



## Kodak Service & Support for **Fujitsu, Canon and Panasonic** Scanners

The advantages of **Kodak Service & Support** over manufacturer-provided service really add up!

### One-call-does-it-all service

- One proven provider, one number to call
- Extensive experience with Original Equipment Manufacturer (OEM) scanners (over 40% of our contracts!)
- *Does your service provider support scanners from multiple manufacturers?*

### Comprehensive geographic coverage

- 1,100 experienced, highly trained, badged Field Engineers (FEs)
- Service coverage in 95 cities with the majority supporting 24/7 (with four-hour response)
- *Does your service provider have comparable coverage?*

### Kodak-certified, badged FEs—no subcontractors

- Kodak employees dedicated to serving and servicing customers' equipment
- *Does your service provider use subcontractors who, in turn, subcontract to regional service providers?*

### Local management that stays on top of every situation

- Each FE's service duties are monitored by their local District Service Manager (DSM), who in turn reports to one of eight field-based Zone Managers to ensure consistently outstanding performance and timely escalation of service when necessary
- Within five minutes of service notification, Kodak can tell customers who their FE and DSM will be
- One primary FE that your customers know and trust
- *Does your service provider have a consistent field technician assigned to your business who knows you and your systems from call-to-call?*

### Clearly defined escalation process

- Incorporating various levels of technical expertise and management within Kodak
- Additional resources via our Channel Service Sales Managers (CSSMs)
- *Does your service provider have a simple escalation process?*

### Extensive, ongoing training and commercialization

- Multi-Vendor Service (MVS) commercialization process
- On-site and Computer Based Training (CBT)
- Dedicated Level 2 tech support and Level 3 engineering
- *Does your service provider/technician have required training and technical certification for the products they are servicing?*

### Proven customer success

- 80+ years of customer-acclaimed award winning performance
- 98% of customers rate Kodak in the top 3 boxes as excellent/very good/good\*
- 87% first time fix rate
- *Does your service provider survey their customers as to their satisfaction and share their results?*

### Flexible, affordable options from Care Kits to Support Services

- Maintenance agreements can include on-site service or Advanced Unit Replacement (AUR)
- Service can be customized to meet production needs and include preventive maintenance
- Benefits: convenience, cost control, maximized uptime, reduced loss of productivity
- *Does your service provider offer you lower costs, a single point-of-contact and flexible options for your service needs?*