

Support Agreements

Professional Services – Customer Support Agreements



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.

Grass Valley Support

With more than 50 years of experience and service excellence, Grass Valley, a Belden Brand, Professional Services is your partner for maximizing system uptime, reducing total cost of ownership (TCO), and planning your long-term maintenance needs.

Stress-free Maintenance

Grass Valley Professional Services, with our team of experienced support engineers and network of regional service centers, offers a selection of Support Agreements enabling you to define and align your service needs with the support that best suits your specific requirements. With options addressing requirements for critical environments to those ensuring technical telephone support, you can select from our pre-defined agreements or create your own custom agreement.

Grass Valley Support Agreements include the following key features and benefits:

- **Fault Resolution:** Gain rapid access to expert technical resources
- **Software Updates and Upgrades:** Automatically receive notifications of available downloads providing enhanced performance and incremental functionality
- **Stability:** Optimize system performance and reduce downtime
- **Predictability (with no surprises):** Manage your operational environment and operational costs

A Range of Support Agreements to Meet Your Needs

Grass Valley provides a set of Support Agreements designed to enhance our standard warranty. Each Support Agreement offers features designed to address your individual service priorities.

Our cohesive global support processes ensure a consistent experience when interacting with our call centers or when issues are escalated. Our baseline services are the foundation of these agreements, providing global presence with global access to our call centers, global technical phone support, parts exchange and software updates.

Grass Valley Professional Services offers three distinct Support Agreements:

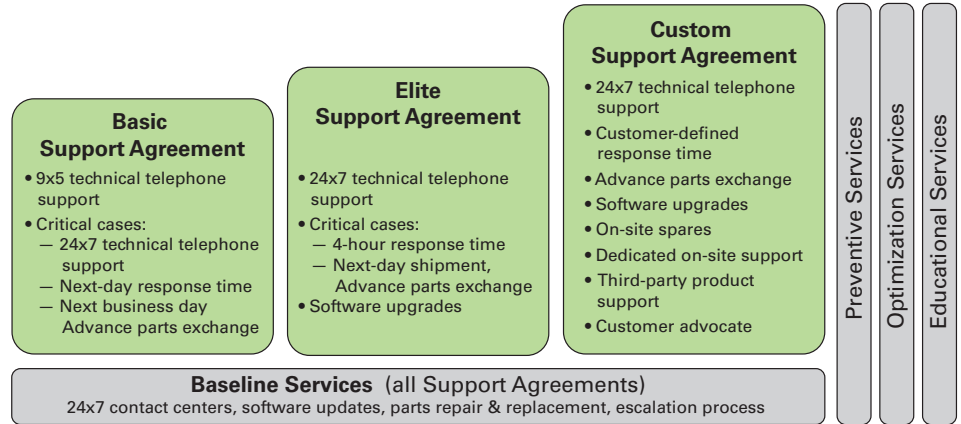
Basic: This Support Agreement provides the same level of services as our standard warranty, plus basic response time commitments. It focuses on Grass Valley cameras, production switchers and routing switchers located in non-critical environments, where rapid response is not necessary and your priority is access to parts replacement and software updates.

Elite: When being prepared for any eventuality is a must, Elite support is the perfect choice. With a focus on uptime requirements, as well as a future-proof environment, our Elite Support Agreement provides 24x7 technical phone support with a guaranteed four-hour response time for critical cases. Elite support also provides advance parts exchange and free software updates and upgrades.

Support Agreements

KEY FEATURES

- Flexible, scalable maintenance programs
- Efficient and responsive technical phone support
- Experienced support engineers
- Worldwide field service team
- Software support, with access to software updates and upgrades
- Value-based pricing and payment plans



Custom: Sometimes your operational needs require a unique mix of responsiveness, resources and preparedness. We'll work with you to craft a customized Support Agreement with features such as hardware migration, on-site critical parts stock, critical response times, dedicated permanent staff at your premises, third-party product support and much more. The exact details of a Custom Support Agreement can be discussed with your Grass Valley sales representative.

While each level of support is designed to meet your specific needs, we also offer additional services to help you maximize your operation. Our suite of Preventive, Optimization and Educational services provide you with a variety of features and options to ensure operational efficiency, financial predictability and risk mitigation.

Baseline Services

All Grass Valley Support Agreements leverage our Baseline Services, which provide the foundation for the delivery of all levels of support. They establish our priorities for delivering unmatched support services, around the globe and around the clock.

Global Presence, Global Access, Global Processes

Our international contact centers are available 365 days per year, 24 hours per day, to log your call and begin the service process. Our contact center ensures that your issues are tracked and handled with the attention you deserve. Your calls will be returned by qualified Grass Valley engineers, based on the timeframe of the level of support you have selected.

Whether it's call center access, technical support, parts replacement or software updates, Grass Valley is committed to addressing your support issues with expertise and transparency.

Software Update Support

Grass Valley provides you with software updates containing minor feature enhancements and bug fixes.

Key Support Agreement Features

Advance Parts Exchange

When availability and timely delivery of parts are critical, Grass Valley meets the need for immediate access to replacement parts, shipping in compliance with the level of support you have selected.

Software Upgrade Support

For our Elite or Custom Support Agreement customers, we also provide periodic software upgrades, providing new or enhanced features and functionality.

Service Level Objectives

Our Support Agreements are designed to meet your needs for availability, access, and expertise. Our goal is to provide you with a trouble-free process to maximize your investments for operational excellence. Not only do we provide agreements to meet your service level objectives, we offer you a choice of incremental services to proactively manage your critical systems, as well as the ability to design a custom agreement to fulfill unique needs. With all Support Agreements, we bring the reliability and predictability you expect from Grass Valley's service expertise.

Additional Services

Our Support Agreements may be augmented with additional support services, designed to help you elevate the effectiveness of your operation.

Preventive Services include on-site support and remote services to facilitate commissioning, system health checks, part spare kits, software updates and installations, and more, so that you can anticipate issues before they become problems.

Optimization Services provide you with world-class solution architects to optimize your system's productivity, performance, and security with attention to simplifying processes and streamlining workflows.

Educational Services provide you with the opportunity to take control of your learning experience with Grass Valley's extensive array of operational, technical, and systems/video networking courses.

Ordering Information

Please contact your Grass Valley representative at: www.grassvalley.com/support/contact



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WWW.GRASSVALLEY.COM

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