

Technical Support Guide

Kodak alaris

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1. INTRODUCTION

Welcome to the world of Kodak Alaris ('Alaris') products and services. If you have a current hardware and/or software Service Contract, then you are entitled to receive the relevant level of technical support for the duration of your Service Contract. Our certified, professional support personnel are here to assist you with any support-related queries that you may have. Please keep a copy of this guide as a reference as it provides you with important information which will enable you to have a superior support experience.

The terms and processes documented in this guide are for a worldwide audience. Any terms, processes, or language unique to a specific region or location will be noted within your specific Service Plan. Please contact your local Alaris office for additional details.

We not only take care of our Kodak branded products, but we can also provide support for a broad range of products from other vendors, including, but not limited to:

- **Document Scanners** –IBML, Fujitsu, Canon, Panasonic, Bowe Bell & Howell, Xerox and Contex
- **Software** – IBML Capture Suite and OpenText's File360
- **Storage Products** –HP, IBM, Plasmon, StorageTek, Hitachi HDS, Quantum, Qualstar, EMC, Adic
- **Microfilm equipment** - Wickes & Wilson, Minolta, Bell & Howell, Canon, ScanPro.

In addition, we can also perform business process audits in order to determine whether or not your document-related processes are set up optimally and can in whole or in part be automated.

Please contact us to receive more information about any of our Support Services.

The defined terms used in this Support Guide shall have the following meaning:

"Coverage" means the days on which Support Services are available under a valid Service Contract and will typically be denoted as 'hours x days' eg. 24x7, 24x5, 8x5.

"Hardware" means all computers,scanners and other equipment to be used in a capture process.

"Software" means any non-mechanical device that is used in the equipment process. Software may have a license.

"Service Contract" shall mean the contract between you and Alaris for Support Services. Your Service Contract may be a written agreement, or may be comprised of a quotation together with separate terms and conditions.

"Support Services" means the different support services available for the Hardware and Software.

"Target Response Hours" means the time measured from the time, during normal Working Hours, after the initial phone call or email for Remote Support (section 3.1 below), to the time the engineer arrives at the given address.

"Working Days" means the days specified in your Service Contract. Typically, these are Monday to Friday or Sunday to Thursday excluding Alaris recognised local Holidays.

“Working Hours” means the hours specified in your Service Contract. Typically, these are Monday to Friday or Sunday to Thursday 09:00 to 17:00 excluding Alaris recognised local Holidays.

2. SERVICE OVERVIEW

Alaris provides a wide variety of Support Services in order to accommodate your needs, depending on the contracted level of support agreed between you and Alaris. This section provides details related to the various services available ("Services"). The Service Contract details exactly what Services are in scope.

2.1 Services

Support Services are provided for both Software and Hardware and described in the relevant sections below.

2.2 Duration

Support will be provided for the duration of the Service Contract.

2.3 Contact Telephone

For local support contact information, you will be provided with specific contact details in your Service Contract.

2.4 Contact Email

As an alternative, you may send support requests via email. Emails are best used to provide supplementary information; **we recommend that you call us with any urgent requests.** You will be provided with specific contact details in your Service Contract.

2.5 Service Desk Operating Times

Service desk operating times differ by location. The availability information included in the table below is typical of our standard availability. Please contact your local Alaris support team for availability for your location, the specifics of which will be confirmed in your Service Contract.

Service Desk Operating times	Availability
Standard Support Service	In many locations, Alaris' standard is: Monday – Friday or Sunday to Thursday 0900 –1700 LOCAL, excluding Alaris Holidays. Please contact your local Alaris support team for Coverage in your area.
After Working Hours Support Service	After Working Hours support may be available at an additional cost. For more information regarding LOCAL after hours support, please contact your local Alaris support team.
Out of Working Hours Contracted Support Service	All other times outside of Standard Service hours; you will be redirected to our 24x7 call centre.

2.5.1 Standard Support Service

The standard Support Service includes support during the normal Working Hours. Please note that normal operating hours differ by location. The Call Centre hours are typically Monday to

Friday or Sunday to Thursday, from 9:00am to 5:00pm LOCAL, with the exception of Alaris Holidays. Alaris response will follow the terms documented in your specific Service Contract. Support requests received outside of the local normal operating hours will be processed on the next Alaris business day. Please contact your local Alaris support team for information regarding local operating hours.

2.5.2 After Working Hours Support Service

After Working Hours' service, service beyond our On Site Standard Hours, may be available at an additional cost. For more information regarding LOCAL after Business Hours support, please contact your local Alaris support team, details of which can be found at: <https://www.kodakalaris.com/b2b/landing-page/servicesupportcontacts> . Please note that After Working Hours support is not available in all locations.

