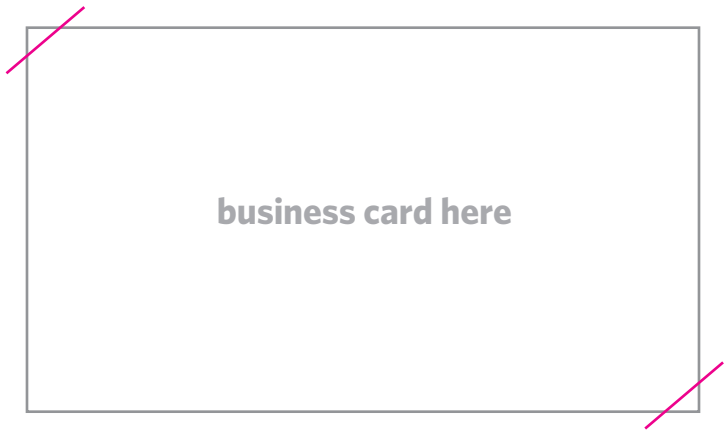




Boost your productivity, protection and peace of mind

To learn more about all the advantages **Kodak** Service & Support delivers for your equipment, productivity and budget, visit [www.kodak.com/go/kodakservices](http://www.kodak.com/go/kodakservices).



**To learn more:**

Visit [www.kodak.com/go/kodakservices](http://www.kodak.com/go/kodakservices)

Or phone 1-800-22-KODAK

Produced using **Kodak** Technologies.

\* Recent **Kodak** Service & Support customer satisfaction surveys. Data on file.

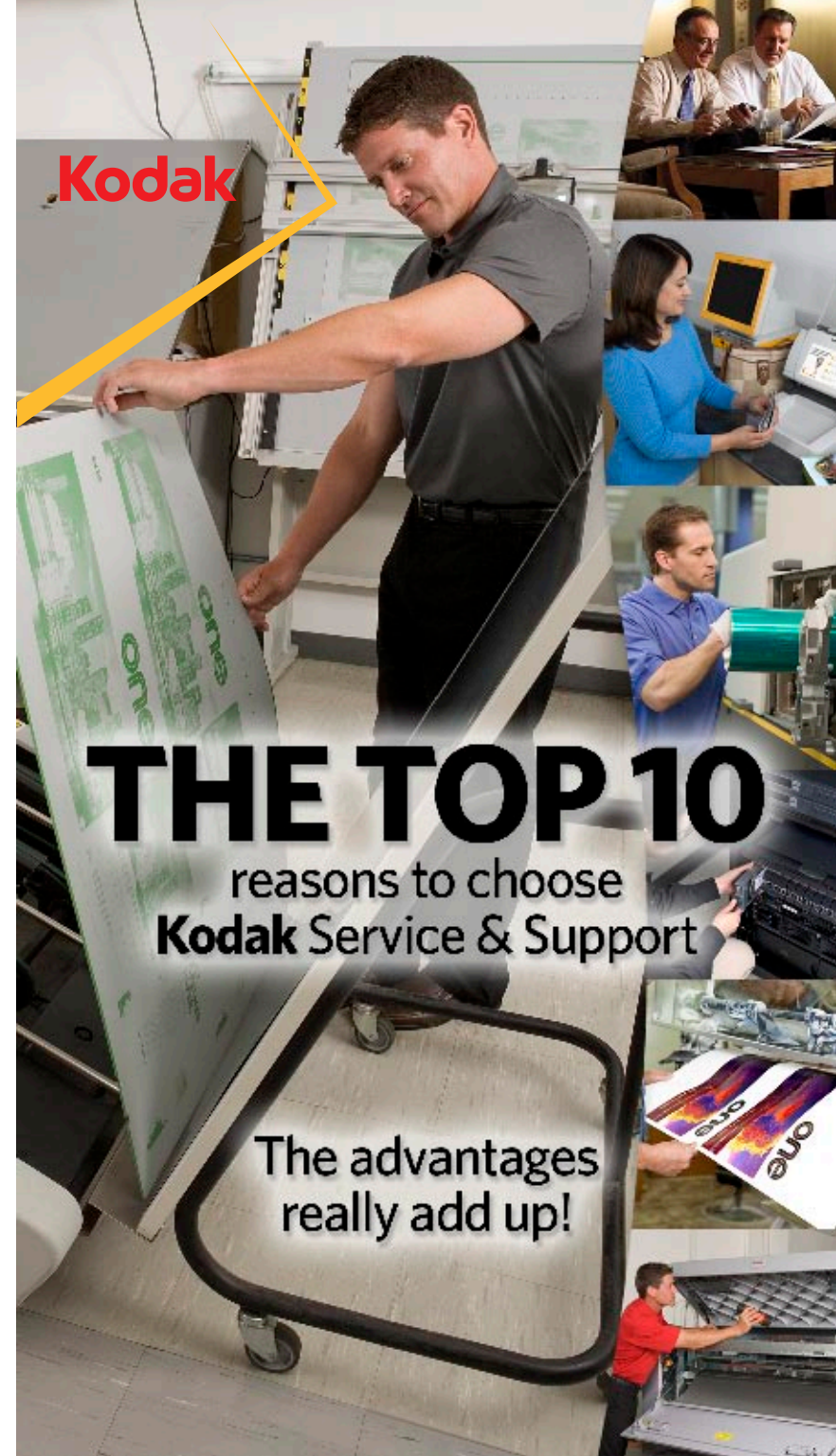
\*\* Customer satisfaction surveys conducted for Kodak by an independent research organization. Based on interviews in Greater China, South Korea, Oceania, India, Singapore and Thailand. Data on file.

