Professional Services Offerings Guide

Empower Your Business

Imagine a simplified workplace, a brighter bottom line,
and document automation that makes sense.

Kodak alaris

Professional Services by Kodak Alaris

Kodak Alaris empowers our customers with digital transformation solutions that make sense. From advanced capture to intelligent document processing (IDP) and workflow automation, our customers and partners trust Professional Services by Kodak Alaris for our deep technical expertise and capability to deliver successful projects that minimize time-to-value and maximize ROI.

Through the entire process, we help companies feel confident they are gaining the most value from their investment, and we help our partners succeed with project delivery that ensures their customers are delighted with Kodak Alaris solutions.

What is the Professional Services Offerings Guide?

Somewhere between a menu and a recipe, the Professional Services Offering Guide lays out the specific ways in which you can engage our global team of experienced solution architects, consultants, and IT experts—in-person or remotely—to help you transform your data capture and processing with innovative products, reliable automation, and intelligent integrations.

Following our Professional Services Framework, which is guided by years of digital transformation and intelligent document processing experience, you'll find in this guide:

- A description of each offering

- The services typically included

- The customer resources that foster success

- The estimated effort involved

- Factors that may cause the estimated effort to increase or decrease

Please note that the estimated effort for each offering is an estimate only, based on means and medians. We use an individual approach to meet the unique needs and expectations of each customer, so effort and delivery times will vary for each project, sometimes beyond the range estimated in this guide.
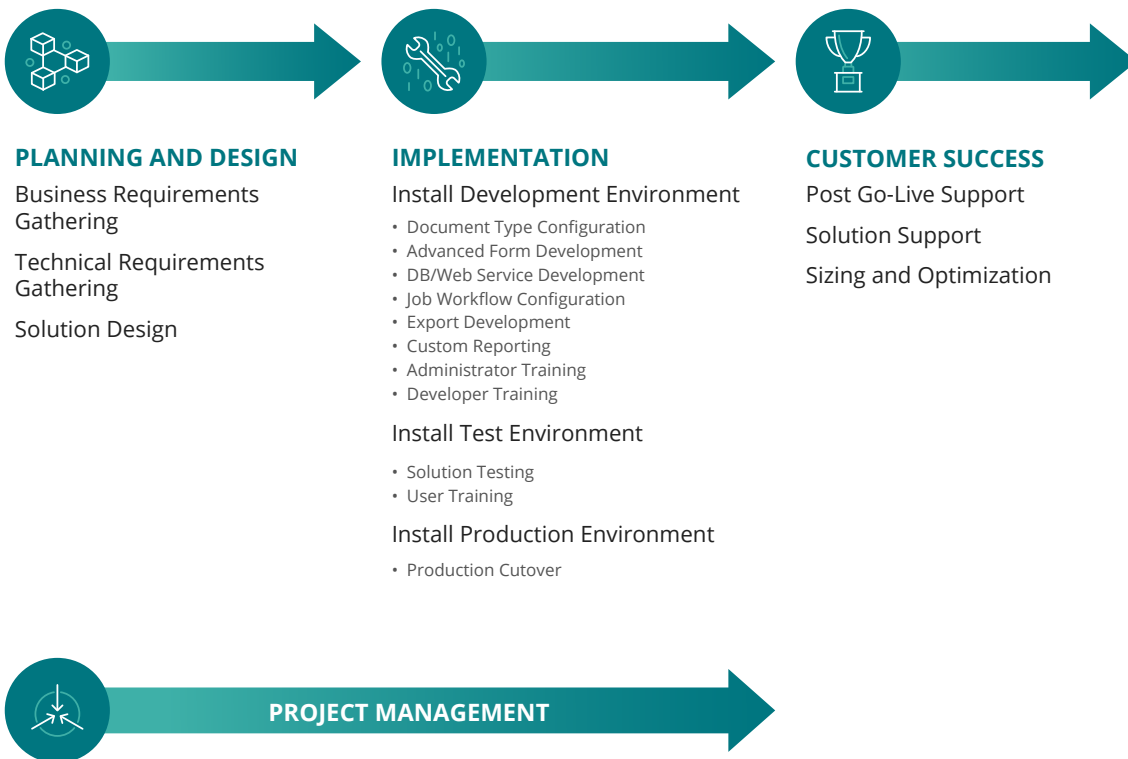
How do I use the Professional Services Offerings Guide?

