

# GV CARE Prime Support

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.

With more than 50 years of experience and service excellence, Global Services from Grass Valley 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 products running smoothly so that you can focus on business.

Prime Support is targeted for those who need access to a comprehensive list of support features with focus on high prioritization & up time with a fast and responsive service to protect your investment.

## Prime Support includes the following services:

### Helpdesk Services

Our international contact center is available 365 days a year, 24 hours a day to log your call and begin the support process. Our contact center ensures that your issues are tracked and handled with the attention you deserve.

### 24x7 Emergency Telephone Support

Access to Grass Valley's worldwide technical support staff 24x7 for any critical issues.

### Email and Web Support

Create support cases using our dedicated support email and web access forms. All cases created are monitored and responded to 24x7.

### Portal Access

With direct access to the Grass Valley support portal, you will have the ability to raise and track cases as well as get access to any updates from the Technical Support teams.

### Knowledge Base

With access to our knowledge base, you will be able to find information and self-help on a wide range of articles written by Technical Support teams and Product Experts. Find the most popular articles to increase productivity and learning for your staff.

### Software Updates

Access to the latest software updates for your products, including maintenance releases, feature enhancements and improvements.

### Advance Exchange Hardware

When availability and timely delivery of parts are critical, Grass Valley meets the need for immediate access to replacement parts. Leveraging on our best-in-class logistics service and worldwide warehouse locations, we'll get you the parts you need when you need them.

### Remote Dial-In Support

Using secure connections, our Technical Support staff will be able to remotely dial-in to your system to expedite any troubleshooting should it be needed.

### Options

Customers may add the following options for an additional fee:

- Site spares management service
- Consulting services and/or dedicated on-site engineers
- Should your Grass Valley solution include elements of third-party products, we will manage all interactions with those third parties to deliver the support you need



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		●
<b>Optional Add-Ons – Custom Contracts:</b>		
Consultancy	●	●
Dedicated On-site Engineer	●	●
Third-party Management	●	●
<b>Key Performance Indicators (KPI):</b>		
Acknowledge	15 Minutes	10 Minutes
Response Time	2 Hours	30 Minutes
Advance Exchange Hardware Shipping	NBD	NBD
<b>Discount on Services and Spare Parts:</b>		
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](http://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](http://www.grassvalley.com/patents)

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