

KODAK MICROFILM DISASTER RECOVERY Program

A catastrophe can strike anyone, anywhere, anytime. This statement can be very overwhelming for an organization to deal with, but not dealing with it before a disaster occurs can be devastating. This is why Kodak has provided a comprehensive Microfilm Disaster Recovery Program for its customers for over 20 years. Although this form of document information insurance has only been used by a small percentage of all the Kodak microfilm users, the savings in time, labor, business, and reputation has been priceless. The organizations that have needed this service (which is provided free-of-charge) have estimated their savings to be in the millions of dollars. This is all based on the fact that the lifeblood of an organization is information; and, at times this information is stored on microfilm in order to:

- save space
- reduce filing labor
- reduce refiling labor
- provide a security back-up
- insure file integrity
- maintain archivability
- Protect against technology migration.

But, no matter what the reason for selecting microfilm for the storage of vital information, if there is no plan to protect and recover from a disaster, then the risks which can be avoided by using microfilm are not really avoided.

This program is available to every customer who uses Kodak Microfilm and uses Kodak Authorized Processing Labs, or adheres to Kodak standards when processing internally. The program includes free:

- technical situation assessment
- consultation on appropriate actions
- special chemical treatment of damaged film to stabilize it from further deterioration
- film cleaning and drying services
- duplication of film for active, continued use
- for financial institutions -- cash letter reconstruction
- all available 24 hours a day for fast disaster recovery

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Other disaster recovery contract services are available such as film intensification, duplication, and more.

The services provided by the Kodak Microfilm Disaster Recovery Program will help limit the liability risks that exist for corporate officers according to federal law, limit financial losses, reduce the disaster's inconvenience, and reduce the negative impact on the organization's customers. All of these benefits are available free-of-charge for the Kodak Microfilm user.

KODAK IMAGE GUARD LAB PROGRAM

Eastman Kodak Company pioneered the document imaging industry over 64 years ago with the introduction of microfilm as a cost-effective alternative for managing vital information stored on paper. Over the years, the concept and the practice of using microfilm to maintain small to large volumes of records has continued to be enhanced through research and development. Today, Eastman Kodak Company offers traditional microfilm systems, hybrid imaging systems, and electronic only document imaging systems. Each one of these systems is composed of numerous components, which need to be carefully monitored and maintained in order to insure a high-quality document imaging operation. Kodak accomplishes this through world-class quality manufacturing and development, professionally trained Kodak support and service personnel, and numerous customer support programs and third party business alliances.

One such business alliance, the *IMAGE GUARD Lab Program*, is subscribed to by independently owned and operated organizations that work to insure that the quality of the microfilm processing is maintained at the level you have come to associate with the name Kodak. The objective of the program is to maximize consistent, high-quality results from a document imaging system. This is accomplished with thorough training of the lab personnel, and by invoking stringent monitoring procedures. Adherence to the highest industry standards, which were primarily championed by Kodak, and have been sanctioned by the American National Standards Institute (ANSI), is the end result of the program.

The *IMAGE GUARD Lab Program* is required of all Kodak Authorized Processing Labs. The program provides its participants with the ability to verify the quality of their lab and receive direct communications from the technical experts at Kodak on preventing processing fluctuations and other problem situations. Following are some of the tests, which are performed and submitted to the Kodak Quality Control Lab for testing, and certification.

The program monitors:

- Chemical quality.
- Chemical temperatures.
- Processing speeds for consistent performance.
- Methylene blue analysis is completed to insure archival quality.

KODAK IMAGE GUARD LAB PROGRAM (continued)

- Film density is closely monitored to provide optimum image quality.
- All these are monitored daily and weekly by the lab itself, and these are then submitted monthly to the Kodak Quality Control Lab for review and certification.

In addition to these program monitoring procedures, the Kodak Authorized Processing Labs also provide the following services:

- Film inspection for any anomalies.
- Equipment or operator problem identification, and
- Immediate notification of the problem situation and the recommended actions for remedy.