You determine how much of our support you want. Choose only what you need and customize from there, including but not limited to consulting, requirements gathering, system analysis and design, solution architecture and implementation, project management, individualized training, ongoing customer success, and more.

No matter your choice, rest assured that the project will follow implementation best practices and be tailored to your unique business. From there, our team will work with you on a statement of work that will include a personalized estimation of effort and agreed-upon success criteria.

For more information about Kodak Alaris and IDP solutions, please visit **alarisworld.com**.

Professional Services Framework by Kodak Alaris

PLANNING AND DESIGN

Business Requirements Gathering

Technical Requirements Gathering

Solution Design

IMPLEMENTATION

Install Development Environment

- Document Type Configuration
- Advanced Form Development
- DB/Web Service Development
- Job Workflow Configuration
- Export Development
- Custom Reporting
- Administrator Training
- Developer Training

Install Test Environment

- Solution Testing
- User Training

Install Production Environment

- Production Cutover

CUSTOMER SUCCESS

Post Go-Live Support

Solution Support

Sizing and Optimization

PROJECT MANAGEMENT

Contents

Kodak Alaris Portfolio of Products

With over 150 patents for innovations in image capture and processing—and a proven track record of exemplary services and support—Kodak Alaris is helping businesses think in new and innovative ways. Each of these products is fully customizable via APIs and workflow personalization.

KODAK Info Input Solution

KODAK Info Input Solution is award-winning, web-based, intelligent document processing software that automates and simplifies the journey from document arrival to usage in business processes quickly, accurately, and reliably.

Info Input Solution leverages industry-leading AI integrations for remarkable accuracy in advanced capture, classification, extraction (including free-form handwriting recognition), indexing, validation, image and data augmentation, and delivery of ultra-high-quality data and documents directly into business processes with little to no human intervention.

KODAK INfuse Smart Connected Scanning Solution

Eliminating PC-related costs and risks by eliminating the need for desktop PCs, the driverless INfuse Smart Connected Scanning Solution is a standalone, network-connected, enterprise edge capture solution that uniquely and securely connects documents and information at the edge of businesses directly to any business process, while providing real-time data validation, confirmation, chain of custody, and exception handling at the edge.

The INfuse Management Software supports integration, device provisioning, and partner branding, and it enables cost-effective remote monitoring and fleet management. In addition, the solution enables bi-directional communication and rules-based exception handling defined by the customer. It is virtually unhackable, with a dedicated data channel and no data stored at rest—because security is as important to us as it is to you.

KODAK Capture Pro Software

KODAK Capture Pro is advanced capture software ideal for high-performance batch capture scanning needs. This on-premise, locally installed software uses intelligent automation and custom business rules to quickly transform large volumes of scanned data into valuable information. Key features include job separation, zonal and full text OCR with barcode reading, indexing, OMR, database lookups, powerful integrations, auto-import, multi-vendor support, and more.

Professional Services

Our Professional Services Framework is grouped into 3 project phases that are fully customizable based on customer needs. This document is intended as a guide only, and actual customer engagement will be based on the fully executed statement of work.

