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THE CROWLEY COMPANY ANNOUNCES EASTMAN KODAK COMPANY SERVICE AGREEMENT

Frederick, Maryland and Rochester, New York – In a move to further enhance customer service on imaging hardware both manufactured and distributed by The Crowley Company, president Christopher Crowley announces a technical services relationship with KODAK Service and Support, a unit of Kodak's Document Imaging business division. "This is a beneficial alliance for our customers," says Crowley. "KODAK Service and Support will provide outsourced maintenance and support on a variety of our Meikel Technology and Zeutschel copying and scanning equipment where it makes geographic sense. For the many clients located outside of our immediate mid-Atlantic service region, this agreement will mean quick turnaround on our standard service agreement visits and immediate repair needs. These are precise, sensitive machines and we would only trust their care – and our client care – to a provider with the reputation of Kodak."

The Crowley Company will continue to hold all customer agreements and be the sole point of customer contact. Kodak will be the preferred subcontractor when in the geographic area of need. All training of the KODAK Service and Support personnel will be provided by either The Crowley Company, which owns and manufactures Meikel Technology microfiche, microfilm and aperture card scanners, or Zeutschel, a German manufacturer. The Crowley Company is the exclusive North American distributor for Zeutschel products. Both Meikel and Zeutschel equipment are typically used by those with a need to accurately digitize large volumes of in-house archival material including, among others: service bureaus, private and public institutions such as universities, libraries, museums and collections, government agencies, publications and corporations.

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THE CROWLEY COMPANY

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"We're looking forward to working with The Crowley Company to deliver world class service and support to its customers," said J. Patrick Welch, Director of United States Service Sales, Document Imaging, Kodak's Graphic Communications Group. "Our multi-vendor service and support is known throughout the imaging market for customer satisfaction ratings consistently over 98 percent, global reach, quality of service and, most importantly, the high quality and capability of our people."

"We couldn't be more pleased to offer this opportunity to our customers," states Crowley. "This is a relationship that serves everyone involved and is one more step toward our goal of being the superior customer service provider in our industry."

About The Crowley Company

Incorporated in 1981, **The Crowley Company** is a leading digital and analog film technologies company headquartered in Frederick, Maryland with manufacturing divisions (Mekel, Extek and HF Processor brands) in Compton and San Dimas, California. With over 100 employees, The Crowley Company provides an extensive number of digital document and film **conversion services** to the publishing, commercial, government and archive sectors and also **manufactures, sells and services** high-speed microfilm, microfiche and aperture card scanners, microfilm duplicators, film processors and micrographics equipment.

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About Kodak Service and Support

KODAK Service and Support is made up of more than 3,000 professionals reaching more than 120 countries. It is a leading multi-vendor integrated services provider, delivering consulting, installation, maintenance and support services for the commercial printing, graphic communications, document imaging and data storage industries. KODAK Service and Support professionals are uniquely qualified to provide services that control costs, maximize productivity and minimize business risk.

As the world's foremost imaging innovator, Kodak helps consumers, businesses, and creative professionals unleash the power of pictures and printing to enrich their lives. To learn more, visit <http://www.kodak.com/>, and our blogs: 1000words.kodak.com, PluggedIn.kodak.com, and GrowYourBiz.kodak.com.

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