

Carestream

e-Service

# Responsive. Flexible. Convenient.

Our Web Portal Makes Service Requests Easier Than Ever.



*The power of together.*



The power of together.

## An Advanced Approach to Keep You Up and Running.

Your membership in Carestream's Customer Success Network has many benefits – and here's a big one: access to our e-Service portal.

The site features an online portal that gives you a quick and easy way to submit a range of service requests. You begin by using a simple, intuitive interface to open your service case. The interface also lets you check the status of your request and communicate with our service team at any step in the process.

The e-Service Portal provides you with a convenient method to document your request in your own words, see status of your open cases, see notes of actions taken to resolve your cases, and access the list of your installed equipment and historical cases for reference. Try it out for an efficient and effective way to communicate your service needs and requests!

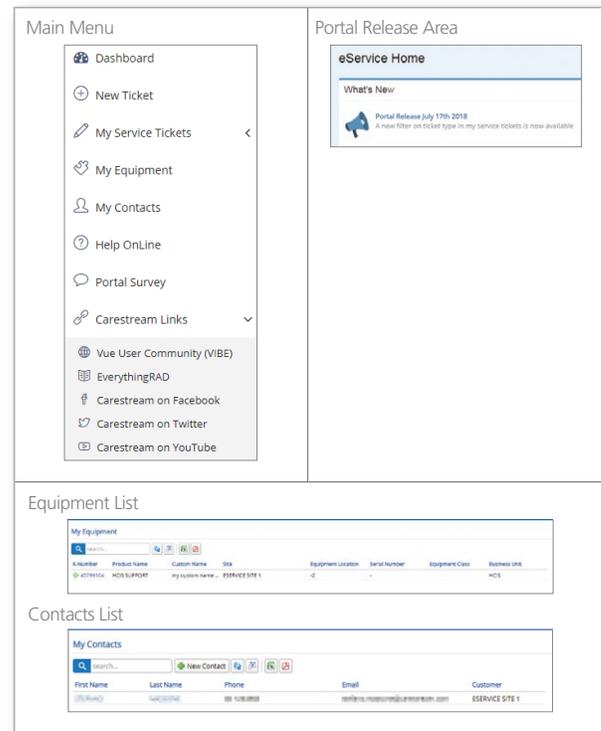
### Advantages At a Glance

- Gives you an easy-to-use online portal
- Allows you to log your service issues
- Monitors the steps take to resolve your issues
- Lets you follow the status of open issues

## How Can We Help?

We're ready to respond to a wide range of needs. Just complete a simple ticket to inform us about any of these issues:

- 1. Incidents:** basically, any system issue that causes – or could cause – a system interruption or reduction in the quality of performance or usability
- 2. Requests for Changes or Upgrades:** when you need a new configuration, new functionality feature for your software or an upgrade to a new version
- 3. Questions:** any queries you might have about your Carestream products or services



## What Happens Next?

Once your service case is submitted and logged, the e-Service portal allows you to stay continually up-to-date on the status of your request. A typical case status you'll see includes:

**Submitted:** confirms that you've successfully logged the case in e-Service

**Case logged:** means that the case was logged and the assignment of a technical case owner is in process

**We are diligently working on this ticket:** assures you that your technical expert is now actively working to resolve your issue

**Waiting for customer response:** means that we need an update or additional information from you to proceed further

**We're monitoring your case to confirm it is resolved:** a solution has been applied, and case closure is pending your confirmation that our solution has effectively addressed your issue

**Resolved:** acknowledges your agreement with Carestream that the case is resolved and is officially closed

# What Else Do You Need to Know?

Every customer's success depends on selecting the right product, people and services. Our worldwide technical and professional services team works alongside your staff to ensure your Carestream product is running at peak performance. Carestream provides complete follow-up during the life of its products. Here are a few things to keep in mind when you're using the e-Service Portal:

