

Kodak Finalizes Agreement to Offer Service and Support for Plasmon® Data Storage Products

ROCHESTER, N.Y. , September 18 - Plasmon data storage product users now have easy, reliable, cost-effective access to expert service and support through Kodak. Alliance Storage Technologies, Inc. (ASTI), owner of Plasmon technologies, and KODAK Service & Support, which provides comprehensive services for all Plasmon products, have finalized an agreement that will establish Kodak as the Alliance Preferred Authorized Service Provider.

As the Preferred Authorized Service Provider, Kodak will have access to factory parts; comprehensive training and certification; ASTI technical support, including third level software and hardware engineering resources; and all related ASTI product documentation and utilities to ensure customer satisfaction and the highest level of service. Additionally, Kodak customers will be entitled to receive the same benefits as they previously had with Plasmon, such as new firmware releases or Archive Appliance software releases.

Plasmon technology users can purchase maintenance plans through KODAK Service & Support to receive ongoing support for their Plasmon products. With this full support maintenance plan, users have unfettered access to Kodak's onsite service team, Kodak's technical support call center, and ASTI's technical support call center and engineers and software developers. In addition, plan members regularly receive new releases and updates of firmware and software.

“As requirements for data retention change, our customers are increasingly implementing storage solutions to help meet regulations and secure their information,” said Karen Sherrill, Worldwide Service Director, Document Imaging, Business Solutions and Services Group, Kodak. “Ongoing maintenance for storage products helps ensure that data is continually protected, archived and accessible. KODAK Service & Support collaborates with vendors like ASTI to offer customers unmatched service and support, providing one-point access to ASTI's technical expertise and Kodak's award-winning onsite service teams.”

For information on Kodak Service Agreements, please call 1-800-225-6325. You can also find information regarding our extensive service portfolio at www.kodak.com/go/service.

KODAK Products are backed by KODAK Service and Support. KODAK Service and Support is made up of more than 3,000 professionals reaching more than 120 countries. It is a leading multi vendor integrated services provider, delivering consulting, installation, maintenance and support services for retail services, commercial printing, graphic communications, document imaging and data storage industries. KODAK Service and Support professionals are uniquely qualified to provide services that control costs, maximize productivity, and minimize business risk. (Kodak is a trademark of Eastman Kodak Company.)