



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, a field engineer (FE) will be there quickly to take care

2 Certified field engineers with exclusive access to product designs and updates

Our FEs are extensively trained on the intricacies of Kodak Alaris solutions by the teams that develop and build our products. They have access to key equipment information and software/firmware updates that others simply don't.

3 Access to authentic parts from Kodak Alaris

Our FEs have access to critical parts and solution components that are not available on the open market.

4 ISO 9001:2008 certification

Only Service from Kodak Alaris – among scanner service organizations – meets the stringent certification requirements of ISO 9001:2008. That means greater customer focus, world-class processes, and demonstrated continuous improvement brought to your benefit.



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

You'll deal with one primary FE that you will get to know and trust. His or her knowledge extends beyond geography because each is part of a network of experts ready to find the best solution for your needs. Say goodbye to the multitude of technicians who don't understand the past history of your technology.



7 Award-winning performance

World-class customer satisfaction results (98% of respondents rate us excellent/ very good/good*) and numerous industry accolades demonstrate that we continuously deliver outstanding service and results

8 Services that optimize your business

From installation to tech support to break/ fix 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 truly accountable organization!

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..

