

Services from Kodak Alaris

Better. Together.

Form a winning partnership with
Services from Kodak Alaris



Better. Together.

Productivity, reliability, efficiency, scalability, and simplicity delivered

Achieve more successful outcomes in the era of data chaos with world-class services from Kodak Alaris.

Our team's comprehensive knowledge of products and solutions, combined with a keen understanding of your organization, lets you harness the power of big data to make your capture workflow more productive and information management more impactful.



Maximize productivity

Efficiency is critical in today's fast-paced information management environment. Let our best-in-class Field Engineers (FEs) keep you ahead of the curve. They comprise one of the largest, most responsive services forces in the world, supporting your document workflow through critical insight and optimized uptime.

Our full team of service experts are trained and focused on scanners and information management products – providing installation and technical support as well as services and process consultancy. These experts take the time to train your employees on proactive maintenance and troubleshooting tasks, providing tips and insights to help avoid costly downtime, another better together advantage.

Operator and administrator training empower you to take advantage of the full range of product features and functionalities to maximize the knowledge and capabilities of your team.

“ Your entire group of technicians always go above and beyond to repair and maintain our scanners. Thank you for your professionalism and acting quickly when called in for repairs at our facility.”

A global information management outsourcing company

Expect reliability

Partnering with Kodak Alaris frees you to focus on what matters most to your business. First-time fix rates of over 90% and use of only 100%-certified original equipment replacement parts on repairs to scanners from Kodak Alaris (no aftermarket substitutes) keep your processes humming.

Our FEs possess an unmatched depth of knowledge, receiving the highest level of technical training directly from the engineers at Kodak Alaris who design and build our product technologies. So you benefit from the latest software and firmware updates and diagnostic tools that other service organizations simply do not have.



Achieve efficiency

The world of information management is complex – so we've developed a science to simplify it featuring –

- Workflow studies and assessments to optimize every aspect of your operations.
- Custom integration services that bring disparate workflow systems together into unified, smarter solutions.
- Service experts and parts depots strategically located around the world to ensure timely repairs and parts availability.
- Remote service and support experts who are available by phone to quickly resolve issues.

Leverage scalability

As your organization grows, we have the resources required to support your success as you evolve.

- Protect your budget and eliminate surprise expenses with multi-year service contracts covering parts, labor, and travel.
- Scalable service plans – from advanced unit replacement (AUR) to onsite service with preventative maintenance – provide exactly which service you need as you need it.
- Professional services add new advantages as your mission-critical processes change.

“ Thanks very much for the time you invested in discussing our problems, and for supporting us in identifying solutions for our scanner software concerns and issues.”

A national nuclear solutions company





“ He knows just what to do...such service builds great working relationships.”

Vanguard – Creative, Digital, Promo

Realize simplicity

Coverage for your information management environment can create chaos. Keeping service simple streamlines your operations. We service the vast majority of scanner brands, along with OEM storage equipment, providing single-source accountability to eliminate the hassle of dealing with multiple service vendors.

As an agile, sole provider for your equipment, we can deliver service based on your preference from digital self-help to onsite support. Combine multiple services in an easy-to-manage contract with our Managed Content Services to save time and money.

Better. Together. Services from Kodak Alaris.

Superior knowledge and a relentless dedication to engaging with our customers to create successful outcomes make Kodak Alaris stand out. Let us show you how we can help create an environment with more efficient workflows and processes that will allow your information to become your power. If you're ready to succeed in the era of data chaos, [click here](#) to set up an introductory appointment with Services from Kodak Alaris today.

Want to learn more?

Visit www.kodakalaris.com/go/services

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