

Kodak Alaris Professional Services

## Adding value to your organization

Industry expertise and a robust set of services designed to enhance and optimize your business



Kodak Alaris delivers award winning hardware and software solutions. Our Professional Services analysts, consultants, and trainers have a wealth of knowledge and experience and are committed to delivering technical and operational support whether you are looking to plan, upgrade or optimize your capture solution.

## Technical

- System Upgrades
- System Installation
- System Configuration
- Product Relocation/Disposal



Expert technical resources deliver knowledge-based services such as scanner relocation and product installation and configuration.

### System Upgrades:

Upgrade of existing Kodak Alaris products with the latest product advances in our technology. This may include hardware upgrades or software product upgrades.

### System Installation:

Install Kodak Alaris software or hardware products in the most timely manner available while applying best practices and ensuring full operation.

### System Configuration:

Configure Kodak Alaris software or hardware products according to any requirements specified by organizational or optimization recommendations.

### Product Relocation/Disposal:

Dismantling and reassembling high-volume scanner solutions to reduce the risk of damage and ensure the correct configuration is re-established. If disposal is required, Kodak Alaris will ensure compliance with all regulatory requirements.

## Technology

- IT System Diagnostics
- IT System Configuration
- Capture Adoption Services



Higher order technology services such as IT Systems Diagnosis and Adoption Services that require specialized knowledge relevant to capture systems, IT infrastructure and processes.

### IT System Diagnostics:

Kodak Alaris network technologists are available to identify the source of potential network-related issues associated with disruptions to Kodak Alaris network scanner functionality.

### IT System Configuration:

Kodak Alaris certified personnel will assist with specific IT system configuration tasks required by the customer for business continuity of their capture system.

### Capture Adoption Services:

Kodak Alaris experts will review the current Kodak Alaris capture systems in order to identify the settings or features that best align with the required business outcomes.





## Optimization

- Operator Training
- Administrator Training
- System Assessment/Optimization
- Workflow Assessment/Optimization



Tactical consultancy offerings including Training and Optimization Services focused on enabling improved efficiency of operations and increased productivity.

### Operator Training:

Kodak Alaris will deliver training for specific scanners or capture software products. Training session fees include materials and delivery for up to five operators.

### Administrator Training:

Kodak Alaris will deliver training for specific scanners or capture software products to an administrator. Training session fees include materials and delivery for one administrator.

### System Assessment/Optimization:

Kodak Alaris will perform an in-depth capture system assessment in order to recommend the optimal configuration to meet the customer's business needs. This assessment extends beyond Kodak Alaris products and results in the specification of the optimal system components.

### Workflow Assessment/Optimization:

Kodak Alaris will perform an in-depth assessment of the customer's capture workflow in order to recommend the optimal processes to meet the customer's business needs. This assessment focuses on improving process inefficiencies and gaps.

## Consultative

- Business Analysis
- Solution Architecture
- Project Management
- Custom Development
- Custom Integration



Strategic consultancy services that deliver the "blue prints" for meaningful changes to the customer's business environment through system integration plans to solution architecture.

### Business Analysis:

A top-down, in-depth analysis of customer business implementations and processes. This service results in the specification of capture processes and product solutions that result in operational savings.

### Solution Architecture:

Kodak Alaris Solution Architects will analyze customer business requirements (ideally specified by a Kodak Alaris Business Analyst) and will design solutions using Kodak Alaris and non-Kodak Alaris components that optimally meet the requirements. This service results in the specification of off-the-shelf and custom components.

### Project Management:

Oversee requirements definition, resource, scope and schedule management for projects delivered to customers. The Project Managers will outline functional interdependencies, track progress and identify / mitigate risks associated with completing all tasks required for a bound engagement.

### Custom Development:

Kodak Alaris will perform development of custom applications and/or components to be included as part of a broader solution leveraging expert knowledge of system APIs and application infrastructures. The results include innovative software or hardware components that deliver bespoke critical functionality.

### Custom Integration:

Kodak Alaris will integrate custom Kodak Alaris solutions within the customer business environment. This service will result in the optimal integration of custom and off-the-shelf workflow components, with a focus on minimizing implementation costs and delivering system-wide functionality and operational efficiencies.





Kodak Alaris offers a wide range of professional services, from assessment and evaluation to design and implementation, all focused on helping you keep your organization efficient and productive. Work with us to see how we can help keep your organization operating at its best.

## IN2 Ecosystem

Today's complex data environment needs an integrated approach to information capture. The IN2 Ecosystem delivers the best information capture solution for your business with industry-leading scanners, software, and services delivered by a network of trusted partners.

IN2 Ecosystem gives you the:

- **Right Fit:** Solutions to fit your business goals, environment, and budget
- **Right Experience:** Solutions that simplify your work — from acquisition through operation and ownership
- **Right Results:** Solutions that deliver superior business value through fast, accurate, reliable information capture

**To learn more about the IN2 Ecosystem, go to**

[www.alarisin2.com](http://www.alarisin2.com)

**Want to learn more?**

[AlarisWorld.com/go/professionalservices](http://AlarisWorld.com/go/professionalservices)

**Contact us:**

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**Kodak alaris**

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