

# HP Professional Print Service Plans<sup>1</sup>

Gain radical efficiency. Unlock your growth.

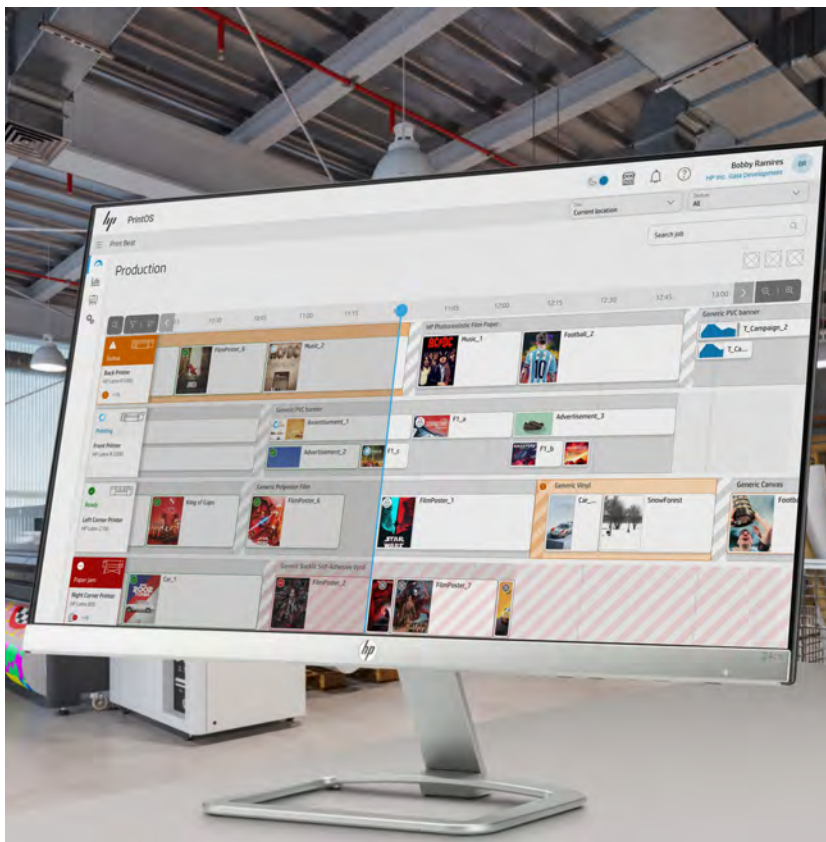


# Drive efficiency and growth

with a new service and printing solutions experience

In this era of immediate gratification, print service providers like you depend on your printers for reliable, always-on production. You're constantly looking for new ways to improve efficiency and avoid overstressing resources. But the equipment can only take you so far.

Service models and software add-ons also play into your overall experience. At HP we have a mission—where equipment, software, and support integrate and complement each other; where service and printing solutions align more closely to your specific business needs, so that you can look to the future with confidence.



## HP Professional Print Service Plans<sup>1</sup>

HP Professional Print Service Plans<sup>1</sup> provide a combination of smart services and printing solutions for every business need, offering actionable knowledge, support, and print operation optimization.

In short, they are end-to-end subscription offerings that help you radically improve efficiency and grow your business.

# HP Professional Print Service Plans<sup>1</sup> can help you to:



## SUPPORT

Maximize printer uptime by getting the right level of support when you need it.



## OPTIMIZE

Get more control using software applications to monitor and optimize printing workflows.



## UPSKILL

Become more self-sufficient and knowledgeable through trainings that upskill your capabilities.

Because no two businesses are the same, we offer different packages that cater to different needs—even as those needs evolve and change over time. The table below provides an overview of each plan and what is included.

	BASIC Ensure you are always printing under the best conditions	PLUS Enjoy an enhanced service and printing solutions experience
Remote support <sup>2</sup>	✓	✓
Service parts and maintenance kits <sup>2</sup>	✓	✓
On-site labor support <sup>2</sup>		✓
Proactive support with HP Service Center <sup>3</sup> <b>IMPROVED</b>	✓	✓
Remotely monitor production and data analytics <sup>4</sup> with HP Print Beat	✓	✓
Remotely monitor printer status and jobs with HP PrintOS Mobile <sup>4</sup>	✓	✓
Remotely manage substrate profiles with HP Configuration Center <sup>4</sup>	✓	✓
Remotely control printers' job queues with HP Print Beat Live Production <sup>5</sup> <b>NEW</b>		✓
Transfer printers' data to your ERP/MIS system with HP Print Beat Jobs API <sup>5</sup> <b>NEW</b>		✓
Free training content <sup>4</sup> with HP Learn	✓	✓
Premium training content <sup>5</sup> with HP Learn <b>NEW</b>		✓

# Support

Resolve issues quickly  
to maximize printer uptime



HP Professional Print Service Plans<sup>1</sup> deliver an exceptional support experience through improved operational efficiencies and a prioritization of your issues for quick resolution.