PLANNING AND DESIGN

IMPLEMENTATION

PROJECT MANAGEMENT

CUSTOMER SUCCESS
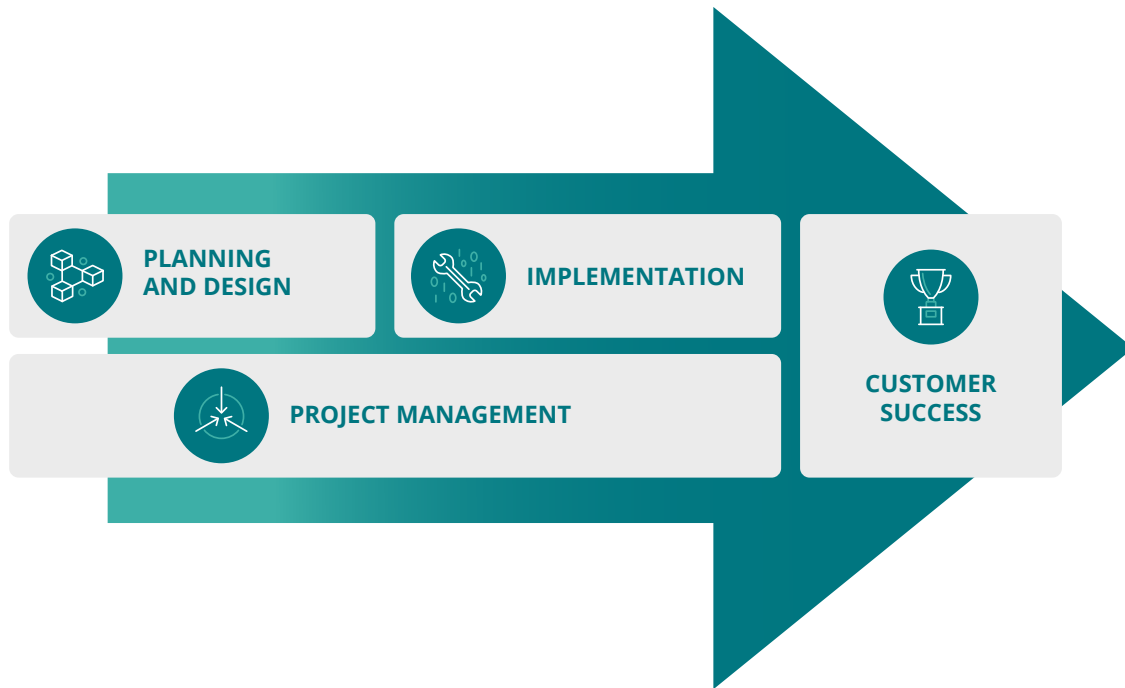
Planning and Design

The first phase of the Kodak Alaris Professional Services Framework is Planning and Design, which lays the groundwork for the next phase: Implementation. Planning and Design includes gathering both technical and business requirements to determine the best solution design. These tasks should be completed with full agreement on the solution design prior to proceeding to the Implementation phase.

PLANNING AND DESIGN

Business Requirements Gathering

Technical Requirements Gathering

Solution Design

Business Requirements Gathering

Define the business solution to be delivered, including document types, data attributes, job workflows, validation, reporting, and all other elements to be included in the final application delivery.

Typical Service May Include:

- Jobs and Document Types
- Data Attributes
- Classification and Extraction
- Report Requirements
- Integration Requirements
- Identify Success Metrics

Customer Resources Required:

- Project Manager
- Business Lead

Estimated Effort: 0.5-5 days per job, based on complexity and scope

Example:
0.5 days for a simple capture workflow to several days for complex IDP workflows

Factors Include:

- Number of jobs, forms, and extraction
- Customizations
- Integrations

PLANNING AND DESIGN

Business Requirements Gathering

Technical Requirements Gathering

Solution Design

Technical Requirements Gathering

Review the various installation options and confirm items to be included for the customer. This could be conducted as a workshop format or simple confirmation of the scope of the statement of work.

Typical Service May Include:

- Define Environments
- Authentication and Security
- Database Type

- Server Definitions
- Export Connectors
- Identify Success Metrics

Customer Resources Required:

- Project Manager
- Technical Lead

Estimated Effort: 0.5-5 days per environment, based on scale

PLANNING AND DESIGN

Business Requirements Gathering

Technical Requirements Gathering

Solution Design

Solution Design

The Solution Design will include a comprehensive plan or blueprint to address the technical and business requirements. Depending on customer requirements, the Solution Design level of detail varies and may require multiple review cycles.

Typical Service May Include:

- Architecture
- Security and Group/User
- Naming Conventions
- Job Workflow Design
- Scan Profiles
- Customization Design

- Success Metrics Design
- Time Expectations
- Define Documentation
- Define Training
- Test Plan

Customer Resources Required:

- Project Manager
- Technical Lead
- Business Lead

Estimated Effort: 2-5 days, based on complexity and level of detail needed

Factors Include:

- Number of environments
- Number of jobs, forms, and customizations
- Amount of training and test planning

PLANNING AND DESIGN

Business Requirements Gathering

Technical Requirements Gathering

Solution Design

Implementation

The Kodak Alaris Professional Services Framework assumes 3 phases of implementation that can be modified and customized based on customer requirements. It is advised to have a minimum of Development and Production Environments. Some customers may require more environments or phases to match the business application or compliance requirements.

- **Install Development Environment**
- **Install Test Environment**
- **Install Production Environment**

Each have associated services based on the intent of usage for the environment and may be adjusted or run in some overlap as agreed to during the Planning and Design phase.

