



See The Difference

World-Class Document Capture Solutions

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100% Scanners

– All Channel, All the Time



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In the evolving landscape of Managed Print Services, specialization is key to success for partners and customers alike. At Kodak Alaris, all we do is deliver world-class document capture solutions, and we do it better than anyone in the world.

This means we are NOT...

 **A Competitor**

 **An MFP Manufacturer**

 **Selling Direct**

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This means we ARE...



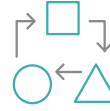
Channel-driven and here to support



The only manufacturer that offers a full range of scanners, software, and services



Providing lucrative channel programs



An extension of your sales team



Your trusted partner



Your dedicated service team on major scanner brands

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This means we ARE...



Your dedicated service team on major scanner brands

We never subcontract and will support your customer's entire fleet, regardless of brand. We proudly employ 120+ field engineers across the United States who are ready to provide same-day service to minimize downtime and boost productivity for your customers. With a **93%** first call completion rate, and a **99%** remote software resolution rate, you can rest assured that our experienced technicians will provide world-class service on your behalf.

Your customers will see the difference. When it comes to achieving and sustaining revenue growth, we all understand the importance of customer loyalty and satisfaction. The Kodak Alaris Services Team has achieved exceptionally high Net Promoter Scores (NPS) which is a great predictor of growth for your business.

120+
dedicated field engineers

+90 NPS

Net Promoter Score for the Kodak Alaris Services Team

Any NPS score above 80 is considered "world-class." Our scores are calculated via a Voice-of-Customer survey and are all above 90.



93%
first call completion rate



99%
remote software resolution rate

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