2.5.3 Out of Working Hours Contracted Support Service

Customers with premium Service Contracts that include support beyond our On Site Standard Hours, will be invited to make contact with our 24 x 7 call centre to log a service request. Alaris will respond to your request per the terms included of your specific Service Contract.

2.6 On-site Standard Hours

On-Site Standard Hours differ by location. For Service Contracts that include on-site support, the typical standard that field services personnel will come on site is between 9:00am to 5:00pm LOCAL, Monday to Friday/Sunday to Thursday, excluding Alaris Holidays. For more information regarding on-site support, please contact your local Alaris support team.

2.7 Terminology and Notifications

- Alaris uses a single global support system
- Each separate support request is known as a 'Case'
- Once the Case is logged you will receive a Case reference number in the form of an 8-digit number
- Once the Case is opened, there can be multiple activities, such as Remote Support and On-Site Service visits; each of these instances within the Case is called a 'Work Order'
- On completion of each Work Order, the designated contact will normally receive a Service Call Report in a PDF format via email to let them know what has been completed
- The designated contact will receive email notification when a Case is opened and closed

In all cases, Customer Designated Contact information (see section 2.8 below) and Customer Responsibilities information (see section 2.9 below) must be provided.

2.8 Customer Designated Contacts

As part of our service process, we will agree the designated contacts who are authorised to call us on your behalf. These details will be set out in your specific Service Contract and will need to be able to have the relevant knowledge of the solutions for which a query is to be opened. The details required are:

- Company name
- Title
- Work email address
- Work telephone number
- Work mobile number (optional)

Changes or updates to the designated contacts can be sent to the email address noted above with a subject line of: Designated Contacts for <Company>, where <Company> is your company name.

2.9 Customer Responsibilities

In order to provide the best level of support, when placing a service call or submitting a new query, please provide the following information:

- Company name and requestor name and contact details
- Site address, contact name and telephone number, if different from requestor details
- Your reference number, where applicable
- A case number if the request is related to an existing query. Otherwise, we will supply you with a new number.
- For hardware support requests, provide the equipment serial number or K# Number (Alaris ID No.).
- For software or solutions support requests, provide a software or solution serial number, the product name, and software version.
- Support request details to include: a summary of the request (such as a request for documentation, licensing support, or routine usage questions) or operating problem. In the case of a problem, the requestor shall specify if it is critically affecting the customer's business operations, and if so, how.
- Where Support Services are not covered by a Service Contract, a Purchase Order will be required based on a quote that we will provide to you before we can provide any Support Services on a Time and Materials basis (see Section 3.12).

2.10 Remote Access

Where possible, it is highly recommended that remote access to the Hardware or other equipment hosting the Alaris-provided Software be provided. This access will enable us to diagnose problems remotely and will generally accelerate time to resolution. If, and to the extent that on-site services are offered in the support Terms, an on-site presence is then required, Alaris will despatch a Field Representative to diagnose or resolve the issue.

2.11 Support Process

The support process begins when the Customer contacts the Alaris service desk (as set out in section 2.4 above) via phone or email to log a query. A service support team member will ask for the details indicated in the Customer Responsibilities section 2.9 above and log the information into the Alaris case management system. Per the terms of your Service Contract, Alaris will provide the necessary Support Services.

2.12 Exclusions

Alaris shall not be liable for failure to meet any response or resolution times set out in a Service Contract where such failure results from, without limitation:

1. Any failure of the Hardware or Software which is not attributable to the Alaris-supplied equipment or software;
2. Any failure by the Customer to comply with its obligations under the Service Contract or Service Contract; and
3. Any other event which is outside the control of Alaris.

3 Hardware Support Options and Definitions

A Service Contract includes a combination of standard support services and optional services (defined below in sections 3.1-3.11).

Standard Support Services

Service Contracts subject to a valid Service Contract include as standard the following:

- Remote Support
- Quality Check (QCH)

Additional standard support services are dependent on the specific Hardware purchased and may include the following:

- On-site Response
- Spare Parts Inclusive - Remote Facility
- AUR – Advanced Unit Replacement

Optional Services

Optional services are dependent on the actual purchased equipment and could include one or more of the following:

- On-site support
- On-site Out of Normal Working Hours
- Preventative Maintenance (PM)
- Spare Parts Inclusive – Local Facility
- Locally-held 'Loan' Product
- Business Continuity / Disaster Recovery

We can adapt our Service Contract offers to best suit your specific business needs.

