



# Kodak Service & Support

Single Source Simplicity  
for Complex Storage  
Systems

## When it's mission critical, choose **Kodak Service & Support**

- **Protect data**
- **Reduce costs**
- **Increase reliability**
- **Maximize uptime**
- **Minimize issues**

SERVERS



DISK STORAGE

TAPE STORAGE



OPTICAL STORAGE

In a perfect world, your equipment runs flawlessly 24 hours a day. Parts don't break. Maintenance isn't necessary. But the fact is, you probably will need some service and support and, when you do, it's mission critical.

That's why you should rely on **Kodak Service & Support**. With decades of system and storage expertise, we'll help you optimize performance levels, maximize uptime, and protect your data. And with regular maintenance, we can help extend the life of your storage equipment.

### **Managed globally. Supported locally.**

- More than 3,000 trained service professionals in over 120 countries
- Over 1,000 products supported from more than 100 different manufacturers
- Highly trained, Kodak field engineers with skills spanning a broad portfolio of complex digital products
- Service offerings customized to meet your business needs
- Exceptional, highly trained Help Desk
- Parts available at worldwide, national, and local levels
- Synchronization of parts and labor
- Automated escalation to ensure fast response

Our world-class supply and logistics network helps ensure that parts are available wherever they are needed, when they are needed, to get you up and running fast. Customers get a local face to answer their call, backed up by the strength of a global infrastructure.

### **Storage system service options optimize your efficiency and uptime.**

- Warranty upgrades from other manufacturers' basic coverage
- Four-hour response time available in most metropolitan areas
- Choice of coverage up to 24x7x365
- Conversion Services transfers data to accessible formats
- Preventive maintenance and upgrades
- Optical disk cleaning

Trust **Kodak Service & Support** to be your single source provider for all your storage/IT service and support needs. One experienced resource providing fast, responsive, expert service for tape, optical, NAS/SAN, Disk/RAID and more, allows you peace of mind.

For more information, visit:  
[www.kodak.com/go/productsweservice](http://www.kodak.com/go/productsweservice)

Manufacturer	Model Family
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Brocade	Silkworm
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Dell	Power Vault Storage
Dell	PowerEdge

EMC	Celerra
EMC	Clarion
EMC	Connectrix
EMC	Symmetrix

Hitachi Data Systems	Freedom
Hitachi Data Systems	Lightning
Hitachi Data Systems	Thunder

HP/Compaq/DEC	APX Series
HP/Compaq/DEC	StorageWorks
HP/Compaq/DEC	9000
HP/Compaq/DEC	Blade
HP/Compaq/DEC	Net
HP/Compaq/DEC	Integrity
HP/Compaq/DEC	3000
HP/Compaq/DEC	Proliant

IBM	TotalStorage
IBM	Express
IBM	Blade
IBM	Cluster
IBM	Power
IBM	P Series
IBM	I Series
IBM	X Series

NetApp	Data Access Server
NetApp	F7X0 Series Filers
NetApp	F8XX Series Filers
NetApp	FAS 200 Series
NetApp	FAS 3000 Series
NetApp	FAS 6000 Series
NetApp	FAS 900 Series Filers
NetApp	NetCache Network Appliance
NetApp	NetStore

Nexsan	Assureon
Nexsan	DataBeast
Nexsan	SASboy
Nexsan	SATABeast
Nexsan	SATABlade
Nexsan	SATAboy

Overland	LibraryXpress Series
Overland	LXM Series
Overland	Minilibrary Series
Overland	NEO Series
Overland	Powerloader
Overland	REO Series

Manufacturer	Model Family
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Qualstar	RLS Series Tape Libraries
Qualstar	TLS Series Tape Libraries

Quantum/ATL/ADIC	ACL Series
Quantum/ATL/ADIC	AML Series
Quantum/ATL/ADIC	FastStor Series
Quantum/ATL/ADIC	M Series Library
Quantum/ATL/ADIC	P Series Library
Quantum/ATL/ADIC	PX Series
Quantum/ATL/ADIC	Scalar Tape Libraries

STK/SUN	BladeStore
STK/SUN	Cisco MDS 9500 Series Supervisor
STK/SUN	Cisco MDS Fabric Switch
STK/SUN	Powderhorn library
STK/SUN	StorageTek Tape Drives and Libraries
STK/SUN	StorageTek Timberline
STK/SUN	StorageTek WolfCreek Tape Library
STK/SUN	Sun StorEdge
STK/SUN	SunFire
STK/SUN	Enterprise
STK/SUN	E10K
STK/SUN	Ultra

### Award winning. Customer approved.

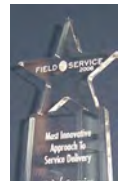
- Named "Best Support Organization" in the 2006 International Business Awards, and was a finalist in 2007. The International Business Awards are the only global, all-encompassing business awards program honoring great performances in the workplace.



- Recognized as one of only two finalists for "Best On-Site Service" by the Service and Support Professionals Association 2007 STAR Award for Best Practices.



- Honored for Service Delivery at 2008 WBR Field Service Conference. Selected for offering the highest first time fix rate, fastest response rate, and most cost effective service delivery strategy.



For a complete list of all the products we service, visit:  
[www.kodak.com/go/productsweservice](http://www.kodak.com/go/productsweservice)