



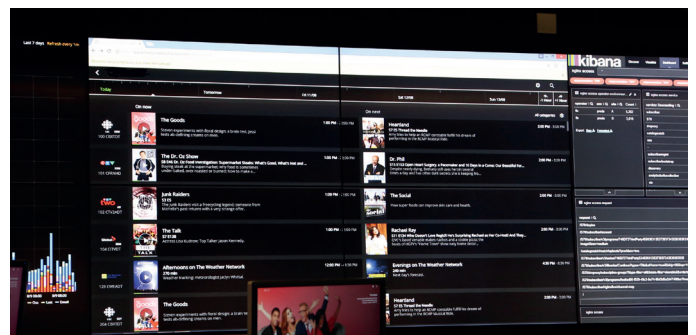
MediaKind
everyone. everywhere.

ORBIT
support

As the media industry continues to evolve and complexities increase, so does the dependency on having media experts at 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 Orbit 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

Orbit Support

MediaKind’s Orbit Support is designed to offer media organizations with a choice of offerings to ensure the right level of support is selected to meet their needs. Offering three levels of support, (Go, Plus and Ultima) each Orbit Support offering is combined to include technical support and resolution, as well as software entitlement.

- **Guaranteed** key performance indicators 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



Orbit Go

Orbit Go 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 as well as small scale system deployments.

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

Orbit Plus

Orbit Plus is aimed at supporting MediaKind's more comprehensive system deployments and provides media organizations with a higher level of assistance that is designed to support business continuity and platform evolution.

In addition to accessing MediaKind's service centre, direct access to a best in class incident management system, Orbit Plus includes a single point of contact via an assigned Service Delivery Manager as well as access to Major releases of MediaKind's software.

Orbit Ultima

Orbit Ultima is the highest level of support available and is designed for supporting MediaKind's most comprehensive customers and solutions.

In addition to having an assigned Service Delivery Manager and the highest level of KPIs available, Orbit Ultima also includes access to all of MediaKind's new software features and functionalities as soon as they become available

MediaKind Orbit Support

SERVICE ACTIVITY	Orbit Go	Orbit Plus	Orbit Ultima
Web Portal Access	▶	▶	▶
8x5 Telephone Support	▶	▶	▶
Remote Support	▶	▶	▶
24x7 Emergency Support (P1)	▶	▶	▶
Committed KPIs	Standard	Enhanced	Highest
3 rd Party Support Management	▶	▶	▶
SLA Reporting	Self Service	Pro-Active	Pro-Active
24x7 Emergency Support (P1 & P2)		▶	▶
On-Site Support (P1 & P2)		Limited*	Unlimited*
Service Delivery Manager		▶	▶
Service Reviews		▶	▶

*Travel & Expenses Chargeable

SOFTWARE ENTITLEMENT

Correction & Maintenance Releases	▶	▶	▶
Major Releases		▶	▶
Advance Releases			▶

HARDWARE SUPPORT

Hardware Repair	▶	▶	▶
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ADDITIONAL ADD-ONS

Advance Hardware Replacement	▶	▶	▶
24x7 Service Center Monitoring			▶
Remote Software Roll-Out			▶
CD Engineer Interface			▶