IMPLEMENTATION

Install Development Environment
- Document Type Configuration
- Advanced Form Development
- DB/Web Service Development
- Job Workflow Configuration
- Export Development
- Custom Reporting
- Administrator Training
- Developer Training

Install Test Environment
- Solution Testing
- User Training

Install Production Environment
- Production Cutover

Install Development Environment

The Development Environment is sometimes referred to as a Sandbox and will be installed following the solution design to create a platform for job and application development. It assumes single-server architecture.

Typical Service May Include:

- Confirm Prerequisites
- Confirm Installation Approach
- Install Software
- Apply Licenses

- Configure Security
- Validate Environment
- Update Installation Procedures

Customer Resources Required:

- Technical Lead

Estimated Effort: 1 day

IMPLEMENTATION

Install Development
Environment

Install Test
Environment

Install Production
Environment

Document Type Configuration

Document Type Configuration involves configuring the specific characteristics of documents for your business, including the metadata, attributes, properties, and validation rules. Basic field-level validation is included. Scripting and integration are not included in this step. Default Forms will be created for each Document Class.

Typical Service May Include:

- Create Form Types
- Define Document Types
- Define Document Classes
- Create Metadata

- Define Barcode Profiles
- Define Extraction Fields
- Create Scan Profiles

Customer Resources Required:

- Technical Lead

Estimated Effort: 0.5-3 days per Document Class, depending on modules and complexity

Factors Include:

- Number of document types and forms
- Number of extractions and customizations
- Amount of metadata and validations

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Install Development Environment

Install Test Environment

Install Production Environment

Advanced Form Development

Advanced Form Development is used to build data entry and validation screens, including custom snippets and other UI enhancements to improve speed and accuracy. This is useful for higher volume data entry applications or where extraction is used and the extracted image is shared to improve data entry. It can also be used for multiple entry or validation use cases.
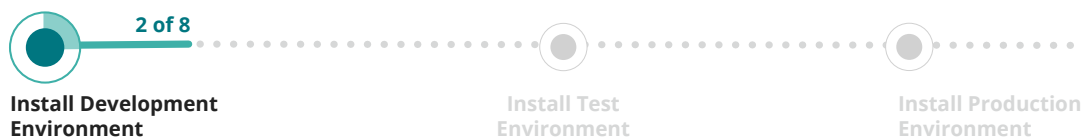
Typical Service May Include:

- Indexing Script
- Form Script
- Updates to Default Indexing Template

- Validation Form Layout
- Quality Control Form Layout
- Exception Processing Form

Customer Resources Required:

- Technical Lead

Estimated Effort: 1 day per form, with up to 12 fields with snippets

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Install Development Environment

Install Test Environment

Install Production Environment

Database and/or Web Service

Some database lookups are a simple configuration, but depending on what level of integration is needed, some additional development or web services may be needed to create a master data table with scheduled refreshes. More advanced forms of data validation including data lookups, database integrations, and custom scripts may also be needed. Once an integration is developed, it can be reused in multiple job steps and workflows.

Typical Service May Include:

- Database Connections
- Data Lookups
- Validation Scripts

- Quality Control Scripts
- Unit Testing
- Deployment Instructions

Customer Resources Required:

- Technical Lead

Estimated Effort: 2-6 days per custom script or web service, depending on complexity

Factors Include:

- Number and type of database connections
- Number of validation and quality control scripts
- Number and complexity of customizations

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Install Development Environment

Install Test Environment

Install Production Environment

Job Workflow Configuration

For those customers that require more complex job workflows, custom steps can be developed such as for Quality Control or Inspection. Multi-step verification can be added, including forks and merging workflows. The Job Workflow Configuration does not include any custom development but does include configuration of all Job Workflow steps.

Typical Service May Include:

- Job Setup Creation
- Document Class Setups
- Classification Configuration
- Extraction Configuration
- OCR Engine Configuration

- Custom Workflow Steps
- Import Configuration
- Export Configuration
- Unit Testing

Customer Resources Required:

- Technical Lead

Estimated Effort: 2-4 days per Job

Factors Include:

- Number of document classes and job workflow steps
- Number of engines to be configured and tested
- Number of import and export configurations

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Install Development Environment

Install Test Environment

Install Production Environment

Export Development

Many export connectors are available out of the box. However, for customers requiring export integrations beyond the standard connectors, additional export plugins and other custom development is available.

