



SILAS TECHNOLOGIES

*Independent Software Vendor of KODAK  
Document Imaging Products*

## NEWS RELEASE

**FOR RELEASE: Immediately**

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### **Imaging Solutions and Services Inc. selects Silas Reveille for KODAK Capture Software**

**WINSTON-SALEM, N.C., ROCHESTER, N.Y., and MEMPHIS, Tenn., Nov. 13, 2002** – Silas Technologies Inc. and Eastman Kodak Company's Commercial Imaging Group (NYSE: EK) announced today that Imaging Solutions and Services Inc., a leading provider of imaging technology and services, has selected Silas Reveille for KODAK Capture Software to provide proactive, real-time application monitoring and metrics reporting specifically for the KODAK Capture Software environment.

“Silas Reveille perfectly fits with the mission of Imaging Solutions and Services Inc. to offer real solutions – not just products – and bring the very best people, products and services together to ensure the greatest value for our clients,” said Jay R. Barrow, founder, president and CEO, Imaging Solutions and Services Inc. “We make imaging technology a real asset to our clients, and the Silas Reveille product assists us in optimizing the value our client's receive. The KODAK Capture Software metrics provided through Silas Reveille allow Imaging Solutions and Services Inc. to make better and quicker management decisions on workload balancing, operator productivity and production job cost estimating. This assists us to even more closely control our production services which equates to greater quality, improved cycle time and ultimately a lower cost of operation which equates to higher value and lower cost to the client.”

With Silas Reveille for KODAK Capture Software, Imaging Solutions and Services Inc. can evaluate process productivity, pinpoint problem areas within the capture environment and analyze capture metrics at an operator, department or enterprise level.

“Proactive monitoring and operational metrics are easily overlooked but critically important when determining document capture ROI,” said Susan Moyses, Industry Analyst, InfoTrends Research Group ([www.infotrends-rgi.com](http://www.infotrends-rgi.com)).

Silas Reveille for KODAK Capture Software is an enterprise content management (ECM\*\*) application monitoring solution that proactively isolates and triages problems that affect the quality of application services. Silas Reveille uniquely monitors both mission-critical and supporting infrastructure applications through a single, easy-to-use product.

“Silas Reveille provides metrics that create competitive advantages in the Capture Software environment,” said Devang Thakkar, portfolio business manager, KODAK Capture Software. “Combining Kodak's high-speed production scanners with the ability to measure, in real time, actual productivity is another example of how the infoimaging market – the combination of image science and information technology – is providing customers with the advanced technologies to grow their businesses.”

**MORE**

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In addition to monitoring all components (servers, connections, repositories, etc.) of a complex ECM infrastructure, Silas Reveille also evaluates the operational behavior of an application, which directly impacts customer service quality. Silas Reveille is the only product that monitors ECM applications from an end-to-end operational view, installs in hours and can result in a positive financial impact within days. Silas Reveille provides business operations and IT executives with real-time information and metrics that help ensure ECM systems are running at optimum levels and delivering the maximum return on investment.

“Imaging Solutions and Services Inc. clients expect accurate, efficient and quality document imaging services. Silas Reveille has delivered a rapid return on investment through its ability to be installed in hours and present meaningful management information on the health and productivity of Imaging Solutions and Services Inc.’s Kodak infoimaging technology,” said Brian DeWyer, director of business process consulting, Silas Technologies. “By implementing Silas Reveille, Imaging Solutions and Services Inc.’s services, built on KODAK Capture Software, can be delivered to their clients at a consistent, high-quality level.”

Silas Reveille generates information that can be used for in-depth analysis, reporting and historical trends concerning the health of ECM applications and the resources that support them. A working version of Silas Reveille for KODAK Capture Software can be downloaded free from Silas Technologies at <http://www.silasreveille.com/KODAK>.

\*\* The Association for Information and Image Management (AIIM, [www.aiim.org](http://www.aiim.org)) defines Enterprise Content Management (ECM) as the ability to capture, manage, store, preserve and deliver structured (character data) and unstructured (binary images) content to support business processes.

**Silas Technologies Inc.** ([www.silastechnologies.com](http://www.silastechnologies.com), 1-877-897-2579) applies a depth of relevant and seasoned experience in operations, technology and business process to deliver software and solutions that yield immediate value to new and existing customer technologies. Silas Technologies Image Technology Systems, Silas Technologies Business Process Consulting, and Silas Reveille ([www.silasreveille.com](http://www.silasreveille.com)) improve business efficiency, enhance staff productivity and drive expense reductions, because we leverage our experience to understand how our customers want to run their business. We further advance the increasingly vital link between Technology Investments and Business Operations by helping companies present critical data the way they want it, need it and measure it. Silas Technologies’ customers include such leading companies as BlueCross BlueShield of South Carolina, Hewitt Associates, LabCorp, Cox Communications, Sara Lee, Wachovia, and the U.S. Patent Office.

**Eastman Kodak Company** is the leader in helping people take, share, enhance, preserve, print and enjoy pictures for memories, for information, for entertainment. The company is a major participant in **infoimaging** — a \$385 billion industry composed of devices (digital cameras, scanners, copiers), infrastructure (online networks and specialized imaging software), and services and media (film and paper, online photo storage, CDs). Kodak harnesses its technology, market reach and a host of industry partnerships to provide innovative products and services for customers who need the information-rich content that images contain. The company, with sales last year of \$13.2 billion, is organized into four major businesses: Photography, providing consumers, professionals and cinematographers with digital and traditional products and services; Commercial Imaging, offering image capture, output and storage products and services to businesses and government; Components, delivering flat-panel displays, optics and sensors to original equipment manufacturers; and Health, supplying the health-care industry with traditional and digital image capture and output products and services.

**Imaging Solutions and Services Inc.** ([www.issi-online.com](http://www.issi-online.com), 1-800-948-9466) serves clients throughout the United States and has an established reputation for delivering exceptional value in document imaging. Imaging Solutions and Services Inc. has a relentless focus on the client’s success, starting with thoroughly understanding the client’s business needs, engaging the best people, products and services to ensure the best solution. The solution is then married with the required service and support to optimize the value for the client’s business – today and in the future. Following these principles, Imaging Solutions and Services Inc. has satisfied and excited clients who have each applied document imaging to meet very specific business needs. The company works closely with each client to insure the real business issues are identified and understood. Then, and only then, Imaging Solutions and Services Inc. configures the right components, software and services to deliver the business improvements that lead to the success the client has defined.

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