3.1 Remote Support

Remote Support forms the basis of all of Alaris' Service Contracts. One of our fully trained technicians will make contact with an operator within one hour of your support request being logged. This enables Alaris technicians to either resolve your issue quickly or to ascertain further information that will help speed up the resolution which can include:

- Remote Access to machine settings and operations and error logs
- Highlighting the need for spare parts and ordering as needed for the onsite visit
- Highlighting the need for consumables and helping with the operator fitting and stocking.

3.2 Quality Check (QCH)

For Service Contracts that include a Quality Check (QCH), an Alaris representative will check the health of the Hardware, the overall operation, and advise on the condition of the consumables within the Hardware. If your Service Contract includes QCH, you may request your QCH visit by contacting your local Service Desk. We will respond within five Working Days to your request.

3.3 On-site Response

For Service Contracts that contain on-site support, an Alaris representative will arrive on-site, when necessary, within the terms of your Service Contract. Alaris will respond on site within the number of Target Response Hours documented within your Service Contract. As an example, for an 8-hour response requirement, if a service request is placed at 10 am on Monday, our goal is to arrive on-site by 10am on Tuesday, 8- Target Response Hours after

the initial request; should the request be at 10 am on Friday we will be on site latest 10 am on Monday (excluding Alaris recognised holidays).

3.4 Spare Parts Facilities

Alaris has spare parts facilities in many worldwide locations. Alaris utilizes these facilities to warehouse spare parts for the Spare Parts Inclusive service (section 3.9) along with consumables and parts for Advanced Unit Replacement (AUR) service (section 3.5). All facilities are located in strategic locations that allows Alaris to deliver service & support within the terms of the relevant Service Contracts.

3.5 AUR – Advanced Unit Replacement

For Service Contracts that include Advanced Unit Replacement, our dedicated technical support team will take your phone call directly and with your help, work through to a resolution. In the event a resolution is not possible, a replacement scanner will be shipped, in accordance with the terms of your Service Contract, to the location of the scanner that needs to be replaced. When the new scanner arrives, you will unpack and install the replacement scanner. Using the AUR packaging, you will pack the non-working scanner and apply a return shipping label (provided in the AUR box) to the outside of the box. You should then contact the shipping company for pickup. In some locations, the courier who delivers the replacement scanner will also take the faulty scanner away once you have exchanged it. Please note, if a scanner is not returned to Alaris, Alaris reserves the right to charge you for the scanner at full list price.

3.6 On-site Fix

An option for you to add a 'fix' element to the desired Service Contract, for instance an 8-hour response with an additional 8-hour fix (8+8), is available. As an example, if a service request is placed at 10 am on Monday, we will be on site latest 10am on Tuesday and will have you up and running latest 10 am on Wednesday. Should the request be at 10 am on Friday we will be on site latest 10 am on Monday (excluding Bank Holidays) and will have you up and running latest 10 am on Tuesday (excluding Alaris recognised holidays).

3.7 On-site Out of Normal Working Hours

Alaris can also offer in certain countries, Coverage up to the maximum 24 hours a day, 7 days a week, 365 days a year, including most Alaris recognised holidays.

3.8 Preventative Maintenance (PM)

Preventative Maintenance visits can be added to your Service Contract as needed, in which case the Alaris service desk will make contact with you when your PM(s) are due and will arrange a convenient time slot; alternatively, you can contact Alaris to arrange as needed.

3.9 Spare Parts Inclusive – Local Facility

Engineer Parts Kits – Alaris engineers have the ability to carry necessary frequently-used spare parts to suit their specific Customer and installed base in their local area. Once used from their vehicle stock, stock is automatically replenished to ensure availability.

Local Parts Kits – where the Service Contract dictates, Alaris utilises locally stored spare parts kits dedicated to Customers' specific needs or generic Hardware-related needs. The kits can either be on site or off site depending on your specific business criticality.

3.10 Locally-held 'Loan' Products

To help with the speed of resolution to assist your business processes and deadlines, Alaris has the ability to provide a loan scanner of a similar model and speed on certain products. This will allow your normal business process to continue whilst we repair your scanner either on site or off site. Where possible, this Support Service is provided free of charge when an **On-site Fix** service (section 3.6) is included in the Service Contract.

3.11 Business Continuity or Disaster Recovery Services

Alaris can provide product to a dark site or another stipulated business location should a disaster occur.

3.12 Time and Materials

Alaris can provide additional Support Services outside the scope of your Service Contract. The standard response is 3 to 5 work Business Days from receipt of a Purchase Order form you reflecting the Alaris quotation.