Typical Service May Include:

- Prepare Development Environment
- Development of Connector
- Unit Test

- Deployment Instructions
- Troubleshooting Guide
- Support for Deployment as Needed

Customer Resources Required:

- Technical Lead

Estimated Effort: 4 days, subject to scope and assuming the integration method is documented; add 2 days per additional environment

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Install Development Environment

Install Test Environment

Install Production Environment
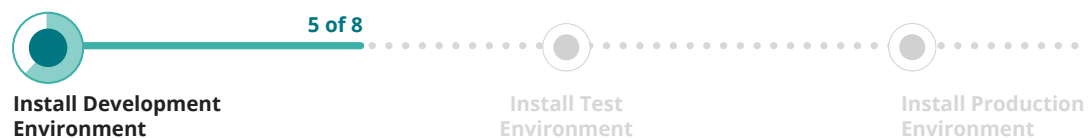
Custom Reporting

For customers requiring additional data or reports beyond the standard out-of-the-box reporting, custom data and report development is available. Some customers may want to capture more specific data about the types of documents being processed for security, billing, audit, performance, or other reasons. Custom reporting includes adding customer-specific data to the metrics tables and providing additional dashboards and report output.

Typical Service May Include:

- Add Data Elements to be Collected
- Create Custom Reports
- Create Custom Dashboards
- Scheduling
- Data Mapping
- Unit Testing
- Deployment Instructions

Customer Resources Required:

- Technical Lead

Estimated Effort: 1-4 days per report or integration, based on complexity

Factors Include:

- Volume of customer data elements to be added
- Custom views requirement
- Integrations with external systems

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Install Development Environment

Install Test Environment

Install Production Environment

Administrator Training

On-site or remote Administrator Training provides individuals with the knowledge and skills to effectively install, manage, configure, and maintain the system or software application, ensuring its smooth operation, security, and adherence to organizational policies.

Typical Service May Include:

- Environment Preparation
- Architecture
- Technical Fundamentals
- Installation Overview

- Sample Exercises
- Debugging and Logs
- Environment Synchronization
- Maintenance and Monitoring

Customer Resources Required:

- Technical Lead
- System Administrator

Estimated Effort: 3 days for up to 3 people

Personalized training material development and course delivery are also available, the effort for which can vary greatly by individual project.

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Install Development Environment

Install Test Environment

Install Production Environment

Developer Training

On-site or remote Developer Training provides software developers the knowledge and best practices to efficiently build, test, and integrate with the software application. Not all customers require developer training, but if you have more complex integration, export, audit, reporting, and/or validation needs, we recommend Developer Training for your technical staff.

Typical Service May Include:

- Training Environment Preparation
- Solution Orientation
- Technical Fundamentals
- Sample Code Snippets
- Sample Exercises
- Customer-Specific Code
- Debugging and Logs
- Code Promotion

Customer Resources Required:

- Technical Lead
- Developer
- System Administrator

Estimated Effort: 3 days for up to 3 people

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Install Development Environment

Install Test Environment

Install Production Environment
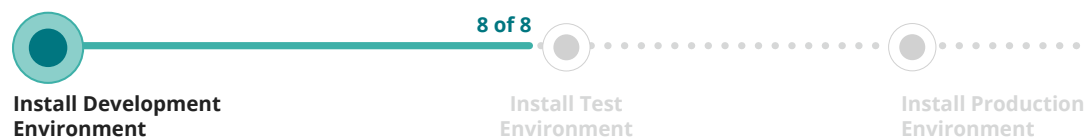
Install Test Environment

The Test Environment includes setting up the necessary software, configurations, and infrastructure to create a controlled environment for testing the software application. Some customers may require multiple test environments, such as for Quality Assurance or User Acceptance Testing. It includes single or clustered server architecture.

Typical Service May Include:

- Confirm Prerequisites
- Confirm Installation Approach
- Install Software
- Apply Licenses

- Configure Security
- Validate Environment
- Update Installation Procedures

Customer Resources Required:

- Technical Lead

Estimated Effort: 2 days

IMPLEMENTATION

Install Development Environment

Install Test Environment

Install Production Environment

Solution Testing

Start-to-finish Solution Testing ensures system functionality, reliability, and adherence to the defined requirements. Various customized methods are supported to identify defects and ensure quality. It is important to determine if you have existing test plans and a Test Lead resource, or if new test plans, test data, and a Test Lead will be needed.

