

# YOU ARE AT THE CENTER OF WHO WE ARE.

With the Customer Success Network, you're at the center of an extensive and experienced support network that is passionately focused on nurturing your ongoing success. Through a **Single Point of Entry**, you have easy access to a global team of experts who bring you years of innovation, creativity, and proven ability. It's your personal community of service and support – configurable to your needs and expectations – that you, your patients, and your staff can depend on.

A close-up, low-angle portrait of a man with light skin and blue eyes. He is looking upwards and to the right with a slight smile. He is wearing a white shirt and a dark suit jacket. The background is a soft, out-of-focus grey.

FOCUSED  
ON YOUR  
SUCCESS.

# YOUR CUSTOMER SUCCESS CORE TEAM.

Ensuring your success requires easy access to the right person, with the right knowledge at the right time. That's exactly what you get with your Customer Success Core Team. You can rest assured that the best person to meet your needs is involved and knowledgeable of your situation, regardless of where you or they are in the world.

Customer Care Representatives

Customer Support Specialists

Customer Service Engineers

Regional Product Specialists

Territory/District Service Managers

Service Solutions Specialists

Applications Consultants

## HOW WE ARE DIFFERENT.

### TRUST

#### **Trust In A Firm Foundation**

- We bring a unique problem-solving perspective to each of your service requests.
- That perspective is based on thousands of customer engagements worldwide and our 100-year heritage in medical imaging innovation.
- It's an unmatched combination of proven best practices and dynamic fresh perspectives that results in benefits to you and your patients.

### PERSONAL

#### **Get A Personalized Solution**

- First we listen, then we assist you in customizing our broad portfolio of services to meet your patient care goals and business objectives.
- We adapt our services and solutions to the way you want to work and the metrics that matter to you.
- It's about developing a close relationship, one that is built to last – we're committed to evolve, innovate, and grow with you.

### PROACTIVE

#### **Maximize Productivity With A Proactive Partner**

- We train and equip our service experts to ensure preventive and proactive care of your Carestream product solution.
- With our experience, knowledge, and creativity, we can anticipate needs and act quickly to avoid costly disruptions.
- With our Smart Link remote technology solutions we offer advanced monitoring, diagnosis and service delivery for even faster resolution of your service request.

### RESOLVE

#### **Count On Our Resolve To Make It Right**

- We focus on keeping your system running at peak performance so you can focus on your patients.
- Regardless of the source of a problem – even if it may involve another manufacturer – we'll do whatever we can to make it right.
- We go the extra mile to exceed your expectations and ensure that your service experience is the absolute best that it can be.



# YOUR CUSTOMER SUCCESS NETWORK.

Surround yourself with a dynamic team of exceptional experts – with a **Single Point of Entry**, you'll have easy and customized access to the right people for every situation.

## SINGLE POINT OF ENTRY



- With one call to one number, reach a multi-talented, Customer Care Representative who will work with you in your native language.
- Your Representative will take immediate ownership and action to address your request.

## CONNECTION TO THE RIGHT SPECIALIST



- For requests requiring technical assistance, your Representative will engage a Customer Support Specialist while ensuring you retain a single point of contact for a smooth resolution.

## FIELD RESOURCES DISPATCHED



- When the situation calls for it, your Specialist will dispatch the appropriate Customer Service Engineer for on-site resolution.



- While on-site, your Engineer depends not only on their own knowledge and expertise to meet your needs, but can easily access a broader team of experts from within the Customer Success Network.

## EMPOWER YOUR CORE TEAM

Add **Smart Link** remote connectivity for enhanced Carestream Service delivery and even faster resolution.

### Your Request Resolved

Every Carestream employee is committed to ensuring your success and complete satisfaction by resolving your request as well as providing the absolute best service experience.

### Our eXceed Commitment

Your satisfaction is something we measure and continuously strive to improve.

At Carestream, your satisfaction is at the core of our culture and all that we do.



