# Prinergy Emergency Platemaking (EPM) Start-Up Assistance Overview and Deliverables

Kodak® Prinergy® Emergency Platemaking (EPM) Start-Up Assistance (SUA) is a 1-day on-site service that allows customers to get up and running faster with Prinergy EPM. By providing on-site coaching and configuring EPM to meet specific customer needs, customers are able to reach full functionality in less time. A Kodak product expert will work directly with the customer's prepress manager.

**Services**

Suggested durations are only a starting point and can be changed, depending on the needs of the customer.

- Preparing for EPM (approximate duration two hours)
- Install and configure EPM (approximate duration four hours)
- Test and verify EPM (approximate duration one hour)
- Overview of switching to EPM procedure (approximate duration one hour)

## Service Prerequisites and Customer Responsibilities

**Before Starting Service Delivery**

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.

**After Service Delivery**

See the Prinergy EPM documentation and online help for further information on how to maximize the configuration. Check Kodak eCentral®, the Internet portal, frequently for software, training, and documentation updates.

## 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.

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