Typical Service May Include:

- Test Data Preparation
- System Readiness
- System Integration Testing
- Test Results
- Support for Quality Assurance and User Acceptance Testing

- Support for Volume Testing
- Incident Remediation
- Regression Testing

Customer Resources Required:

- Project Manager
- Technical Lead
- Business Lead

- System Administrator
- Test Users

Estimated Effort: 3-5 days per test cycle or environment, based on the role and tasks that are needed

Factors Include:

- Customer training resources and plan
- Types of testing to be performed
- Level of support to be required (e.g., test plans, test data, Test Lead)

1 of 2

Install Development Environment

Install Test Environment

Install Production Environment

User Training

On-site or remote User Training maximizes adoption by providing end users the knowledge required to effectively utilize the system or software, enabling them to perform their tasks and achieve desired outcomes. User Training is focused on the customer's main use cases and most important features. It can be further customized to cover any additional features. User Training can also be conducted as a "train the trainer" session for customers with larger groups or that want to develop their own standard operating procedures.

Typical Service May Include:

- Training Environment Preparation
- Orientation
- Solution Overview
- Logging In and Navigation

- Jobs Overview
- Batch Operations
- Standard Usage
- User Troubleshooting

Customer Resources Required:

- Business Users
- Business Lead

- Technical Lead
- System Administrator

Estimated Effort: 1 day for up to 3 people; additional time can be added for larger groups or deeper features and change management

Personalized training material development and course delivery are also available, the effort for which can vary greatly by individual project.

Install Development Environment

Install Test Environment

2 of 2

Install Production Environment

Install Production Environment

The Production Environment installation refers to the process of setting up the hardware, software, and configurations necessary to run a software application or system in a live, controlled, operational environment. It includes single or clustered server architecture.

Typical Service May Include:

- Confirm Prerequisites
- Confirm Installation Approach
- Install Software
- Apply Licenses
- Configure Security
- Validate Environment
- Update Installation Procedures

Customer Resources Required:

- Technical Lead

Estimated Effort: 3 days + 2 days for Disaster Recovery Configuration

IMPLEMENTATION

Install Development
Environment

Install Test
Environment

Install Production
Environment

Production Cutover

Production Cutover includes the process of transitioning from the Test Environment to the Production Environment, making the solution available for actual use by end users. For some customers, this is a simple decision to go live, while other customers may require data cleansing or removal of temporary data and testing accounts.

Typical Service May Include:

- Production Data Preparation
- Transport of Final System and Job Configurations
- User Account Synchronization

- Change Management Support
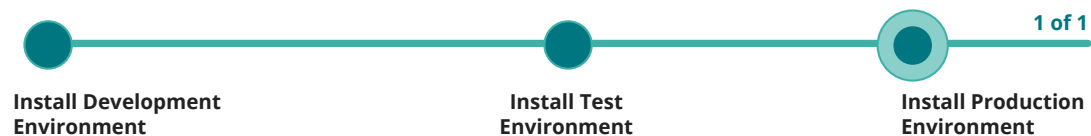- Production Readiness
- Production Training

Customer Resources Required:

- Project Manager
- Technical Lead
- Business Lead

- System Administrator
- Business Users

Estimated Effort: 1-5 days, based on customer requirements and application

Factors Include:

- Customer readiness to cut over and provide support
- Cutover plans for external systems
- Data cleanup or synchronization

Install Development Environment

Install Test Environment

Install Production Environment

1 of 1

Project Management

Project Management spans the Professional Services engagement, from Planning and Design through Implementation. It includes planning, organizing, and coordinating resources and activities to achieve project objectives within defined constraints, such as time, budget, and scope. Project Management is optional but recommended, and the breadth depends on the size of the engagement and the customer requirements. If regular status reporting, a project plan, and monitoring is needed, then a Project Manager should be included in the overall estimates.

Typical Service May Include:

- Kickoff Meeting and Materials
- Project Plan or Task Tracking
- Status Meetings and Reports
- Risk, Issue, and Decisions

