



Service & Support from Kodak Alaris

Kodak Alaris Introduces Remote Support

Service Agreements from Kodak Alaris now include Remote Support. This newly offered service is available for all **Kodak**-branded production scanners at no additional charge. When a service request is placed with Kodak Alaris, a Remote Support Team member will contact you by phone and work to diagnose and resolve problems immediately. In many cases, we can help you get your equipment back into production in a matter of minutes, maximizing scanner uptime. If additional work is needed, Kodak Alaris will communicate essential information regarding your issue to a field technician. The technician will go on-site and get the equipment back into production as soon as possible.

How does this affect my organization?

The Remote Support Team is staffed by experienced Kodak Alaris technicians who have spent many years working with customers to repair document scanners, analyze scanning issues, and provide on-site routine maintenance. Our technicians are focused on getting your scanners back into production fast, so you can obtain maximum benefit and productivity from your investments.

What are the benefits to my organization?

- **There's no additional cost.** When you purchase a Service Agreement from Kodak Alaris covering **Kodak**-branded production scanners, you'll receive the added benefit of Remote Support.
- **We know time is money.** In many cases, our Remote Support Team can get you back into production quickly, so your downtime is minimized.
- **Build your internal knowledge base.** As our Remote Support Team works with you through common adjustments and replacements, you'll be able to learn from their expertise. As you increase your knowledge of each scanner, you may be able to solve more commonplace issues internally.
- **We'll arrive fast when needed. If more help is required, we'll come to you.** If your scanner needs additional attention, a Kodak Alaris field technician will visit on-site and perform any necessary repairs. We'll get your scanner up and running quickly so you can get back to work, keeping your customers happy.

Want to learn more?

Call: 1-800-944-6171
www.kodakalaris.com/go/service

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