Predictable printing at the quality customers need, when they need it
- Best-in-class cost of ownership
- Quick time to repair

### Boost your profits and reduce risk with HP partner services

- Unlock new profit streams through your own services
- Improve customer satisfaction and loyalty
- Get equipped to offer high SLA, flexible services
- Reduce risk with a predictable support cost base
- Win with HP's priority support for your organisation
- Secure aftermarket business through pay-per-use offers

### Partner services

Once enabled for HP DesignJet support delivery under HP PartnerFirst Services programme, you can scale the profitability of your business with your own support offerings. Build support contracts, tailored to your customer needs, single-event services, regular maintenance services, and complete pay-per-use business models with services embedded. HP Partner Services will give you the right tools for efficient and fast support delivery, and make your costs predictable at a committed SLA.

Choose from the following HP partner services:

- Trainings for your support engineers
- Reseller Spare Parts Kits
- Parts & Remote Services
- Preventive Maintenance Kits
- Spare Parts

If HP Channel Partner needs	Choose this HP service	Service includes
<b>Train field support engineer(s) on HP products and solutions</b>	Support Training	Comprehensive technical training covering platform-specific installation, break and fix support, calibrations, updates, tools, knowledge sources and supporting HP resources. The training prepares attendees for platform-specific support certification.
<b>Acquire the most commonly used break and fix parts</b>	Reseller Spare Parts Kit	A set of selected parts that cover approximately 75% of break and fix cases, available at discounted price.
<b>Maximise profitability of own service offerings and gain full access to HP support knowledge and resources</b>	Parts & Remote Services	100% predictable material costs, paid upfront by purchasing an HP Care Pack or periodically via an HP Contract.  Free parts exchange, with the highest priority of shipment.  Free access to HP support expertise and resources.
<b>Acquire the most commonly used consumable parts</b>	Preventive Maintenance Kit	Complete, platform-specific set of consumable parts that need to be replaced upon printer notification, available at discounted price.
<b>Purchase new genuine HP spare parts</b>	Spare Parts	Individually priced, HP original spare parts, shipped upon availability. Parts can be ordered via CSN.

## Why choose HP for services?

- **Complete solutions.** With an unrivalled portfolio of products, services, and end-to-end solutions, HP can work with you to identify and address your and your customers' specific needs today and into the future.
- **Expertise.** HP is recognised as the number one global leader in imaging and printing. Access to our massive knowledge base of experience make HP the ideal partner to assist you in elevating your customers' printing and imaging environment.
- **Financial strength.** HP has the resources to provide financing and procurement options that are right for your customers.

## How to find the right HP Care Pack?

Consult HP DesignJet Services Price Book available from your HP sales representative or visit [hp.com/go/cpc](http://hp.com/go/cpc).

## How to get support?

With your HP Care Pack, you will receive the contact details of HP support. For out-of-warranty printers not covered by an HP Care Pack or Contract, a quote will be provided upon selecting your printer and requested service.

## How to activate/register your HP Care Pack?

To be active, all HP Care Pack Services must be registered at [hp.com](http://hp.com) within 10 days from the date of purchase. The registration can be managed by an HP channel partner or end-customer.

## Easily order HP DesignJet Services that meet your needs

Service offering for your HP DesignJet printer	Installation Service with Network Setup	3-year Next Business Day Onsite Repair Service	1-year Post Warranty Next Business Day Onsite Repair Service	Preventive Maintenance Service
HP DesignJet T120, 24"		U1V95E <sup>1</sup>	U1W34PE <sup>1</sup>	
HP DesignJet T520, 24"		U1W23E <sup>1</sup>	U1V90PE <sup>1</sup>	
HP DesignJet T520, 36"	UC744E	U6T83E <sup>1</sup>	U6U05PE <sup>1</sup>	
HP DesignJet T730, 36"		U8PH0E <sup>1</sup>	U8PH2PE <sup>1</sup>	
HP DesignJet T830, 36"		U8PH3E <sup>1</sup>	U8PH5PE <sup>1</sup>	
HP DesignJet T790, 24"		HP603E	HP995PE	
HP DesignJet T795, 44"		HQ006E	HQ012PE	
HP DesignJet T930, 36"		U8PM5E	U8PM7PE	
HP DesignJet T1300, 44"		HP587E	HP595PE	
HP DesignJet T1530, 36"		U8PM8E	U8PN0PE	
HP DesignJet T2530, 36"		U8PN1E	U8PN3PE	U1XV4E
HP DesignJet T3500 eMFP (B9E24B)		U1ZX9E	U1ZY1PE	
HP DesignJet T7200, 42"	H4518E	U5AG3E	U5AG5PE	
HP DesignJet Z2100, 44"		UK503E	UK504PE	
HP DesignJet Z2600, 24"		U9CU1E	U9CU4PE	
HP DesignJet Z3200, 24"/44"		UK505E	UK506PE	
HP DesignJet Z5200, 44"		UV213E	UV224PE	
HP DesignJet Z5600, 44"		U9CS6E	U9CS9PE	
HP DesignJet Z6200, 42"		UX872E	UX877PE	
HP DesignJet Z6600, 60"		U1ZM8E	U1ZNOPE	
HP DesignJet Z6800, 60"		U1ZS9E	U1ZT2PE	

<sup>1</sup> Defective Media Retention (DMR) keeps your sensitive data safe. To comply with security regulations you may keep the defective hard drive or data-retentive memory component while getting a new replacement disk or memory component.

<sup>2</sup> Available for B9E24B HP DesignJet T3500 Production eMFP.

<sup>3</sup> Available for B9E24A HP DesignJet T3500 Production eMFP.

<sup>4</sup> Reseller Spare Parts Kit is available only to channel partners certified to support a given hardware platform.

## The bottom line: why buy HP DesignJet services?

Professional support services are the key contributor to your customers' satisfaction; and, with loyalty built through support credibility, you can open new profit streams and strengthen your aftermarket revenues. Choose from over 800 HP branded **Customer service** offerings addressing installation, maintenance and extended coverage needs.


Gear up your profitability by expanding your own service offering with support coverage and maintenance contracts or pay-per-use models. The range of **Partner services** will boost your ability to deliver support efficiently and quickly, and significantly reduce your financial risk by providing a predictable support cost base. Enjoy priority parts shipping, plus free access to HP's expert technical support with Parts & Remote Services, the core Partner Services offering.

### Learn more at

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