## Remote support<sup>2</sup>

In situations where problems can be fixed remotely, our support technicians provide step-by-step instructions via phone or email, helping you troubleshoot and resolve issues that occur.



## Service parts and maintenance kits<sup>2</sup>

Spare parts and maintenance kits are included in your service plan, so you will not incur unexpected costs and can quickly take action to avoid production delays.



## On-site labor support<sup>2</sup>

For cases that cannot be solved remotely, a service representative or engineer comes to your site to provide the assistance and resolution you need.



## Proactive support

HP Service Center<sup>3</sup> can connect you to proactive support services. As your printer proactively generates service alerts, the information is sent to your service representative who can effectively take action as needed. Our goal is to contact you before you call us. And while we cannot predict issues before they occur, proactive support services can detect issues in real time to accelerate troubleshooting and problem resolution, resulting in less downtime.

	BASIC	PLUS
Remote support <sup>2</sup>	✓	✓
Service parts and maintenance kits <sup>2</sup>	✓	✓
On-site labor support <sup>2</sup>		✓
Proactive support with HP Service Center <sup>3</sup> <b>IMPROVED</b>	✓	✓

# Optimize production

with HP PrintOS<sup>6</sup>  
software applications



Simplify production monitoring and related tasks with software solutions that make performing job functions faster, easier, and better. We currently have a collection of powerful applications that serve you today, and we will continue rolling out new features and capabilities over time.

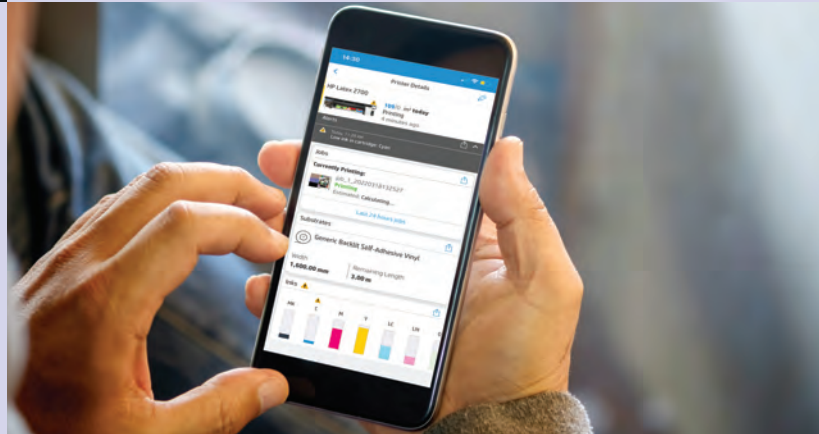


## Remotely monitor production and data analytics<sup>4</sup>

Remotely monitor production performance across all devices and all sites from a single touchpoint with HP Print Beat.<sup>4</sup> Get notifications that help you stay on top of production. Access raw jobs data to calculate and control costs. And make effective data-driven decisions with reporting on key KPIs.

## Remotely monitor printer status and jobs

When you are not onsite or do not have access to the Web, you can still monitor your print production using your smartphone and the HP PrintOS Mobile application.<sup>4</sup>





## Remotely manage substrate profiles

Experience easy and consistent remote substrate management and color profiles with HP Configuration Center.<sup>4</sup> See issues that might impact quality (i.e., printhead alignment, color calibration, substrate profiles, or firmware updates) so that you can adjust and optimize for the best possible quality output. You can also access, manage, and deploy all available substrate profiles directly from the cloud.

## Remotely control printers' job queues

HP Print Beat Live Production<sup>5</sup> takes remote monitoring to the next level by bringing print production live to you. Easily identify jobs and job queues of all registered printers across multiple sites in one comprehensive, at-a-glance view. With Live production,<sup>5</sup> production managers no longer require operator status reports, can minimize production gaps, streamline cross communications, and confidently print unattended because they're receiving all the information as it happens.



