

Kodak Moments

Service & Support

Helping your
business
thrive and
grow.



Kodak Moments Service & Support is an acclaimed global business-to-business service organization that provides a customizable kiosk service solution to enhance the value and reduce the risk for your technology investments.

Here are 10 valuable benefits that only **Kodak Moments Service & Support** can deliver:

- 1 Single-source services**
We provide a robust and efficient solution for maintenance, repair and more so you can enhance productivity, operational scope and other areas that matter most to your business.
- 2 Comprehensive global geographic coverage**
We have certified field technicians in over 120 countries to provide service 24 hours a day, seven days a week.
- 3 Access to easy-to-use online portal anytime**
Our dedicated online portal streamlines communication for service requests, parts ordering, chats with our Help Desk and more.
- 4 Kodak Moments field technicians' expertise**
Our network of dedicated field professionals are highly trained to service your kiosks and have continuous training on equipment and software upgrades.
- 5 Proven structured processes**
We're dedicated to providing the solutions you need with real-world tested processes that work.
- 6 Remote technical support**
Our global, multilingual Help Desk can answer any questions you have and provide quick remote diagnostics over call, chat or email so you can protect your uptime and productivity.
- 7 Faster access to replacement parts**
Our extensive inventory management and strategically located parts depots make repairs quick and replacement parts readily available.
- 8 On-site service calls, labor and replacement parts coverage**
Depending on your business needs, on-site services are available in most areas with the choice of next business day, four-hour or 24/7 response times. Get installation, training and more customizable on-site services.
- 9 Remote software upgrades and monitoring**
Track the pulse of your equipment with constant monitoring, alarm settings and report analysis and get optimized system upgrades by using our Remote Business Manager.
- 10 Customizable customer experience**
Our large, highly skilled **Kodak Moments** team is dedicated to supporting your business and can make adjustments and recommendations based on your customer needs and behavior.

How we optimize self-service kiosk performance and build revenue:



On-Site Surveys



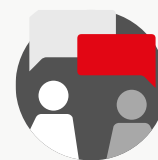
Maintenance and Repairs



Technical Response Center



Inventory and Logistics



Field Support and Services

Get in touch to learn more!

Scan this QR code to find out how **Kodak Moments Service & Support** can help manage your kiosk fleet:



Or visit our website:
KodakMoments.com/service-support