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Procedure

Standard Operating Procedure: Prinergy Access 2-Day Start-Up Assistance

Service Overview

Kodak® Prinergy® Access workflow system Start-Up Assistance (SUA) is a 2-day on-site service that allows customers to get up and running faster. By providing on-site coaching and configuring the workflow to meet specific production needs, customers are able to reach full production in less time. A Kodak product expert will work directly with the customer's prepress manager and trained staff to ensure they are able to successfully apply the skills acquired in the Kodak product training courses.

This is a fixed duration service—if additional on-site time is required, advise the customer that it can be provided on a chargeable basis, subject to limitations of scheduling and local availability. A Kodak sales representative should be contacted. Additional, optional, Start-Up Assistance services can be ordered as:

- SD-0001-25 - Start-Up Assistance, Prinergy, 1-day

The following Prinergy options include extra SUA entitlements:

- 22-0049A Kodak PrintLink digital ink-profiling software (1 day)
- 22-0110A PrintLink Site License (1 day)
- 22-0099A Kodak Web Growth software (1 day)
- 017-00483A Prinergy Automation Bundle (2 days)
- 634-00114A Prinergy Hot Standby (EPM+)
- 20-0162A Prinergy Emergency Platemaking (EPM)

Prinergy Access Start-Up Assistance Deliverables

Services

The Kodak product expert will be on-site for two days, continuously, to provide the Start-Up Assistance service consisting of on-site coaching and support. To maximize value, Kodak recommends that the prepress manager be available at the start of the SUA service to review deliverables and assign individuals to participate in the Start-Up Assistance program.

Key Service Steps

Suggested durations are only a starting point—they can be changed, depending on customer needs.

	Omitted	Completed
1. Explore the Prinergy system (suggested duration one half day).		
Describe the Prinergy system hardware.	☐	☐
Explain key functions of Prinergy Administrator, including: • Creation and optional settings of JTP's and JTP pools. • Handling licenses. • Settings and preferences.	☐	☐
Demonstrate installation of the Prinergy client and client plug-ins.	☐	☐
Describe and practice shutdown, startup, and restart procedures.	☐	☐
Describe how the Prinergy system is updated.	☐	☐
Discuss the following documents (downloadable from Kodak eCentral®, the Internet portal): • *Prinergy System Maintenance Technical Bulletin* • *Configuring Software Update Services for Kodak Workflows* • *Security and Antivirus Recommendations for Windows-based Kodak Workflows*	☐	☐
Manage user accounts and set up Prinergy Workshop user rights.	☐	☐
Set up basic backup (Oracle® backup).	☐	☐
2. Establish an efficient workflow system (suggested duration one day).		
Review typical work for the shop.	☐	☐
Fine tune process plans and workflow plans for shop requirements.	☐	☐
Run a representative job through the system: • Refine pages. • Assign pages to run list. • Generate output to shop devices (proof). • Export job. Run multiple jobs, as time permits.	☐	☐

3. Discuss problem solving and getting help (suggested duration one half day).		
Demonstrate online help.	☐	☐
Register on eCentral portal and show location of downloads, documentation, and training.	☐	☐
Describe escalation pathway.	☐	☐
Explore Prinergy diagnostic tools: • Prinergy Diagnostic Viewer • Prinergy Job History • Windows Event Viewer	☐	☐
Suggest logbook for tracking trend, workarounds, service processes, site visits, and so on.	☐	☐

Service Prerequisites and Customer Responsibilities

Before Starting Service Delivery

To obtain maximum value from the service, the installation (including the installation test check list) and entitled product training must be completed before the start of the SUA service. Any uncompleted installation issues will not result in a longer SUA service period.

During Service Delivery

Everyone participating in the SUA should be available at all times during the SUA service.

Limitations and Exclusions

This is a fixed duration service—if additional on-site time is required, it will be provided on a chargeable basis, subject to limitations of scheduling and local availability.

Prinergy Access workflow system Start-Up Assistance does not include any installation, calibration, or fine tuning of proofing or output devices.

Customer Comments

Note any customer comments or actions needed:

Confirmation

The Prinergy Access workflow system start-up assistance service was performed on / / (day/month/year) by a representative of Kodak and witnessed by at least one representative of the customer.

Kodak representative: _____

Signature: _____

Customer representative: _____

Signature: _____

Upon completion of the Start-Up Assistance, the Kodak representative will send a copy of the entire document to the regional service manager.

About Kodak Graphic Communications Group (GCG)

The leading provider of graphic communications solutions worldwide, Kodak's Graphic Communications Group (GCG) offers image capture systems; professional color, copydot, and high-speed document scanning systems; inkjet printing and proofing systems; workflow and color management software; thermal imaging devices for film, plates, and proofs; high-quality proofing media, printing plates, and recording film; on-demand color and black-and-white printing systems; data storage products; and professional services. Creo joined the GCG in June 2005, when it became a wholly owned subsidiary of Kodak. With corporate headquarters located in Rochester, N.Y., Kodak (NYSE: EK) had sales of $13.5 billion in 2004 and is committed to a digitally oriented growth strategy.

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