## Transfer printers' data to your systems

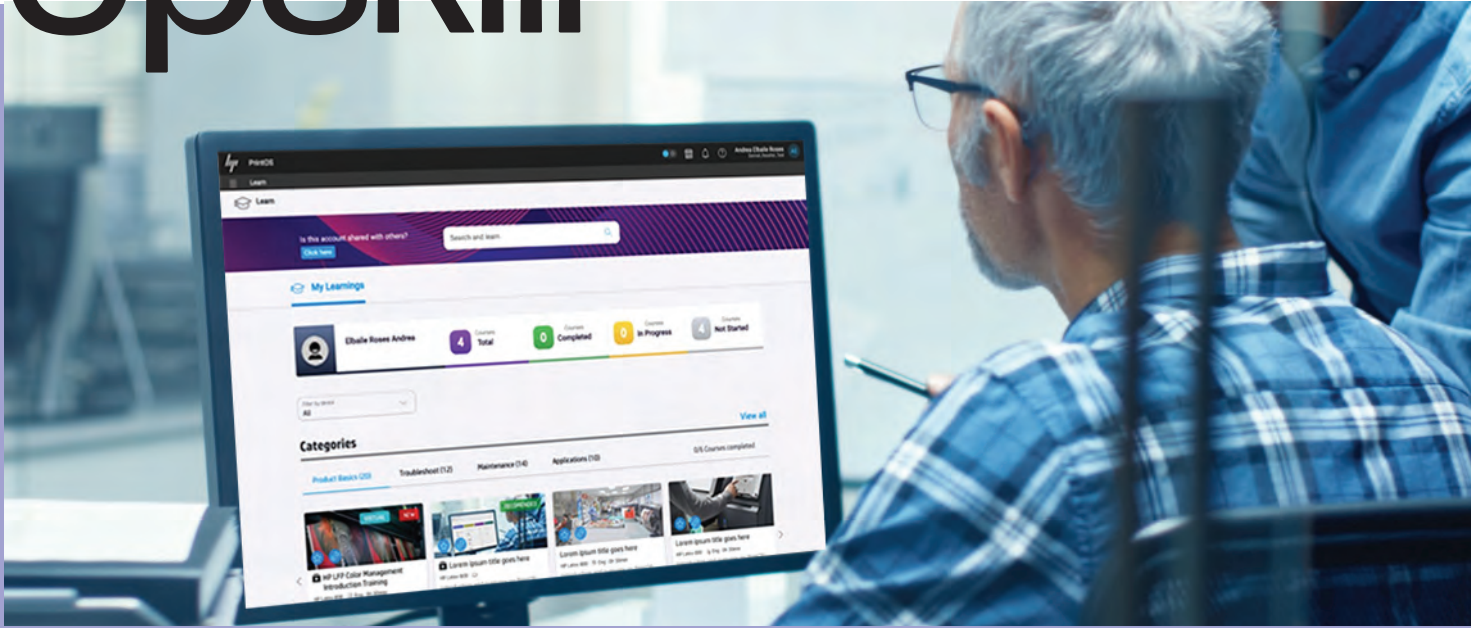
Make your printer data available to your business' external ERP/MIS systems with HP Print Beat Jobs API.<sup>5</sup> This single API allows you to monitor your HP printers alongside non-HP printers, automate processes, and combine with other operational data to generate rich business insights.

### BASIC

### PLUS

Remotely monitor production and data analytics with HP Print Beat <sup>4</sup>	✓	✓
Remotely monitor printer status and jobs with HP PrintOS Mobile <sup>4</sup>	✓	✓
Remotely manage substrate profiles with HP Configuration center <sup>4</sup>	✓	✓
Remotely control printers' job queues with HP Print Beat Live Production <sup>5</sup> <b>NEW</b>		✓
Transfer printers' data to your ERP/MIS system with HP Print Beat Jobs API <sup>5</sup> <b>NEW</b>		✓

# Upskill to increase production potential and know-how



Our goal at HP is to help you learn how to operate the printer, optimize its use, and grow your business. HP Learn, part of HP PrintOS,<sup>6</sup> is the knowledge hub that makes this happen.

HP Learn is a repository of materials/trainings for your registered printer. You can access free and/or premium content depending on the service plan that you choose. Free training materials are designed to raise printer—and operator—potential.<sup>4</sup> Premium content, which is continually being updated with new, relevant topics, is designed to help you grow your business and get the most out of your HP Printer.<sup>5</sup>

	BASIC	PLUS
Free training content <sup>4</sup> with HP Learn	✓	✓
Premium training content <sup>5</sup> with HP Learn <span style="background-color: black; color: white; padding: 2px;">NEW</span>		✓



## Connect securely in the cloud

While connecting to HP PrintOS<sup>6</sup> gives you access to a broad range of software features, we understand your security concerns. At HP we work hard to protect data in transit and in the cloud, so that you can print with total confidence. Learn more about HP's security measures by downloading the [HP PrintOS Security and Availability white paper](#).

# How it works

## 1. Select a plan

We have different options for every business need. Your subscription includes services and solutions that offer actionable knowledge, support, and print operation optimization.