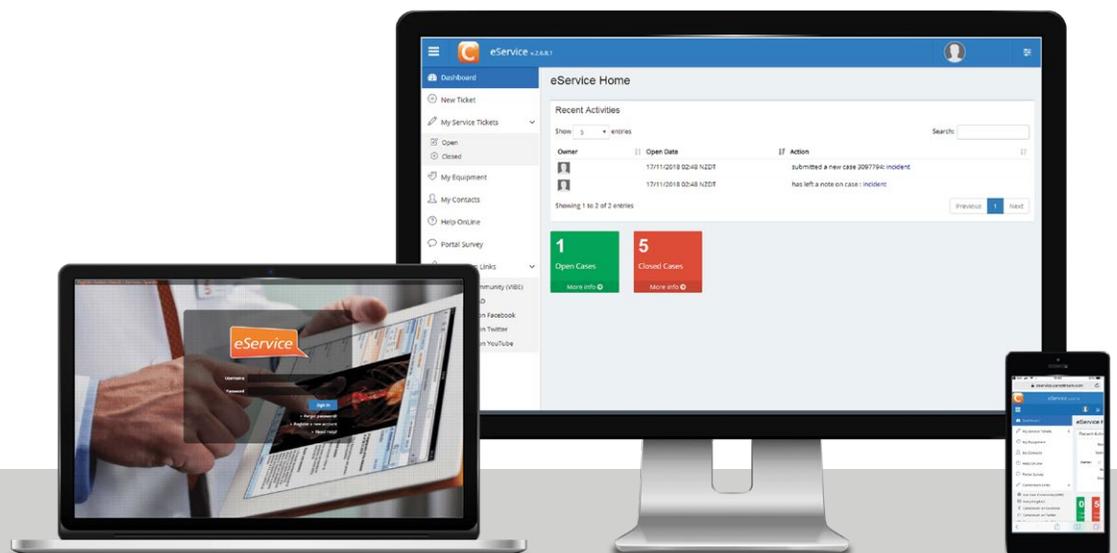
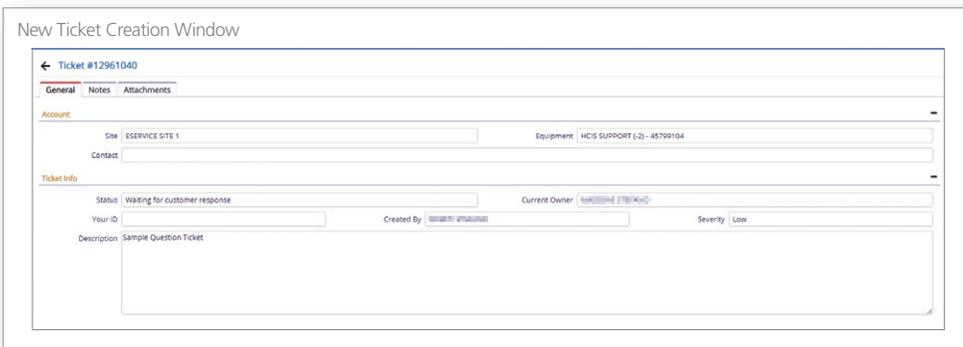
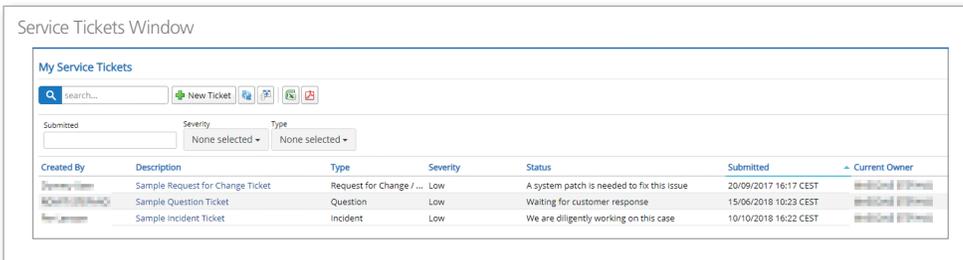
- If you use the e-Service portal as your preferred method of communication with the Carestream Health Service Community, you'll be able to contact your assigned expert directly through the portal.
- If you suspect that your request is not being handled correctly, or if the e-Service portal is not available, please contact your Carestream Call Center.

## Only for US&C:

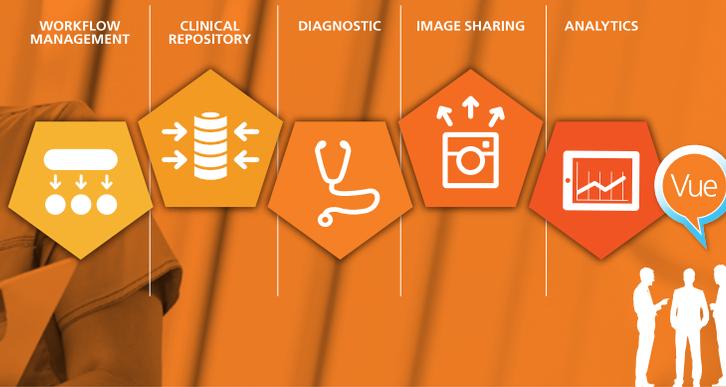
The portal makes it easy to submit a standard service request, but it is not intended to be used for CRITICAL SYSTEM DOWN issues. For critical or urgent issues, please open a service case only by contacting your Carestream Call Center by phone (24/7/365) at 1-800-328-2910 (in USA) and 1-866-927-1017 (in Canada).

If you suspect that your request is not being handled correctly, or if the e-Service portal is not available, please contact your Carestream Call Center.

**The Carestream e-Service Portal brings a new level of convenience to the resolution of your service needs. You can open your e-Service Portal account today by registering at [eservice.carestream.com](http://eservice.carestream.com).**



Connecting people and data. Anywhere.



The power of together.

### Carestream's Clinical Collaboration Platform.

Intuitive clinical content-management workflow across the entire enterprise.

Clinical Collaboration Platform gives all those who provide, manage, receive and reimburse care the ability to access the clinical data and images they need – using the preferred platform and screen for each workflow and setting.

Through full integration with the enterprise's electronic medical or health record, meaningful clinical data within its appropriate context is always available for delivery to key stakeholders. Across disparate sites and networks. Between departments and information technologies. Among providers and payers. Around each episode of care and each patient's clinical history.

Carestream does more than integrate data and systems. We allow each stakeholder to view the patient's complete imaging record, including priors – closing knowledge gaps that would otherwise be created by disjointed systems and data sources. We enable transparency. And we help your teams collaborate around a shared goal: putting patients at the center of efficient, effective healthcare.

#### Want to learn more about the Platform?

Visit [carestream.com/collaboration](http://carestream.com/collaboration) to see how *the power of together* can help you provide true patient-centric care.

Carestream also offers leading-edge image capture solutions across a wide array of modalities. The gold standard in X-ray film. And, when it comes to digital output, our laser imagers and self-service kiosk provide high-quality solutions for all imaging modalities.

### A Community of Service and Support.

For dependable service, look to our Customer Success Network.

We work continuously to improve your imaging performance, help you to innovate as needs change, and make the most of your budget



and resources. Carestream's Customer Success Network surrounds you with a dynamic team of experts, with a Single Point of Entry for easy, customized access to the right people in every situation. You and your patients will benefit from the expertise and best practices only Carestream can deliver – based on thousands of customer engagements worldwide and our 100-year heritage in medical-imaging innovation.

[carestream.com/collaboration](http://carestream.com/collaboration)



"Rx only"

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