

[Introducing HP Professional Print Service Plans¹](#)

Gain radical efficiency. Unlock your growth.

Discover HP's new portfolio for print businesses, designed to keep your operations fast, reliable, and exceeding customer expectations.

For print professionals, the demand for fast turnarounds and bespoke services means reliability, speed, flexibility, and uptime are all vital.

Lower barriers to entry also mean there is more competition in the market, which causes faster innovation and increased customer expectations—just keeping up can be a test. So, how can you pull ahead? With the right tools, support, and technology partner, print businesses can look to the future with confidence, turning print challenges into valuable opportunities.



Simple is valuable when it comes to technology

The opportunities that technology brings are transformational, but technology can also become another hurdle. If it's 'cloud-enabled and data-driven', but it's not simple and easy to use, then its value is never realized.

To remove this hurdle, we've decided to do things slightly differently: we've combined all our services and solutions together, into one simple portfolio for HP users, called **HP Professional Print Service Plans**.¹

Because no two businesses are the same, we offer different packages that cater to different needs. Both the Basic and Plus plans are designed to help you upskill, optimize, and maximize printer uptime. And for businesses that require an enhanced service, the Plus plan includes on-site support, additional premium training,² remote control of printer job queues (through HP PrintBeat Live Production²), and the ability to connect printer data to your ERP/MIS systems (through HP PrintBeat Jobs API²).

[Introducing HP Professional Print Service Plans¹](#)

HP Professional Print Service Plans¹ are designed to enable business agility, maximize uptime and productivity, and to provide learning opportunities and support. In short: it's an **end-to-end solution to help you radically improve efficiency and grow your business.**

We've modelled it around three key priorities:

1. **Support.** Maximize printer uptime by getting the right level of support when you need it.
2. **Optimize.** Get more control using software to monitor and optimize printing workflows.
3. **Upskill.** Become more self-sufficient and knowledgeable through training that upskills your capabilities.

With HP Professional Print Service Plans,¹ you have easy and quick access to continuously updated services and digital solutions, which keep you ahead of today's and tomorrow's challenges.

[What's included in HP Professional Print Service Plans?¹](#)

HP Professional Print Service Plans¹ include a portfolio of software solutions with different plans available depending on your business' needs. New features include [Live Production,² Jobs API,² premium content on HP Learn,² and an enhanced Service Center experience.](#) Continue reading to discover more about each feature and its benefits:

[Maximize uptime with HP Service Center³](#)

To maximize printer uptime, you need the right level of support at the right time. And to improve our support, our printers use smart diagnostics—meaning your printer proactively generates service alerts. That 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.

Remote, cloud-based support, onsite support, and adaptive maintenance,⁴ together with HP Service Center³ enable our experts to understand your unique print environment. In the event of required maintenance or a printer failure that involves replacement of parts, HP or our HP partners will expedite shipment of the necessary parts to your site and dispatch an HP expert if we cannot solve the problem remotely.⁵

Remotely monitor production and data analytics [with HP PrintBeat⁶](#)

HP PrintBeat⁶ is a single touchpoint for remotely monitoring device status and production performance, designed to optimize workflow, improve flexibility, and help you make data-driven decisions. HP PrintBeat⁶ tracks five key KPIs: print production, status distribution, availability, substrate consumption, and ink consumption, filterable by site or individual device.

Remotely monitor printer status and jobs [with HP PrintOS Mobile⁷](#)

Because you can't always be on the production floor, our mobile app offers all the functionality of PrintBeat⁶ on the go. You can access all the same information—jobs printed, substrates loaded, ink levels—and it has the same proactive notifications, allowing you to identify issues and solve them remotely, even when you're not in the same location as your printers.

Allowing for always-on, round-the-clock, and reliable operations, even when printers are unattended, HP PrintOS Mobile⁷ gives operators a new sense of freedom and peace of mind.

Remotely manage substrate profiles [with HP Configuration Center⁶](#)

With HP Configuration Center,⁶ your fleet is always ready to print. Using the cloud to remotely configure printers, we've made it easy to have consistent substrate management and color configurations, and it also provides visibility of operator routines. This means you don't need to keep checking in with production managers, as the information is already available at your fingertips.

Remotely control printers' jobs queues [with HP PrintBeat Live Production²](#)

How can you keep your employees aligned without a single call, text, or even conversation? HP PrintBeat Live Production² gives everyone a single, real-time view of all jobs queued and in production across multiple sites. This helps you prioritize jobs, anticipate issues, and make changes to your schedule according to changing orders.

Transfer printers' data to your systems [with HP PrintBeat Jobs API²](#)

We understand that for HP PrintBeat⁶ to be truly valuable for large enterprise organizations, it needs to integrate with existing ERP software—so that's what we've designed it to do. Using the HP PrintBeat Jobs API,² you can pull all HP printer data into centralized software to monitor it alongside any non-HP printers, to help automate processes, and to combine it with other operational data for richer business insights.

[Upskill with HP Learn⁷](#)

HP Learn⁷ allows you to maximize the potential of your business by educating and upskilling your employees. It's a central learning platform with free and premium training modules depending on the service plan that you choose, providing personalized, continuous learning based on device and profile for your whole organization. And it's accessible anytime, anywhere. **Increase your knowledge to increase your productivity.**

Easy access for better value

Accessing, integrating, and getting value from technology has, in the past, been problematic for print businesses. Which is why we have focused on making HP Professional Print Service Plans¹ as easy-to-use as possible. Connecting a device is as simple as scanning a QR code, and the subscription models are straight forward—so you can start optimizing your workflow immediately.

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

Summary

Print has evolved for the digital world—and will continue to evolve. HP Professional Print Service Plans¹ have been designed to keep production centers ahead of that evolution, so you can anticipate and deliver the services your customers need, print efficiently to meet demand, and fuel future growth with total confidence in your capabilities. To benefit from the full potential of our solutions and services, go Plus with HP Professional Print Service Plans.¹

If you'd like to explore HP Professional Print Service Plans¹ in further detail, or you'd like to start optimizing your operations today, please head to the [HP Professional Print Service Plans hub](#).

Frequently asked questions

1. 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.
- To keep your printer powered on and continuously connected to the Internet with an HP PrintOS account.

2. 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.

3. Can I try it before buying?

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

4. 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.

5. 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.

6. 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.

7. 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.

8. 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.

9. 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.

10. 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 HP Latex 700 and 800 Printer series, HP Latex R Printer series, HP Latex 1500 Printer, HP Latex 2700 and 3000 Printer series. Some services depend on printer, service contract, and region availability. Visit hp.com/go/professional-print-service-plans for more information.
2. HP Learn Premium content, PrintBeat Live Production and PrintBeat Jobs API are only available with Plus plan. Requires an HP PrintOS account, Internet connection, and connected Internet-capable device. For more information, see <http://www.printos.com>
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. To access these services please contact your local HP sales representative or HP partners.
5. In most countries, parts are shipped Next Business Day. For some locations, this option is not available, and delivery will take longer. Visit hp.com/go/professional-print-service-plans for more information.
6. HP Learn's free training content, HP PrintBeat's 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>
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