

12

Great reasons why Service from Kodak Alaris is the ideal choice to boost your productivity, proficiency, protection & peace of mind



Now's the time to boost your productivity, protection and peace of mind

To learn more about all of the powerful, performance-enhancing, money-saving advantages that Service from Kodak Alaris can deliver for your organization and bottom line, call us today.

If you're looking for convenience, cost control, optimized uptime and greater productivity, look to Service from Kodak Alaris.

About the Information Management Division of Kodak Alaris
Kodak Alaris is driven by the simple belief that "we can always find a better way." Our Information Management division helps organizations capture content from digital and paper sources, extract insights, and deliver the right information to the right place at the right time for better outcomes. Our portfolio includes award-winning document scanners, a global service and support team, and software and solutions that capture and intelligently manage information. For small offices and large-scale organizations, we provide new ways to automate processes, improve customer interactions and make smarter business decisions.

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Kodak alaris



1 Fast, expert remote and on-site service
Skilled service engineers provide over-the-phone, remote expertise to solve problems fast and get you back up and running faster. And if an on-site call is necessary, one of our many, strategically located field engineers (FEs) will be there quickly to take care of the issue.

2 Certified field engineers with exclusive access to product designs and updates
Only our FEs are extensively trained on the intricacies of Kodak Alaris' solutions by the engineers who design and build the products. Only while employed at Kodak Alaris do FEs have access to key equipment information and diagnostic software and firmware updates. Other firms simply can't utilize these critically important tools.

3 The quality advantages of authentic parts
We're the only service provider using 100%-certified, original equipment replacement parts to repair equipment from Kodak Alaris. Other service providers can't access these genuine components and can only use aftermarket substitutes for manufacturer-discontinued parts.

4 ISO 9001:2008 certification
Only Kodak Alaris-provided service - among scanner service organizations - has achieved ISO 9001:2008 certification. So you can feel confident that our quality service management meets the most stringent requirements of this global standard.



5 Defined escalation process - single company accountability
Escalations are strategically managed in an efficient manner by one company. Kodak Alaris proudly stands accountable for the resolution of all service requests, relying on various levels of management and technical expertise. We're all about your satisfaction and uptime.

6 Local management that stays on top of every situation
Only Kodak Alaris has regional service managers across the US available to our customers and continuously engaged with our FEs. When escalation is necessary, these experts are in place and ready to do whatever it takes to get and keep you up, running, and productive.

7 98% excellent/very good/good customer ratings*
World-class customer satisfaction results (98% of respondents rate us excellent/very good/good*), real-world proof that we continuously deliver outstanding service and results.

8 Services that optimize your business
From installation to tech support to field repairs to consultancy services, we can help you achieve more and streamline your document management processes. Kodak Alaris has you covered so your staff can focus on what they do best.

*Results based on customer satisfaction surveys. Data on file and available upon request.

9 Budget protection
With parts, labor, and travel included, service contracts help you avoid budget-breaking surprise expenses. Our multi-year contracts provide additional discounts and price increase protection as well.

10 Extended product life
Service from Kodak Alaris reduces your total cost of ownership, while extending the useful life of your hardware investments.

11 Single-source advantages - one call does it all
One supplier of service for **Kodak** Scanners - and other manufacturers' scanner and storage equipment - eliminates the inconvenience of dealing with multiple service providers. It's the one-call-gets-it-all philosophy: great service and support from one totally accountable organization and our team of certified FEs.

12 Peak productivity and uptime
From on-site service to Advanced Unit Replacement, from next business day to 24x7x4 hour response and preventive maintenance, you'll experience fast, expert, reliable service to keep your operations running at maximum efficiency. For even more advantages, discover how our consultancy services can keep your solutions relevant to ever-changing business needs.

