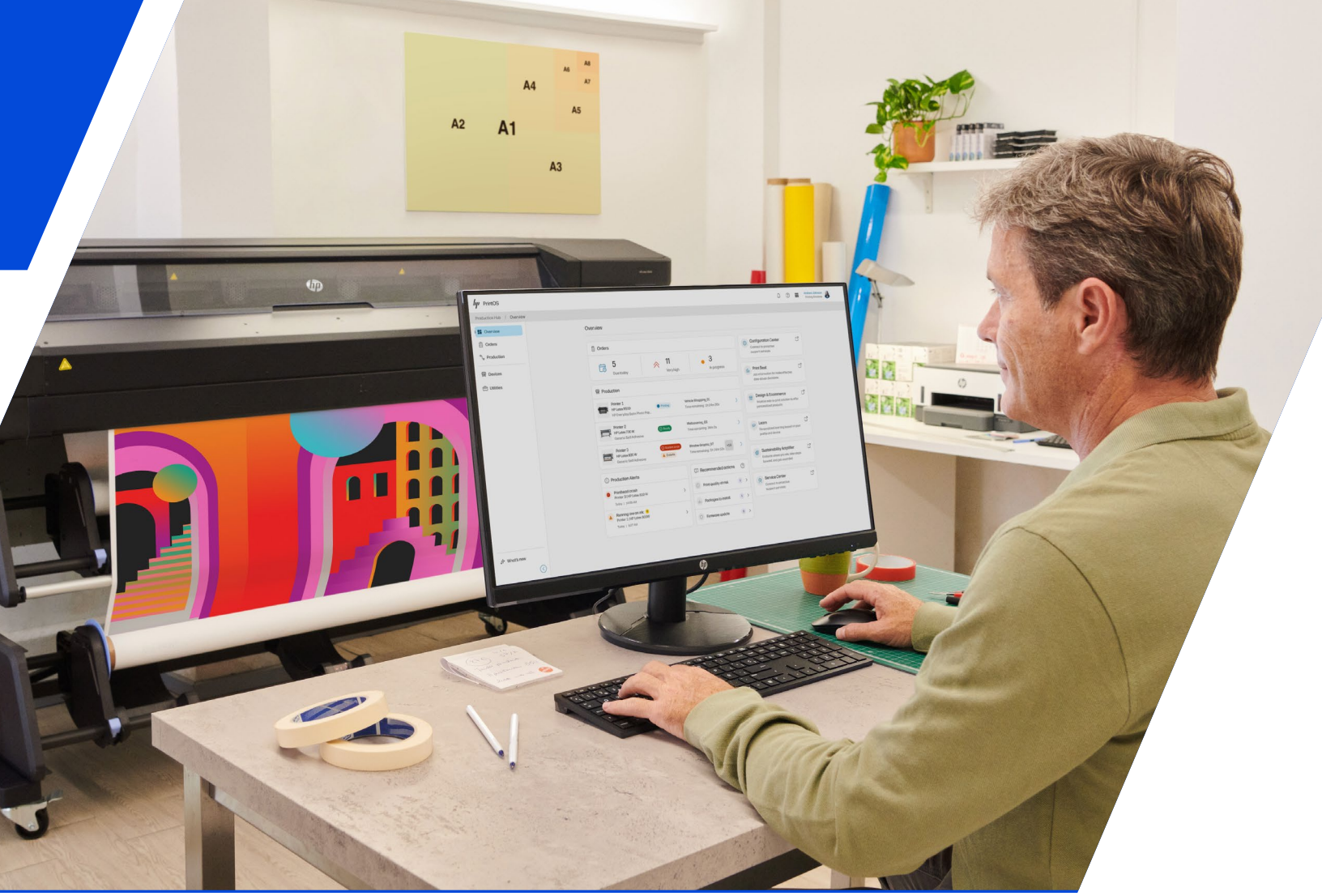


HP Professional Print Service[1]

Unlock Radical Efficiency. Grow Without Limits

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 overstretching 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[1]

Support
Reliable printing, anytime you need it

Grow
Maximize your printing investment

Optimize
Efficiently manage your workflow

HP PrintOS provides a combination of software and service solutions for large format printing, supporting businesses at every stage of their printing process by delivering actionable knowledge, expert support, and print operation optimization to help them radically improve efficiency and grow their business.

