



Orbit Plus Support

As the media industry continues to evolve and complexities increase, so does the dependency on having media experts at hand should issues arise; equally important is ensuring the ongoing access to new features and functionalities of MediaKind's products and solutions.

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

In addition to accessing MediaKind's service centre and 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.

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 and High level support issues.

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/Software Fixes and Upgrades

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. All Major software releases are also made available for all MediaKind covered equipment.

On-Site Support

Up to six (6) on-site visits per contract period to assist with issue resolution for Emergency and High Severity incidents.

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.

Service Delivery Manager

The Service Delivery Manager is assigned as the single point of contact for any support related topics. They will be the voice and internal champion for customers' operational business needs.

Service Reviews

Performance reviews to evaluate solution and support activity and KPI performance as well as discuss ongoing plans relating to system evolution.



Proactive SLA Reporting

Regular reporting supplied by MediaKind on a mutually agreed schedule. Self Service ad-hoc reporting also provides statistical information related to any logged support activities as required.

Hardware Repair

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

Optional Add-Ons:

Advanced Hardware Replacement

Only available for the following solutions under Orbit Support :

- MediaKind Encoding Live
- Mediakind Encoding On Demand
- MediaKind Packaging

Spares Management