



KODAK Service & Support for Storage Systems



VARIED STORAGE SYSTEMS?
MULTIPLE MANUFACTURERS?

**CHOOSE THE SINGLE-SOURCE
SERVICE AND SUPPORT EXPERTS — KODAK**

We're here for you.
Kodak Service & Support

ONE-CALL-GETS-IT-ALL SERVICE EXPERTISE

FOR TAPE, OPTICAL, NAS/SAN, Disk/RAID AND MORE

Imagine having ONE service organization that you trusted to take care of all your storage equipment and systems. Where it didn't matter who made the drive, or from whom you bought it. A resource providing fast, responsive, expert service on everything from an autoloader to a tape library. That's exactly what KODAK Service & Support for Storage Systems can deliver for you.



Maximize Your Uptime, Minimize Your Issues

KODAK Service & Support for Storage Systems offers so many benefits. Once you're covered, you know exactly what expenses will be, so you avoid unexpected costs and sudden blows to your budget. One phone call brings prompt, expert service for hundreds of storage products from many manufacturers, so you no longer have to keep track of multiple vendors. You're served by one of the largest, best-trained service organizations in the world, boasting over a 95 percent customer satisfaction rating!

It's peace of mind for greater performance:

- Service offerings customized to your exact needs
- Over 500 Field Engineers in the U.S.; more than 1,200 worldwide
- Highly trained service professionals who receive continuous training for certification and ongoing recertification
- Parts available at worldwide, national and local depots
- Exceptional on-site, help desk and depot service
- Ideal way to maximize productivity and extend life of your valuable equipment

WHEN YOU CALL, WE RESPOND

What can you expect when you work with KODAK Service & Support? All this, and more:

- 24/7 trouble call reporting and technician dispatch
- Two to four-hour response and restore times (in most metropolitan areas)
- Extensive on-site break-fix capabilities
- Synchronization of parts and labor
- Automated escalation procedures
- Repair depot for less mission-critical problems
- Advanced Parts Replacement
- Preventive maintenance and upgrades
- Global logistics infrastructure
- Web-based customer access for call logging, parts and labor tracking

Versatile Offerings to Fit Your Needs

Your business is unique, and we're here to meet your individual requirements. At KODAK Service & Support, we don't believe in a one-size-fits-all philosophy, so we provide a range of customizable options.

Maintenance Agreements

- On-site, advanced exchange and depot options
- On-site service includes travel, labor and parts
- Fast, flexible response times
- Preventive maintenance checkups to help prevent future issues
- Choice of coverages up to 24 x 7 x 365 (in most areas)

Warranty Enhancements

- Takes many basic manufacturer warranties' coverage further
- Choice of parts-only, depot, or on-site labor and parts
- Uplift response times to fit mission-critical needs

Enhancement Services

- Installation, training, relocation and other support services
- Conversion Services to transfer data to new formats
- Optical disk cleaning

Help Desk

- Staffed with proficient experts all day and night
- Highly trained phone personnel fluent in multiple languages
- Escalation handled quickly and smoothly



**Find Out More About the Single-Source
Service and Support Experts – Kodak**

For world-class performance and peace of mind for your storage systems, look to KODAK Service & Support. Streamline your service and support by going with a single, respected organization offering one-call-gets-it-all expertise for all of your storage equipment from varied manufacturers.

To learn more, call 1.800.944.6171, ext. 58,
or visit www.kodak.com/go/storageservices.

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