



INSTALLATION REVIEW SCANNERS

Lender Finds Value In Service

▲ In a company that generates almost 10 million scanned documents a month, downtime is lethal. HFC's comprehensive service plan provides preventative maintenance and expedites repairs.

by Jackie Mauriello

Household Finance Company's (HFC) Elmhurst, IL, central processing facility generates between 9 and 10 million scans per month. For Center Manager Jim Hartigan, overseeing operations can be a 24-hour-a-day job. The last thing he needs to worry about is breakdowns, staff errors, or lack of supplies. That's why his scanning solution is about more than just hardware and software. It includes a service contract provided by Eastman Kodak (Rochester, NY) and managed by a systems integration specialist.

When Hartigan's scanning operation began in 1996, it consisted of two Kodak 500-series scanners and imaging software on a stand-alone PC. By 1997, he had several 500-series scanners and an integrated in-house imaging program. Though the technology had improved, he often found it challenging to maintain operations. Hardware breakdowns presented a series of frustrations. Waiting for a service call means lost productivity. Sometimes the breakdowns were caused by user errors. In other cases, days of productivity could be lost when parts had to be ordered — or back-ordered.

A Foot In The Door

Integrated Document Technologies (IDT) (Itasca, IL) President Paul Szemplinski was introduced to Hartigan through a Kodak service representative and that was his "foot in the door." What set IDT apart from other integrators, including the original installer, was service orientation. In conjunction with Kodak engineers, site preparation began before the first scanner arrived. Even for a relatively small order (in this case, a pair of Kodak 7500 scanners), the physical needs of both people and machines are considered in this survey.

Teaching Technology

Realizing the role of users in keeping processes running smoothly, IDT's service contract includes a four-hour employee training session. This customized key operator training familiarizes employees with the equipment and its parts. When employees are less intimidated by the equipment, they feel more comfortable performing routine maintenance. A daily pre-shift routine includes calibrating and cleaning key components. Operators are taught to maintain rollers, pads, and lamps. These procedures

extend the life of the equipment and reduce the number of service calls for minor problems like replacing bulbs.

Before the service contract, even having replacement bulbs available was problematic. Previous integrators didn't provide that option and even common replacement parts often had to be ordered through a Kodak warehouse three states away. As part of their commitment to service, IDT stocks a supply of the most common parts and expedites delivery of those that are harder to obtain.



Jim Hartigan (right) depends on Kodak Services and IDT President Paul Szemplinski not just for repairs, but to help prevent the need for service calls.

The Inevitable Service Call

Of course, not all maintenance can be performed in-house. Previous to the service contract with IDT, Hartigan would have to monitor and arrange these appointments himself. The current agreement provides for these services at HFC's convenience, scheduled and overseen by IDT. Through an umbrella agreement, maintenance

contracts terminate concurrently. This eliminates the need to record and get approval for multiple accounts.

The HFC facility is under constant modernization and growth. As an added service, IDT arranges for the retirement of old equipment. Sometimes a unit is sold back to Kodak. When that's not possible, IDT arranges for sale to a third party. As a result, legacy hardware is not written off as a complete loss.

The Elmhurst site now has two production rooms with 11 scanners. The changing demands of the facility prevent a quantitative evaluation of the time and money saved by using Kodak services. However, Hartigan can measure it qualitatively in two ways: maintenance concerns are a non-issue and production goals are consistently met. Szemplinski can measure that success another way. Within 90 days of the initial installation in Elmhurst, IDT was called to add six more machines at the site. Word has since spread to other HFC divisions across the country. IDT now maintains service contracts for five HFC locations scattered nearly coast to coast. This growing relationship helps HFC meet a rigorous production schedule. It also proves that, when it comes to service, even a multi-billion dollar business appreciates a personal touch. □

For More Info. On Eastman Kodak Services

Go To www.kodak.com