

Top Reasons

TO BUY A SUPPORT AGREEMENT

With over 50 years of experience and service excellence, Grass Valley™ provides a comprehensive portfolio of warranty and Support Agreements. Grass Valley Global Services is your trusted partner for maximizing system uptime, reducing total cost of ownership (TCO), and planning for your long-term maintenance needs. Uptime is crucial for your business. Our flexible Support Agreements are designed to maintain the performance of your systems while simplifying your overall maintenance planning. Each Support Agreement enhances the standard warranty and offers features designed to address your service priorities while leveraging our cohesive global support processes.

1

Get the full value of your investment. Our Support Agreements keep your products functioning at their best.

- Grass Valley Global Services will provide you with a set of critical support benefits to make your maintenance stress free and keep your solution functioning at their best.
- The Support Agreement gives you rapid access to expert technical resources for fault resolution.
- The Support Agreement helps you to manage your operational environment and associated costs with access to parts and software updates and upgrades.
- The broadcast industry is becoming more and more software-centric, so updates and upgrades can literally transform the capability of the equipment you rely on, over time.



2

Plan ahead with financial predictability. By purchasing support at the point of sale, you lock in pricing at today's level.

- By choosing a Support Agreement, you know in advance how much to budget for support. This is something that CFOs highly value—no surprises.
- You don't necessarily need to pay for a Support Agreement at the point of sale, only commit to it—although purchasing upfront is best.
- Additional discounts apply for purchasing Support Agreements at the point of sale.

3

Get peace of mind with a Support Agreement that ensures you stress-free maintenance.

- Problem Resolution: Under a Support Agreement, you have guaranteed, competitive response times, with a much faster response than customers who are not on a Support Agreement.
- Reduced TCO: A Support Agreement provides quicker time to resolution and less financial impact on your operations.
- The Grass Valley support team is comprised of industry experts who are dedicated to customer success. Grass Valley has robust processes that are implemented worldwide for consistency and fast resolution of complex issues. This includes both support processes and delivery of parts. Grass Valley support tools allow transparency within and outside of Grass Valley to ensure that issues are visible to all.
- Other preventive services such as on-site support and remote services to facilitate commissioning, system health checks, spare part kits, software updates and installations, and more, can be purchased to help you anticipate issues before they become problems.



4

Customized Support Agreements with a unique mix of responsiveness, resources, and preparedness.

- Grass Valley will customize your Support Agreement to meet your specific needs.
- We can provide you with hardware migration, on-site critical stock, faster response times, dedicated, permanent staff at your premises, third-party product support, and much more.
- If adding Professional Services makes sense for your larger projects, Grass Valley is ready to study new solutions to fit your needs.

5

When you purchase a Support Agreement, you are ensured fast response times.

- Our response time commitments are defined by your Support Agreement (Basic, Elite, or Custom).
- For critical issues, our Support Agreements give you rapid access to expert technical resources.
- Having a Support Agreement ensures that you get fast access to spare parts with our high-performance Advance Exchange service.

6

Support Agreements are available during the entire product lifecycle—it's never too late to protect your investment.

- Support Agreements can be purchased throughout the product lifecycle, even during the standard warranty period.
- From our Basic Support Agreement covering your core needs, to our Elite Support Agreement providing a variety of preventive and on-site features, we provide you with the ability to ensure operational efficiency, predict support costs, and manage risk.
- Once a product reaches End of Production, Grass Valley Long Term Product Support (LTPS) is available to cover your products for five to seven more years.

7

Support Agreements can be augmented with additional services to increase the effectiveness of your operations.

- Preventive Services are a set of services delivered on-site or remotely, and designed to anticipate issues before they become problems. They include services such as technical commissioning, updates installation, periodic health checks, and remote monitoring.
- Optimization Services are services delivered by our world-class solution architects to optimize your system's productivity, performance, and security with attention to simplifying processes and streamlining workflows.
- Educational Services help your staff learn more about the operation and maintenance of your products and systems through continuing education, either on-site at your location, at a Grass Valley location, or through Grass Valley University™ online.

GLOBAL SERVICES



Grass Valley Global Services specializes in the defining of, deployment of, and support of today's dynamic file-based workflows, based on Grass Valley and third-party solutions. With Grass Valley Global Services, you can achieve your operational goals in the most efficient and cost-effective way possible with a partner you can trust.

www.grassvalley.com/support

Define: We help you to define your business and technology requirements and then design solutions to meet them.

Deploy: Our professional service organization, backed up with proven project management methodologies, can take you from design through deployment, commissioning, and training.

Support: We offer a complete Service Agreement portfolio to keep your systems running and help plan for your long-term maintenance needs.

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