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**Kodak**

It's time for you **AND** Kodak



# A PERFECT 10: valuable benefits that only **Kodak** Service & Support can deliver

*Kodak Service & Support is an acclaimed, global B2B service organization uniquely positioned to enhance the value and reduce the risk for your technology investments. Achieve greater operational efficiency, profitability, and quality. We cover a broad array of products, systems and workflows from enterprise to print, imaging and beyond.*

## 1 Single-source advantages from one proven provider— one-call-gets-it-all service

- One source for service on prepress, electrophotographic printing, inkjet printing, unified workflow, retail, storage, server, router and document imaging equipment— everything from scanners to tape drives, printers to digital signage and beyond
- Extensive experience (plus ISO 9001-certified support) for over 1,000 OEM products from more than 100 manufacturers
- Reduces added expenditures of time and money when dealing with multiple service providers
- Unbiased, product-neutral service dedicated to extending the post-warranty life of your equipment



## 2 Comprehensive, global geographic coverage

- 1,500+ experienced, highly trained Field Engineers (FEs)
- Coverage in over 120 countries
- 24/7 service and four-hour response times available in most areas



## 3 Convenient My Kodak Services online portal

- Global Web portal for fast and easy access to **Kodak** Service & Support
- Streamlined, simplified and consistent worldwide interface and systems empower you to do more online—request service, track service status, order parts, view service history and contracts, chat with Help Desk and much more
- Built on a proven global platform, featuring software from SAP AG, RightNow Technologies, Inc. and ClickSoftware, Inc.

## 4 The Expertise of Kodak's Field Engineers

- Highly trained, experienced professionals dedicated to servicing your equipment
- Multi-vendor service (MVS) commercialization process helps assure robust product knowledge on OEM equipment
- Continuous on-site and computer-based training for all FEs
- Dedicated Level 2 tech support and Level 3 engineering

## 5 Clearly defined escalation process

- Incorporates various levels of technical expertise and management within Kodak
- Dedication to resolving every issue in a timely manner through proven, real-world tested processes

## 6 Help desk, call centers and tech support

- Global, multilingual help desk for informed answers and fast remote diagnostics in real time, via phone or online
- Assistance from knowledgeable people offering smart solutions for fast resolution of issues
- Often issues can be resolved without the need for an on-site service call, protecting your uptime and productivity



## 7 Strategically located worldwide parts depots

- Extensive inventories carefully situated for faster parts access and repairs from all points of the globe
- Parts stocked for specific customers (based on site audits and service agreements) to help ensure that replacements are always readily available

## 8 Competitively priced service contracts offering unlimited on-site service calls, labor and replacement parts coverage

- Depending on your product, service or solution needs—on-site service or Advanced Unit Replacement (AUR) is available in most areas
- Next-business-day, four hour and 24/7 response options
- Support services providing installation, training, comprehensive data conversion and many other programs/advantages
- Benefits: convenience, cost control, maximized uptime, greater productivity, less paperwork and less administration required



## 9 Smarter innovation creates more advantages for you

- **Kodak** Products are designed with serviceability in mind, simplifying and streamlining necessary repairs, parts replacement and maintenance
- We continue to design in more user-replaceable parts, allowing you to assure quality and eliminate downtime on your own
- Enhanced remote monitoring capabilities solve more problems without the need for on-site service calls
- Kodak leverages our powerful array of patents and intellectual property assets to develop equipment and improvements that deliver greater productivity and new advances more quickly

## 10 Customer-acclaimed service and support

- 98% of our US&C customers rate us excellent/very good/good\*
- 94% of customers in Australia/New Zealand and 92% in China and Hong Kong are totally/very satisfied\*\*
- Skills of Kodak's FEs rated as exceptional by Document Imaging customers in Europe and the Middle East\*\*
- 87% first-time fix rate