

KODAK Proactive Maintenance Services



Realize the full value of your KODAK Solution

KODAK Proactive Maintenance Services are designed to help you maximize efficiency, revenue and profitable business results. By providing both insights and services that ensure you are making the most of your technology solutions from Kodak throughout the product lifecycle, this robust portfolio enables you to drive productivity improvements, achieve greater uptime, and successfully leverage new features and product innovations to maximum effect. Proactive Maintenance Services include:

- Uptime Discovery
- Peak Production Support
- Preventive Maintenance

Uptime Discovery

This analytic assessment employs Key Performance Indicators (KPIs) and Benchmark data to uncover opportunities that can drive greater utilization and productivity in your Prepress and Digital Press operations. The analysis and resulting report can help identify and align activities with your overall business objectives, requirements, and your present business environment. Uptime Discovery yields recommendations in key areas such as:

- System uptime and performance optimization
- Production capacity
- Prepress processes and maintenance routines

Onsite Peak Production Support

With Onsite Peak Production Support, you'll receive rapid response support during high peak volume periods beyond the standard entitlements provided with your KODAK Support Plan.

When your business depends on maximum uptime during critical revenue-generating periods, this service helps ensure you are able to meet demand. Key benefits include:

- Increased coverage from 9x5 to 24x7 during peak production time*
- Expedited response times from Next Business Day to 4 Hour Response for onsite support
- Faster time to repair with storage of critical parts onsite
- Reduced critical downtime

Preventive Maintenance

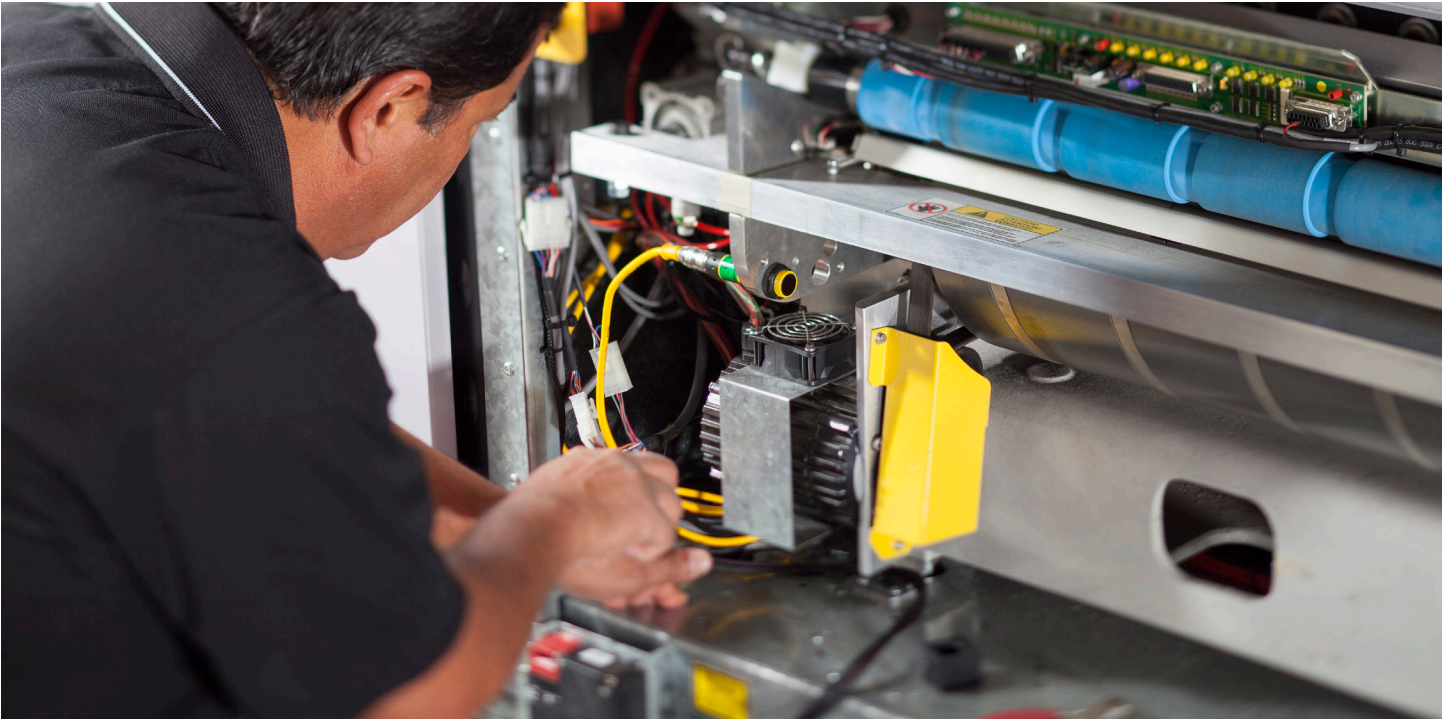
If you are experiencing more frequent downtime or increased number of service incident calls, Preventive Maintenance services are designed to help. Tailored to the production demands of your environment, these service offerings deliver the following key benefits:

- Minimal downtime with delivery scheduled around your production hours
- Reduction in critical downtime events
- Comprehensive inspection and proactive parts replacement for greater uptime

Options are available for 4-page, 8-page and VLF configurations of KODAK TRENDSETTER, ACHIEVE and MAGNUS Platesetters, as well as TRENDSETTER NEWS and GENERATION NEWS Systems.

** Availability of response time commitment is dependent on the proximity to Kodak designated support resources.*





We've got you covered.

In addition to Proactive Maintenance Services, Kodak also offers installation and support services, and a variety of equipment support plans. From initial install to product optimization to the installation of replacement technologies, we can help you realize the full value of your Kodak solution.

Proactive Maintenance Services	Installation & Support Services	Maintenance Support
<ul style="list-style-type: none"> • Uptime Discovery • Peak Production Support • Preventive Maintenance 	<ul style="list-style-type: none"> • Start-up Assistance • Equipment Relocation 	<ul style="list-style-type: none"> • KODAK Support Plans (Advanced/Premier, Plus/Essential, Remote, Parts) • Warranty Support • Time & Material Support

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