4 Software Support Options and Definitions

A Service Contract includes either Software Assurance or Software Maintenance, as defined below.

4.1 Software Support Services

Software Assurance

Kodak Alaris Software Assurance Service Contracts provide access to all software version releases without any additional cost. Software Assurance also includes Remote Support (as defined in section 3.1) which is provided by a Kodak Alaris representative.

Software Maintenance

Kodak Alaris Software Maintenance Service Contracts provide access to Minor Releases and Current Product Engineering (CPE) Releases without an additional charge. Software Maintenance also includes remote technical support that is provided by a Kodak Alaris representative. Major Releases are available at an additional charge.

Both Software Assurance and Software Maintenance Service Contracts include the following support:

- Diagnosis and resolutions of defects
- Remote assistance with customer installations (including subsequent Release installation support).
- Product questions about features and functionality.

Software Support Services do not include:

- System and Network Design
- Job design or Process Optimization.
- Custom code development.

4.2 Initial Response Support

Upon the receipt of your support request, it is Kodak Alaris' goal to provide an initial response within 1 business hour measured from the time the call is accepted in the Kodak Alaris Service Desk. During the initial response, a Kodak Alaris representative will work with you to understand and document the support request (**Initial Response Support**).

The Kodak Alaris representative will work to resolve the issue during the initial response period, however, if additional work is needed to resolve the issue, the Kodak Alaris representative will assign the issue a priority level (defined below in section 4.3.1) to the support request and will aim to respond to the issue within the Support Target Query Response Time (as defined in Section 4.3.2 below).

4.3 Support Targets

Support targets for query response times are provided, based on the priority level of a query.

4.3.1 Description of Priority Levels

There are four different Priority Levels:

Priority Level	Failure Type	Description
1	Critical failure	the system is completely down or there is a critical impact on customer operations reliant on the system. There is no workaround available to continue operations.
2	Major failure	the system is partially down and customer operations reliant on the system have been severely curtailed. There is a workaround available to continue operations.
3	Minor failure	the system works, but is not operating according to design. There is a minor impact on customer operations reliant on the system. There is a workaround available to continue operations.
4	Minor problem or request	the request is for information, a 'how do I do...' - type question, product improvement, or a general query

Critical and Major Failure Types must always be reported to Kodak Alaris by telephone.

4.3.2 Support Query Target Response Hours

Each query unresolved after the Initial Response Support is assigned by Kodak Alaris a Priority Level to receive a response. Kodak Alaris will aim to respond within the specified Targeted Response Time set out below, which is measured from the time of the call being accepted into the Kodak Alaris Service Desk.

Priority Level	Target Response Hours (Local Working Hours)
1	1 hour
2	4 hours
3	1 Business Day
4	5 Business Days

4.4 Software Release Classification

All Software supplied and supported by Kodak Alaris is provided using a periodic release mechanism.

4.4.1 Software Release Versions

Release Type	Release Version Number	Notes
Major	x.0.0	“x” indicates the major version
Minor	0.y.0	“y” indicates the minor version
CPE	0.0.z	“z” indicates a CPE release.

4.4.2 Major Release

A Major Release of Software will typically include the following:

- Major new features
- Architecture changes
- New Software components
- Improved usability

4.4.3 Minor Release

A Minor Release of Software is expected to be produced more frequently than Major releases and will typically include the following:

- Minor new features
- Rollup of CPE Releases

4.4.4 Current Product Engineering (CPE) Release

A CPE Release of Software is expected to be produced more frequently than Minor releases. Only affected Customers will need to install a CPE Release and are obliged to do so as soon as possible after receipt of the CPE Release.

4.4.5 Installation

When a Software Release is made available to you, it is your responsibility to install the Software Release as soon as reasonably practicable after receipt from Kodak Alaris.

4.5 Software Support Policy

Alaris will provide technical support for the current version for the latest Major Release and the last version for the previous Major Release. For example, if the current release is version 5.2, Alaris will provide technical support for version 5.2 and version 4.8 (the last release for Major version 4.0.) For support requests that are placed for versions that are no longer covered, Alaris will require that the Software is updated to the latest version prior to providing support. Alaris will provide support to assist you in upgrading the Software to the current version. Upgrades are available only where specified in a Service Contract.

If you are reporting an issue with an older version of Software, and that issue has been corrected in a newer release, Alaris will require you to upgrade to the latest version. If the issue is new, Alaris will work to resolve the issue and create a solution. Alaris will only make a modification to the latest release (CPE, Minor, or Major.) A new version number will be assigned at the time of availability.