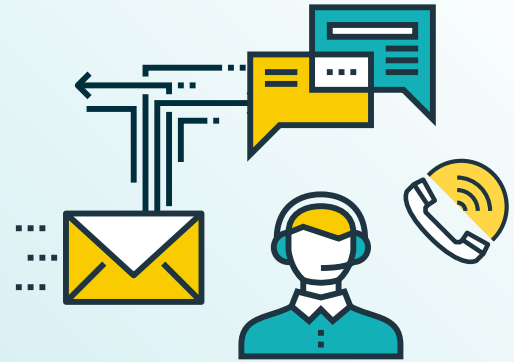


GV CARE Grass Valley Support



GV Care Prime, Prime Plus and Customized Support Packages

In addition to providing world class products and solutions, Grass Valley offers industry leading customer service and support. Grass Valley combines technology leadership with a unique mix of the industry's largest global and local expertise to enable broadcasters and operators to create, control and connect content wherever, however and whenever it is consumed.

The Challenge

To ensure the best possible return on your investment and to protect your revenue, it is important to have access to efficient, fast and flexible support.

The growing complexity of broadcast solutions puts pressure on your business to build skills and experience across multiple vendor products and solutions.

Being able to balance speed and innovation within a changing market, while also delivering high uptime is a major challenge for most businesses that are creating, controlling and delivering content.

At Grass Valley, we are here to help with those challenges, protect your investments, protect your revenue and support your needs.

Grass Valley's Investment

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

GV Care provides access to the worldwide technical and operational support that you need to help keep your operations running smoothly so that you can focus on business.

We have invested in a global network of highly skilled technical support staff as well as an industry-leading logistics and spare parts management service, which consistently meets our commitments.

Our investment goes beyond just people and logistics. We use best in class tools and applications to innovate our service and support operations, as well as continuously developing and improving our processes to drive efficiency, speed and consistency.

Customer Benefits

Whichever products our customers choose to invest in, Grass Valley offers a support package that satisfies their individual operational and budget needs.

The key benefits of GV Care are:

- Dedicated and skilled global technical support teams
- 24x7 access to technical support
- Speed: key performance metrics
- Keeping current with the latest software releases
- Global spare parts exchange service
- Flexible support packages to meet needs and budget
- Minimize risk and downtime
- Predictable costs
- Maximize system utilization and performance

Grass Valley offers flexible support packages, with each giving various levels of features and responsiveness to meet your operational and budget needs. Prime and Prime Plus can be customized with consultancy, on-site engineers, third-party management and other features, allowing customers to make the most of their investment in Grass Valley's cutting edge technologies.



24x7 global access to support



Over 300 experienced and skilled services and support staff across 18 countries



Rapid delivery of spare parts advance exchange and repairs



Fixed response times



Industry leader with Best in Class operational expertise



Prime

GV Care Prime is for those that need access to a comprehensive list of support features, with a focus on high prioritization, uptime and access to advance parts with a fast and responsive service to protect your investment.

Prime Plus

GV Care Prime Plus for those with complex or critical products and/or solutions, and where the requirement is for the most comprehensive level of service with the very highest priority and responsiveness to support and protect your business goals.

Support Feature	GV Care Prime	GV Care Prime Plus
Web & Portal Access	●	●
Knowledge Base Access	●	●
Software Updates	●	●
24x7 Technical Support	●	●
Advance Exchange Hardware	●	●
Software Upgrades*	●	●
On-site Support upon Critical Failure**		●
Quarterly Service Reviews		●
Optional Add-Ons – Custom Contracts:		
Consultancy	●	●
Dedicated On-site Engineer	●	●
Third-party Management	●	●
Key Performance Indicators (KPI):		
Acknowledge	15 Minutes	10 Minutes
Response Time	2 Hours	30 Minutes
Advance Exchange Hardware Shipping	NBD	NBD
Discount on Services and Spare Parts:		
Professional Services	5%	10%
Training	5%	10%
On-site Critical Spares	5%	10%

* Excludes EDIUS

** Up to six visits per annum

The above KPIs are applicable to critical failures only.

Ordering

Please contact your Grass Valley representative at: www.grassvalley.com/support/contact for further details and pricing.

This product may be protected by one or more patents. For further information, please visit: www.grassvalley.com/patents

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