Prinergy Hot Standby (EPM+) Start-Up Assistance Overview and Deliverables

Kodak® Prinergy® Hot Standby Start-Up Assistance (SUA) is a 1-day on-site service that allows customers to get up and running faster with the Hot Standby feature. By providing on-site coaching and configuration of Hot Standby 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 Hot Standby (approximate duration two hours)
- Install and configure Hot Standby (approximate duration four hours)
- Test and verify Hot Standby (approximate duration one hour)
- Overview of switching to Hot Standby 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 Hot Standby (EPM+) documentation and online help for further information on how to maximize the Hot Standby. 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.

The services described in this statement of work are provided on an *as is* and *best efforts* basis. Except as may be stated specifically in this statement of work, Kodak expressly disclaims all warranties of any kind, whether express or implied, including, but not limited to, any implied warranties of merchantability, fitness for a particular purpose, and non-infringement.

Professional Services
Kodak Response Center: +1.800.472.2727; +1.800.800.2500
http://graphics.kodak.com