- Change Management
- Scheduling
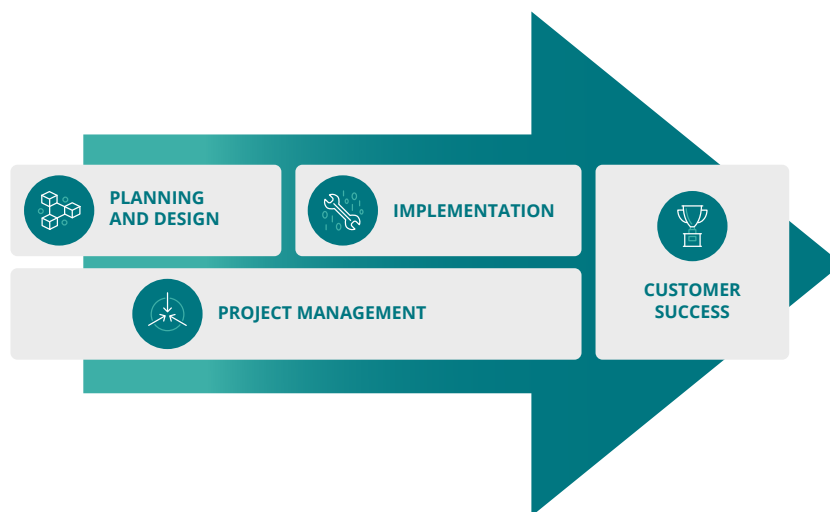- Deliverable Reviews
- Resource Coordination

Customer Resources Required:

- Project Manager

Estimated Effort: Varies based on engagement complexity and duration

Factors Include:

- Duration and size of project
- Project reporting expectations
- Number of environments, locations, and users

Customer Success

Your success and satisfaction are our top priorities. Our Post Go-Live Support, Solution Support, and Sizing and Optimization help ensure a smooth roll-out, continuous improvement, and sustainable scaling—whatever you need, at the pace that's right for your business and your people.

CUSTOMER SUCCESS

Post Go-Live Support

Solution Support

Sizing and Optimization

Post Go-Live Support

Post Go-Live Support includes the assistance provided after the launch of the solution to ensure smooth operation, address issues, and support end users. The duration and amount of support are dependent on the customer staffing and agreement.

Typical Service May Include:

- On-Call Solution Support
- Business or Technical Support
- Tracking Success Metrics
- Transition to Triage Team

- Transition to Support
- Incident Analysis and Resolution
- Performance Monitoring

Customer Resources Required:

- Project Manager
- Technical Lead
- Business Lead

Estimated Effort: 1-4 weeks, based on customer agreement

Factors Include:

- Customer readiness to provide support for solution
- Complexity of solution and integrations
- Customer expectations

CUSTOMER SUCCESS

Post Go-Live Support

Solution Support

Sizing and Optimization

Solution Support

Solution Support is offered for those customers that require additional support on customizations or business support for a specific project, with the benefit of reducing the need for dedicated in-house support staff.

Solution Support can be purchased as a bucket of hours to cover tasks as determined by the customer. This can include additional professional services, training, support, or tasks.

Note: Software Assurance is a subscription product offering that includes ongoing access to updates, bug fixes, new releases, and product-specific technical support. It does not include additional labor associated with changes to a customer's infrastructure and/or environment.

Typical Service May Include:

- Call or Ticket Support or Coordination
- Kodak Alaris to Maintain Custom Solution Documentation
- Software Preventative Maintenance

- Provide Extended Support for Custom Solution
- Solution Upgrade Support

Customer Resources Required:

- Technical Lead
- Business Lead

Estimated Effort: Dependent on customer requirements, options could be task-specific or a set amount of time, such as 1-5 days per month, based on actual responsibilities as defined in the statement of work

Factors Include:

- Services to be provided
- On-call support
- Size of solution development

CUSTOMER SUCCESS

Post Go-Live Support   **Solution Support**   Sizing and Optimization

Sizing and Optimization

Sizing and Optimization involve determining the appropriate resources and configurations needed to achieve optimal performance and efficiency in a system or software application. This may apply to a new system, an existing system, or the expansion of an existing system and can be performed on a one-time or recurring basis, such as quarterly or annually.

Typical Service May Include:

- Gather Current Performance Metrics
- Identify Bottlenecks
- System Analysis
- Calculate Resources and Sizing

- System Recommendations
- Ongoing Monitoring
- Resizing as Needed

Customer Resources Required:

- Technical Lead
- System Administrator

Estimated Effort: 1-5 days or more based on requirements

Factors Include:

- Number of environments, server configuration, and locations
- Number of jobs, forms, and classes
- One-time or recurring effort

CUSTOMER SUCCESS

Post Go-Live Support

Solution Support

Sizing and Optimization

Start-Up Assistance Packages

Start-Up Assistance Packages are predefined service offerings to assist with getting our intelligent document processing (IDP) products set up and running for basic configuration and use.