		Software Suite	Basic	Plus
Optimize	Customer orders management with Orders[4]	✓		✓
	Control printer job queues[3] with Live Production[4]	✓		✓
	Transfer job data to your ERP/MIS system with Jobs API[4]	✓		✓
	Monitor production data and analytics with PrintBeat[4]	✓	✓	✓
	Manage substrate profiles with Configuration Center[4]	✓	✓	✓
Grow	Online designer with simple connection to your online store with Design & eCommerce[4]	✓		✓
	Stand-out with sustainability with Sustainability Amplifier[5]	✓	✓	✓
	Premium training with Learn	✓		✓
	Free training with Learn	✓	✓	✓
Support	Remote support[2]		✓	✓
	Service parts & Maintenance kits[2]		✓	✓
	On-site labor support[2]			✓
	Proactive support with Service Center[6]		✓	✓
	Manage support cases online with HP Service Center[6]	✓	✓	✓

Support

Reliable printing, anytime you need it

Improve printer uptime by getting the right level of support both on-site and remotely, whenever you need it.

Remote support[2]

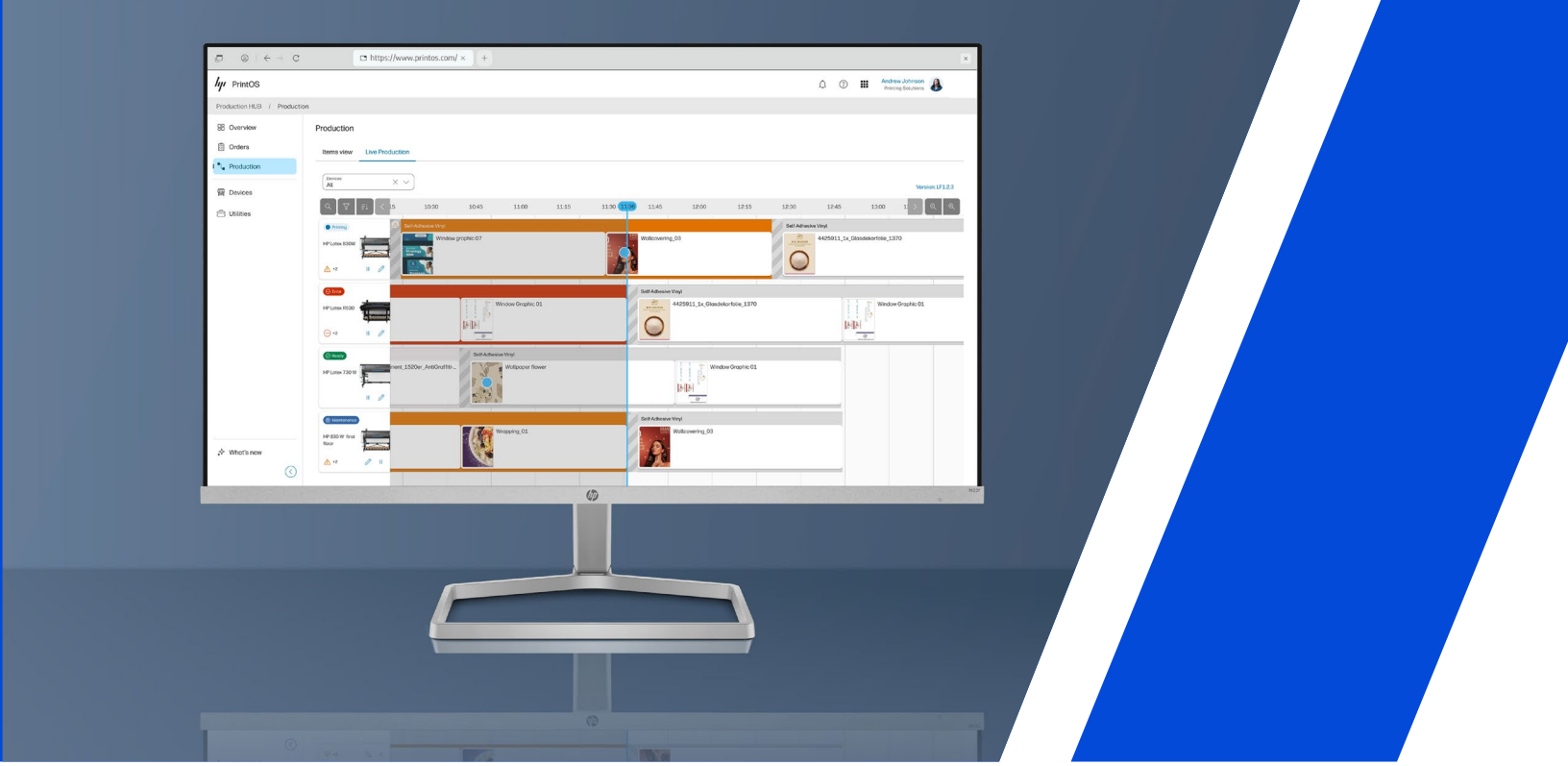
Access remote and on-site support engineers to get the assistance and support you need.

