



HP Account Service Manager Programme

**For owners of HP Indigo Digital Presses,
PageWide Web Presses, Scitex Presses**



Key Features

Professional, personalised service

Leverage professional and personalised engagement that allows for best-practice guidance and robust periodical reviews -- all aligned with your strategic business goals and changing business needs.

Efficient Incident Response

End-to-end escalation management that focuses on your business needs, while providing case resolution analysis and release recommendations

Collective knowledge and skills

Access the extensive HP Account Service Management cumulative knowledge, best practices and years of experience to minimize risk and maximises uptime

Complement your HP Support services set-up with personalised support from the HP Account Service Manager (ASM). The ASM communicates regularly with your production and technical team, working with them to optimise your infrastructure and workflow, and maximise production availability. The ASM also provides best-practices education for your team and works together with them to proactively identify potential risks, and minimise future issues.

Gain peace of mind and predictability, and minimise risk

At HP we understand that when it comes to the business of printing, equipment and technology is just part of the story. From support services to training, production optimisation and customised service programmes, HP has got your business covered. These services are delivered onsite or remotely using advanced troubleshooting and service tools to help you capture more high value pages and thus gain a higher return on your investment.

With an ASM supporting your business, you can gain peace of mind and operational predictability. These benefits come from having an assigned focal point with detailed understanding of your operations and business, to orchestrate all HP interactions and enable your production goals are effectively met.



Benefit from customised service

The HP Account Service Manager (ASM) works directly with your team to develop deep knowledge of your HP printing environment and business goals. With a personal understanding of your business requirements, environment, and service history, your assigned ASM is able to:

- Review and follow up on performance reports that measure your key operation indicators to identify areas for improvement
- Conduct periodical operational service history reviews and provide benchmarks and best-practice recommendations for industry key performance indicators
- Provide case resolution analysis and release recommendations

The HP Account Service Manager also educates your production team about HP technology best practices, mandatory service and support routines, diagnostic and automation tools, and resources needed to ensure consistent, best-quality output. Because the ASM is an “insider” both in your business and in HP, you can rest assured that your business challenges and goals are well understood. And, you can be sure that communication will flow smoothly, saving time and improving your services experience.

Your advocate inside HP

The ASM liaises with the relevant HP resources to reviews and oversee your support history and regularly monitor your end-to-end printing workflow. With in-depth knowledge of HP, your printing operations and your business environment, the ASM can provide truly insightful support. From best practices guidance, to advice regarding upgrades and additional solutions and services, the ASM focuses on enabling optimal and consistent digital printing performance.

Get more from HP services, and from your business

The HP Account Service Manager programme takes the complexity out of supporting your printing operations, allowing you to free up valuable resources needed to expand your business' capabilities and drive your business' success.

For more information, contact your HP Sales Manager.

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