



# Product Support

## For On-prem and Edge Video Processing Solutions

### Overview

As the media industry continues to evolve and complexities increase, so does the dependency on having media experts on hand should issues arise. By selecting MediaKind, our customers have already taken the steps to ensure they have the best-in-class solutions for their media requirements; this is further complemented by selecting one of MediaKind's Support solutions to ensure timely response for technical assistance and incident resolution, while providing peace of mind that they can focus on maintaining the highest levels of availability for their media platforms.

### Providing World-Class Support Worldwide

Television and media solutions are mission critical, revenue generating platforms that require the highest levels of availability. These platforms span across the globe and serve consumers with thousands of on air channels. Backed by global presence and deep media knowledge, MediaKind offers the best support for its customers' investment in MediaKind.

## Meeting the Challenge

To secure the best possible return on hardware and software investments and to protect revenues, it is important for content owners, broadcasters and service providers to have access to meaningful and efficient support models.

Growing networks and increased complexity puts pressure on media organizations to build up competence and skills that can quickly identify issues and enable fast resolution. This is a major challenge for most and demands considerable time and resources.

As the competitive landscape grows, securing overall performance is essential to maintaining end-user satisfaction, which results in sustaining and growing revenue. It is important to take steps to limit the risk of incidents through fault prevention and planning and, if incidents do occur, to ensure that they are resolved as quickly as possible.

Overall, a reliable support agreement is an investment towards minimizing risks of unexpected incidents as well as being able to control capital and operational expenditure.

## Levels of Support

MediaKind's Support is designed to offer media organizations a choice of offerings to ensure the right level of support is selected to meet their needs. Offering three levels of support, (Standard, Advanced, and Premium) each Support offering includes technical support and resolution.

**Guaranteed** Key Performance Indicators (KPIs) from a global team of support staff to achieve the highest levels of network availability.

**Fast** response to enable quick system recovery with every fault tracked and proactive assistance to minimize preventable faults in the future.

**Maximum** system utility with the most efficient use of resources to ensure fast return on investment.

## Standard Support

Standard level of support provides media organizations with a level of support that is designed to ensure business continuity and is aimed at supporting MediaKind's box products.

Providing global access to MediaKind's service centre, direct access to a best-in-class incident management system and commitment against KPIs, Standard support is a sensible solution for media organizations looking to insure against product issues as well as having fast access to experienced media engineers.

## Advanced Support

The Advanced Support is aimed at MediaKind's system deployments and provides media organizations with a higher level of assistance that is designed to support business continuity and platform evolution.

The Advanced Support provides global access to MediaKind's Service Centre, direct access to a best in class incident management system, and commitments against KPIs. Advanced Support also offers 3rd Party Product (3PP) support and on-site support for Priority 1 & 2 support issues.

## Premium Support

The Premium Support is the highest level of support available and is designed for supporting MediaKind's most comprehensive customers and solutions.

Premium Support provides global access to MediaKind's Service Centre, direct access to a best in class incident management system, and commitments against KPIs. It also offers 3rd Party Product (3PP) support and unlimited on-site support for Priority 1 & 2 support issues.

## Optional Add-Ons

- **Major Software releases:** Access to all of MediaKind's Major software releases as soon as they become available for all covered products.
- **Portability Subscription:** Ability to port software between hardware units
- **Custom Support:** such as Dedicated Onsite Support Engineer, 24x7 Service Centre Monitoring, or Remote Software Deployment

Service Activity	Standard	Advanced	Premium
Web Portal Access	✓	✓	✓
8x5 Telephone Support	✓	✓	✓
Remote Support	✓	✓	✓
24x7 Emergency Support (Priority 1)	✓	✓	✓
Committed KPIs	<b>Standard</b>	<b>Enhanced</b>	<b>Highest</b>
3rd Party Support Management	✓	✓	✓
SLA Reporting	<b>Self Service</b>	<b>Pro-Active</b>	<b>Pro-Active</b>
24x7 Emergency Support (Priority 1 & 2)		✓	✓
On-Site Support (Priority 1 & 2)		Limited*	Unlimited*
Service Reviews		✓	✓
<b>Software and Hardware Support</b>			
Correction & Maintenance Releases	✓	✓	✓
Hardware Repair	✓	✓	✓

\*Travel & Expenses Chargeable

Additional Add-ons	Standard	Advanced	Premium
Access to Major Software releases		○	○
Portability Subscription		○	○
<b>Custom Support</b>			
Dedicated Onsite Support Engineer		○	○
24x7 Service Center Monitoring		○	○
Remote Software Deployment		○	○