



## Carestream

### Client Profile

Carestream Health, Inc. (formerly Kodak Health Group) develops and sells digital imaging products to help doctors and scientists capture, view, and store images for diagnosis and research.

### Business Situation

Carestream Health was preparing a new product for the market. Without effective service documentation, the product would not gain FDA compliance and field technicians would struggle to install and repair the system.

### Solution

Leveraging past knowledge of the industry, Novatek drafted a concise manual within one month. Following revisions and legal clearance, the nine-chapter manual was delivered ahead of schedule and under budget.

### Results

- Product was released on time, meeting all FDA compliance requirements
- Experienced writers worked autonomously, anticipated issues, and incurred fewer ramp-up costs
- Straightforward procedures benefited field technicians, leading to quicker repairs and less downtime

## Novatek Helps Carestream Health Get Diamond CR Product Launch Back On Track

Carestream Health, Inc. (formerly Kodak Health Group) came to Novatek hunting for a timely solution. The Diamond CR project was approaching its launch date and the service documentation had not yet been created.

Novatek had proven its value in the past by delivering on Carestream Health's most robust projects. Armed with medical industry experience, Novatek set off to gather the necessary content, outline each chapter, and begin authoring.

Experienced writers worked each day in front of the device, learning the procedures, and taking principle photography. Novatek worked independently to review schematics and better comprehend the machine's complex architecture.

Within four weeks of starting, Novatek used Adobe FrameMaker+SGML to produce a draft manual containing nine chapters and detailed color photos, along with a complete index and glossary.

Carestream Health's development cycle was extremely short, so the product went through many last-minute modifications before launch. Novatek stayed nimble and updated both procedures and imagery on the fly. Leveraging previous experience with the company, Novatek writers understood when to utilize the proper resources, never overburdening design engineers.

Novatek delivered the final service manual on time, complete with advanced diagnostics, repair procedures, installation instructions, and a troubleshooting matrix. Experienced writers who required less ramp-up time and supervision brought this project in under budget. Carestream Health launched the product and started generating revenue on schedule.

*"Novatek has been a great partner in helping us determine how to get the work done. Novatek is a valued extension of our team."*

Amy Friend,  
Worldwide Documentation Manager  
Carestream Health, Inc