KODAK Info Input Solution

Start-Up Assistance for Info Input Solution is for the smaller solutions or a single development environment with one server, up to 3 jobs with up to 3 extraction fields, and no customization. This offering is delivered remotely and includes basic Start-Up training.
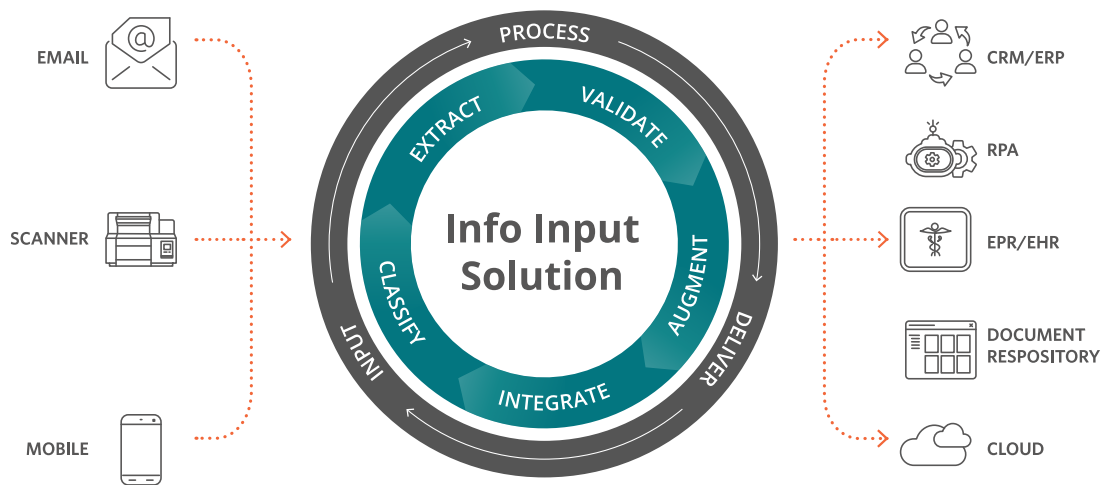
Typical Service May Include:

- Review of Prerequisites
- Installation in One Server Environment
- Job Setup

- Admin Overview
- Demonstration
- How to Get Support

Customer Resources Required:

- Technical Lead
- System Administrator

Estimated Effort: Up to 3 days' effort over 30-day duration

KODAK INfuse Smart Connected Scanning Solution

Start-Up Assistance for INfuse is for customers looking for remote guidance for the INfuse Management Software installation and setup for one unit. Training is geared toward educating customers on how to locate additional resources and information that may be needed in the future.
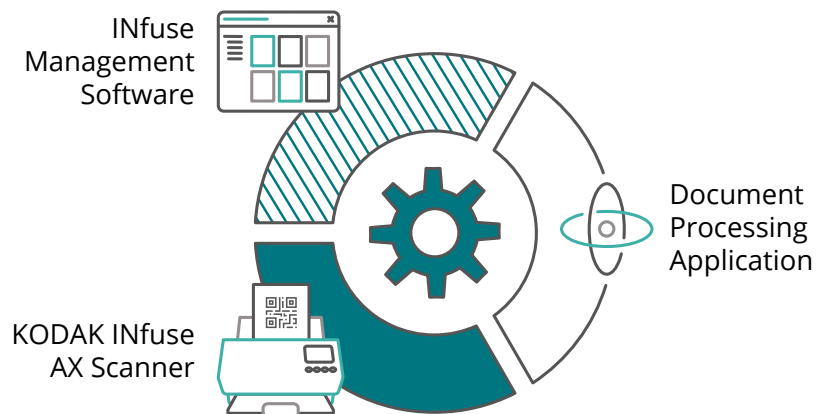
Typical Service May Include:

- Review of Prerequisites
- Installation of One Management Server Environment
- Easy Setup Sheet Configuration
- One Standard Destination Service Setup

- Admin Overview
- Demonstration
- How to Get Support

Customer Resources Required:

- Technical Lead
- System Administrator

Estimated Effort: Up to 3 days' effort over 30-day duration

Active Directory authentication, custom API development, and additional destination modules such as SMB, SharePoint, and cloud storage are optional services that can be estimated and added.

INfuse Management Software

Document Processing Application

KODAK INfuse AX Scanner

Kodak alaris

Makes Sense