Service parts and maintenance kits[2]

Avoid unexpected costs with spare parts and maintenance kits on hand.

Proactive support[6]

Detect issues in real time to accelerate problem resolution. With HP Service Center Proactive Support[6], alerts are automatically sent to your support representative, who can quickly assist using your printer's status and history logs.



Optimize

Effortly manage your workflow

Increase production control with HP PrintOs Production Hub[7] - The only large format software that enables centralized order management and remote printing control.[8]

HP PrintOS Production Hub

One platform. Simplified production control.

The world's only large format software that combines order management and remote production control.[8]

Live Production[4]

Manage your print production remotely9 and in real-time—get accurate information and easily reorder jobs in a queue.

Orders Managements[4]

Track your jobs from order creation to delivery with centralized order reception[10] and streamlined job management.

Ease of use

Effortlessly navigate the HP PrintOS Production Hub[7] with its intuitive, user-friendly interface.

Simplify your process with HP Production Hub streamlining the entire production workflow – from order creation to job delivery.

Monitor

See all your HP printers and jobs in one screen

Gain instant visibility and control over your production. See jobs that are currently in progress as well as the status of your printers with just one glance.

Easily navigate the customizable platform with its intuitive, user-friendly interface, which is designed to evolve as new features are added.

Act

The remote printing control puts all the information you need at your fingertips

Manage your print operations from anywhere and any device with remote queue management[9] and real-time job estimations.

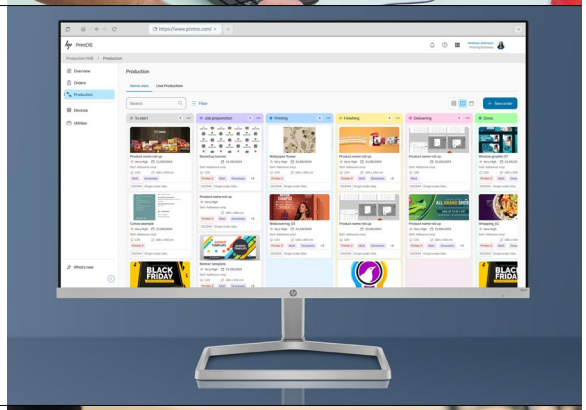
Easily reorder jobs in a queue—or cancel, pause, and resume jobs[10] with a single click or tap.[9]

Centralize

Simplify order management and accelerate fulfillment

Maximize efficiency with centralized order reception[4] and streamlined job management.

Customize it to your workflow with just a few clicks, and start reaping the benefits of HP PrintOS Production Hub[7] from day one.

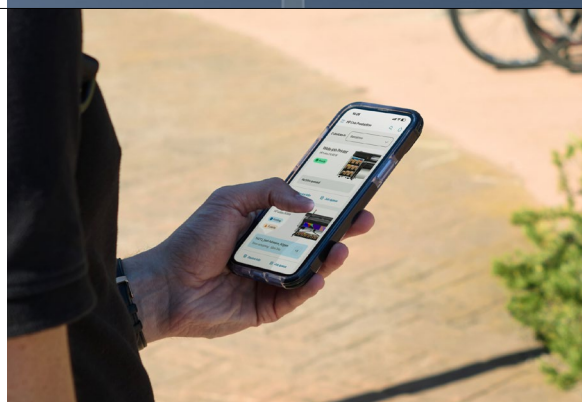


Anticipate

React fast and gain efficiency

Avoid running out of ink or substrates with proactive mobile, web, or email notifications when supplies are low.