## 2. We help you subscribe

Our HP sales representatives and partners can help you choose the right plan and guide you through the subscription process.



## 3. Once enrolled, stay ahead and enjoy the flexibility

You have easy access to continually updated services and solutions. Plus, you can update your plan according to your business needs.



# Frequently asked questions

Q1

## What do I need to subscribe?

To sign up for an HP Professional Print Service Plan and make sure the service and solutions work as intended, you will need:

- ▶ An HP printer that's eligible for HP Professional Print Service Plans. HP Professional Print Service Plans are compatible with the HP Latex 700 and 800 Printer series, HP Latex R Printer series, HP Latex 1500 Printer, HP Latex 2700 Printer series, and HP Latex 3000 Printer series.
- ▶ To register with HP PrintOS.<sup>6</sup>
- ▶ To keep your printer powered on and continuously connected to the Internet with an HP PrintOS account.<sup>6</sup>

Q2

## Where are HP Professional Print Service Plans available?

HP Professional Print Service Plans are available for residents of the continental United States, Puerto Rico, Alaska, Hawaii, Canada, most European countries, most Latin American countries, and some Asia Pacific countries. Please consult your HP sales representative or HP partner for availability in your country.

Q3

## Can I try it before buying?

We offer a free trial for the software solutions included in the Plus plan (HP Learn Premium, HP Print Beat Live Production, and Jobs API). You can request it by contacting your local HP sales representative or HP partner.

Q4

## How do I subscribe to an HP Professional Print Service Plan?

You can subscribe by contacting your local HP sales representative or HP partner who will guide you through the subscription process.

Q5

## If I already have an existing service agreement with HP, can I subscribe to HP Professional Print Service Plans?

Yes. Please consult your HP sales representative or HP partner to understand your options.

Q6

## Is there a minimum duration for HP Professional Print Service Plans?

Yes, the minimum duration is 1 year. Please consult your HP sales representative or HP partner for terms and conditions.

Q7

## Can I change my plan at any time?

Yes, you can change or cancel your plan by contacting your HP sales representative or HP partner.

Q8

## What payment options are available?

You can choose between a regular monthly or annually fee, or a one-time payment. Please consult your HP sales representative or HP partner to choose your best option.

Q9

## Can I pay for selected solutions and/or services without subscribing to one of the HP Professional Print Service Plans?

No, you can only access the solutions and services by subscribing to one of the HP Professional Print Service Plans.

Q10

## What is the price of each service plan?

The price may vary according to your printer model and country. Please consult your HP sales representative or HP partner to find out pricing options.

# Grow your <sup>+</sup> business

with dynamic service  
and support



Leave traditional break/fix models behind, and take control with dynamic, end-to-end service and support offerings that deliver actionable knowledge, improved efficiency and uptime, and print operation optimization. Choose the HP Professional Print Service Plan<sup>1</sup> that makes the best sense for your printer, your people, and your business.

And continue growing with HP as we provide new features, new resources, and new content with market evolutions and shifts. To benefit from the full potential of our solutions and services, the Plus plan is the one for you.

Learn more: [hp.com/go/professional-print-service-plans](https://hp.com/go/professional-print-service-plans)

- 
1. HP Professional Print Service Plans are compatible with the HP Latex 700 and 800 Printer series, HP Latex R Printer series, HP Latex 1500 Printer, HP Latex 2700 Printer series, and HP Latex 3000 Printer series. Some services depend on printer, service contract, and regional availability. Visit [hp.com/go/professional-print-service-plans](http://hp.com/go/professional-print-service-plans) for more information.
  2. To access these services please contact your local HP sales representative or HP partner.
  3. HP Service Center's proactive support is enabled if your HP Latex printer is under an active Factory Warranty or part of an HP Professional Print Service Plan, and it is registered in HP PrintOS. Requires an HP PrintOS account, Internet connection, and connected Internet-capable device. For more information, see <http://www.printos.com>.
  4. HP Learn's free training content, HP Print Beat remote monitoring of production and analytics, HP PrintOS Mobile, and HP Configuration Center are available free of charge for all HP printers compatible with HP PrintOS. Requires an HP PrintOS account, Internet connection, and connected Internet-capable device. For more information, see <http://www.printos.com>.
  5. HP Learn Premium content, Print Beat Live Production, and Print Beat Jobs API are available with the Plus plan only. Require an HP PrintOS account, Internet connection, and connected Internet-capable device. For more information, see <http://www.printos.com>.
  6. Requires an HP PrintOS account, Internet connection, and connected Internet-capable device. For more information, see <http://www.printos.com>.
- 

