



## KODAK ALARIS

Reduced costs thanks to full managed services for kiosk systems in Europe

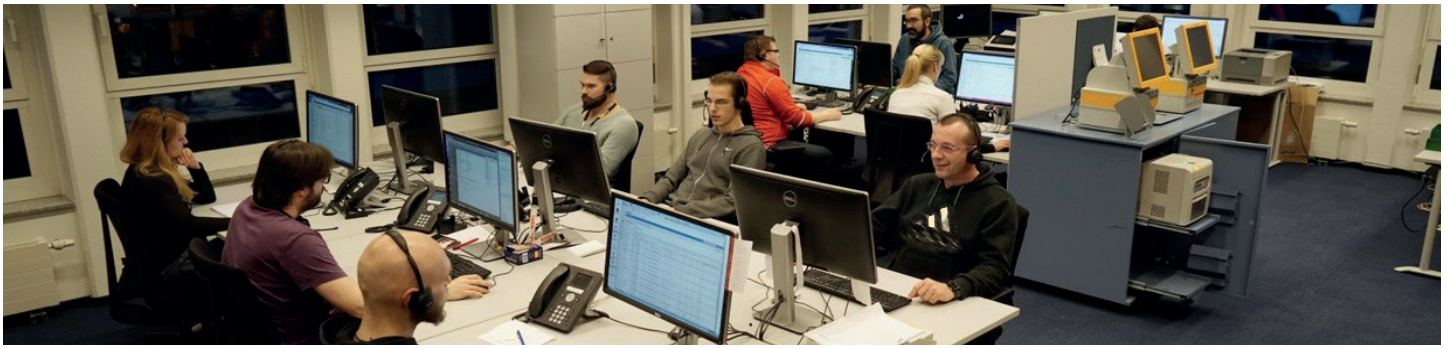
### Our Customer

Kodak Alaris is a global supplier of document imaging productions and solutions, including instant print, film and photo paper systems. Every day, 500,000 consumers use the KODAK Picture Kiosks installed in outlets of leading retailers including pharmacy, supermarket and consumer electronic chains, photo shops and KODAK EXPRESS Digital Solutions partners. Kodak Alaris offers everything from individual photographs and postcards to photo albums and photographic lab products. It provides high-performance photo scanners and top-class imaging and information software. Kodak Alaris is dedicated to professional and reliable services and after-sales support for its clients.

### Kodak Alaris' Challenge

Kodak Alaris offers its clients an ever expanding range of professional services and support for their KODAK Picture Kiosks. We assist Kodak Alaris in expanding its business in Europe, looking after more than 17,000 kiosks – in time, in scope and in budget. We expect to receive between 13,000 and 31,000 calls per month that are to be dealt with according to the respective SLAs. Apart from looking after KODAK Picture Kiosks, we also provide support for a large number of peripheral devices such as scanners, pay stations, EC terminals and duplex printers.

**WE ARE THE SUPPLY CHAIN ARCHITECTS.**



## Our Solution

In the course of a workshop, we defined a standardized service process that has now been implemented. It covers all remote, on-site, logistics and repair services. ICS acts as the single point of contact (SPOC) for Kodak Alaris clients. All support processes arising from the around 200,000 client calls per year are coordinated by our service desk in Berlin. The service cases received by phone, fax, e-mail or through system interfaces are logged in a modern IT service management tool and processed from 1st to 3rd level, as required and without delay. Seventy percent of all support requests can be dealt with directly over the phone in the language of the caller by our service desk staff, who have access to hardware and software that is identical with that of the caller. If required, our service desk specialists arrange for an on-site repair or replacement of the unit by ICS field service technicians. ICS is also in charge of inventory management. Defective components are repaired at the company's own repair center. After the repair, the parts are normally again available in the spare parts pool within 48 hours.

## The Result

Thanks to the full managed service concept from ICS, Kodak Alaris has been able to significantly reduce its costs for services. Kodak Alaris benefits from greater transparency and higher process safety. The new SLAs also resulted in higher shop turnovers. Continuous process improvement, proactive monitoring and daily project reviews ensure that Kodak Alaris will continue to save money in the future.

## In a Nutshell

### Company

Kodak Alaris  
[www.kodakalaris.com](http://www.kodakalaris.com)

### Industry

Photo industry & retail

### Project challenges

- Support for expansion in Europe
- Cost reduction & higher quality of service
- Many different devices / versions

### Solution

- Remote, on-site, logistics and repair services
- Europe-wide device replacement / field service
- IT service management and remote monitoring

### Result

- Higher utilization at the POS
- Cost reduction thanks to new service process
- Enhanced process safety and transparency

The ICS Group is looking forward to speaking with you!

Phone: +49 30 473 920 200

E-Mail: [future@ics-group.eu](mailto:future@ics-group.eu)

[www.ics-group.eu/en](http://www.ics-group.eu/en)