Prevent print quality issues before they occur with notifications that alert you to potential risks.



Grow

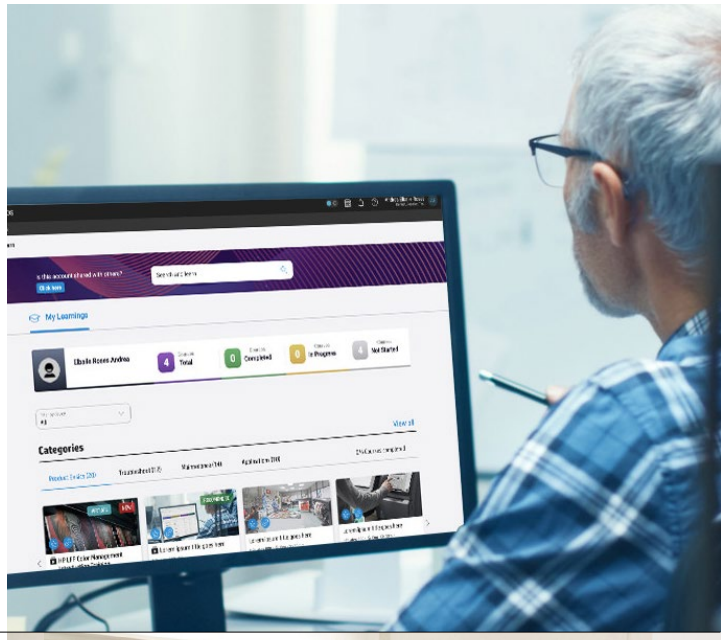
Maximize your printing investment

Grow demand and maximize your investment by connecting your business digitally and getting access to advanced training courses.

Learn Premium

Access to advanced training courses

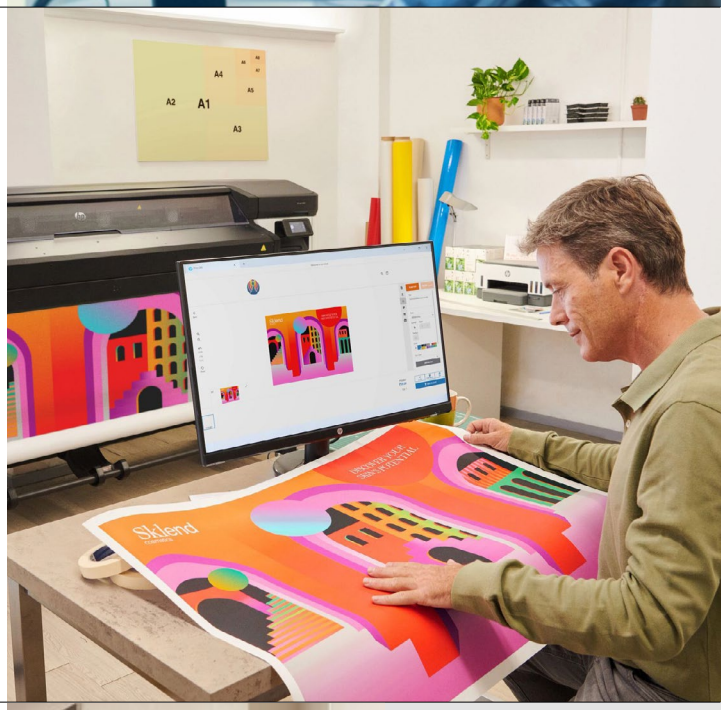
Access advanced training on topics like mastering key applications, color management, and launching an eCommerce business through HP Learn Premium.[4]



Design & eCommerce

Simplify operations and grow your business with the online design tool connected to your digital store

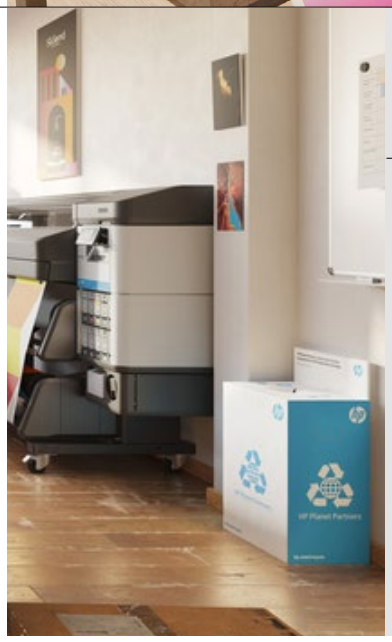
With this intuitive web-to-print solution, you can save valuable time with simplified product design capbilities, efficient connection to production, and step-by-step guidance on how to integrate HP Design & eCommerce with your ecommerce store.[4]



