Orbit Go Support

As the media industry continues to evolve and complexities increase, so does the dependency on having media experts on hand should issues arise.

Orbit Go provides media organisations with a level of support that is designed to ensure business continuity and is aimed at supporting MediaKind's hardware 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 commitments against KPIs, Orbit Go is a sensible support solution for media organisations looking to protect their investments against product issues as well as having fast access to experienced media engineers.

Business Hours Support

Direct Access to MediaKind's Service Centre during business hours for all support requests, including help for operability and configuration issues, hardware repairs and technical inquiries.

24x7 Emergency Support

24 hours a day, 7 days a week for any Emergency-level support issue.

Remote Support

Access to experienced media support engineers who will help provide resolution by phone and email, as well as remotely accessing equipment via customer provided communications links.

Committed KPIs

Committed metrics against the things that matter. KPIs are monitored and can be reported on to quantify performance.

Firmware and Software Fixes

Should a fault be experienced due to an error in the product's firmware or software, emergency corrections and maintenance releases are provided throughout the term of the support contract.

Customer Portal

Access to a best in class incident management system to provide all support related information for all covered equipment as well as product documentation, software/firmware releases and live incident status tracking.

Self Service Reporting

Self Service reporting provides statistical information related to any logged support activities.

Hardware Repair

Provides inclusive repair or replacement should a piece of covered equipment experience a hardware fault or failure.