



Kodak have had a highly successful partnership with IBML for over 7 years in the UK and Europe, in addition to being their preferred service partner world-wide, offering a range of maintenance options and professional services as part of the solution implementation.

Kodak offers consultancy services for a wide range of specialities depending upon your business needs. This ensures the smooth implementation of an IBML system and will include one or more of the following:

- Statement of Delivery – Kodak specialists will evaluate your capture requirements and workflow to ensure the system-design is tailored to your requirements.
- Project Management – Depending upon the organisation, implementation can be resource-intensive. Kodak will provide end-to-end Project Management services to facilitate this.
- Software Configuration – Kodak specialists will develop hardware parameters for all job-types to be run, job parameter files and build the job-rules into the integrated SofTrac software.
- Software Integration – To ensure the scanning element is fully integrated with your existing on-site IT infrastructure Kodak can provide either a total capture solution for you, or work with your IT Department to ensure they are self-sufficient to manage their own integration.
- Training – On-site training for key operators on all aspects of the scanning sub-system is available from initial installation through to live processing.
- Business Continuity – Kodak can help you develop an emergency plan so that one phone call will set into action a contingency plan to maintain production and minimise losses.
- Kodak Solutions for Business – We provide customised business Services and Solutions, comprised of a unique mix of people, process and technology – dependent upon the specific business requirement.

KODAK Service Capabilities

We service IBML scanners throughout the UK and Europe.

Services included:

- 12 months or multi-year service coverage available.
- On-site service through a Kodak field engineer.
- Parts, labour and travel.
- Up to 4 hours response time, depending on customer location and business requirements.
- Proof of concept equipment trials.
- Software support for SofTrac and Capture Suite.
- Entitlement to software upgrades as part of contract.
- On-site training or dedicated training at Kodak or IBML facility.
- Kodak supports over 150 + ImageTrac units across Europe.



ImageTrac units in the UK and Ireland supported by Kodak (red: multiple installations, blue: individual scanners)