HP Sustainability Amplifier software

Accelerate your print sustainability journey

The HP Sustainability Amplifier program[5] empowers printers and converters to achieve sustainability goals and offer more sustainable prints. This program aligns with HP's Sustainable Impact strategy, providing resources and guidance to help you make a positive impact.



Key features and benefits

- Evaluate your sustainability progress and compare against industry benchmarks
- Get personalized guidance from HP and leading sustainability experts
- Tap into practical resources, expert training, and marketing support
- Leverage tools and services to enhance your sustainable operations
- Gain recognition and differentiate your print business in a competitive market

How HP Professional Print Service Plans work

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.

Learn more at
hp.com/go/professional-print-service-plans

FAQs

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 1x5, 3x5, 630, 7x0, 8x0, R, 1500, 2700, 3x00, FS printer series and HP Stitch printer series. Some services depend on printer, service contract, and regional availability. Visit hp.com/go/professional-print-service-plans
- for more information..
- To register with HP PrintOS.
- To keep your printer powered on and continuously connected to the internet with an HP PrintOS account.

Q2 Where are HP Professional Print Service Plans available?

HP Professional Print Service Plans are available for residents of the 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, as well as specific compatibility for your printers (with specific applications) in your location.

Q3 Can I try it before buying?

Yes, eligible customers with select printers can request to participate in a trial period here: https://www.printos.com/market/#/product/ppsp-trial. The trial lets customers try HP PrintOS premium Software solutions included in the Plus plans. The standard trial period is three (3) months from the moment the trial is requested in HP PrintOS. For information about the availability of an extended promotional period (for specific cases, printers, and locations), please consult your HP sales representative.

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 one (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 annual 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 theHP 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.

1. HP Professional Print Service Plans are compatible with the HP Latex 1x5, 3x5, 630, 7x0, 8x0, R, 1500, 2700, 3x00, FS printer series and HP Stitch printer series. Some services depend on printer, service contract, and regional availability. Visit 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. Not included with the Latex 1x5, 3x5, and Stitch 500 Printer series.

4. Learn Premium content, Live Production, Design & eCommerce, Jobs API and Orders are available in HP PrintOS Production Hub. Requires an HP PrintOS account, Internet connection, and connected Internet-capable device. Some services depend on printer, service contract, and regional availability. For more information, see https://www.hp.com/go/professional-print-service-plans.

5. The HP Sustainability Amplifier program helps customers reduce their environmental impact through self-assessment, resources, and recognition with an HP badge, not an official eco-label. Recognition is subject to approval for credibility. Program is only available in English.

6. 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 Plans, and it is registered in HP PrintOS. Requires an HP PrintOS account, Internet connection, and connected Internet-capable device. For more information, see printos.com.

7. For HP's large-format printers, HP PrintOS Production Hub is compatible with HP Latex printers and the HP Stitch Printer series. Check the complete list of compatible models in hp.com/go/printos. The availability of HP PrintOS Production Hub premium features depends on the printer model, service contract, and regional availability. For more information, visit https://hp.com/go/professional-print-service-plans.

Remote control actions are enabled through HP PrintOS SyncEdge.

8. Based on a competitive comparison of HP PrintOS Production Hub and comparable competitive software solutions from the main large format vendors that compete with HP products commissioned by HP and performed by Sogeti. HP PrintOS Production Hub enables the PSP to remotely control the printer queue and manage the order intake all in one single platform, unlike any others.

9. Access remote monitoring, queue management, and real-time notifications through HP PrintOS Live Production, depends on the printer model, service contract, and regional availability. For more information, visit https://hp.com/go/professional-print-service-plans.

10. The pause and resume feature is not available in the HP Latex 1500 series, HP Latex 2700 series, HP Latex 3600 series, HP Latex FS50 and FS60 series, HP Latex R1000, HP Latex R2000 and HP Latex R530.

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