



# Orbit Ultima Support

As the media industry continues to evolve and complexities increase, so does the dependency on having media experts at hand should issues arise; furthermore, having the earliest access to the evolution of MediaKind's software becomes key to competitive positioning.

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 available KPIs, Orbit Ultima also includes access to all of MediaKind's new software features and functionalities as soon as they become available.

### **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**

The highest level of committed metrics against the things that matter. KPIs are monitored and can be reported on to quantify service level performance.

### **Firmware/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.

### **On-Site Support**

Unlimited on-site visits to assist with issue resolution for Emergency and High Severity incidents.

( Travel & Expenses chargeable )

### **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.

### **Major and Minor Software**

Access to all of MediaKind's Major and Minor software releases as soon as they become available for all covered equipment.

### **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**

#### **Dedicated Onsite Support Engineer**

#### **Remote Software Deployment**

#### **CD Engineering Interface**