



MK Premium Support

As the media industry continues to evolve and complexities increase, so does the dependency on having media experts on hand should issues arise:

MK Premium Support is the highest level of support available and is designed for supporting MediaKind's most comprehensive customers and solutions.

Providing global access to MediaKind's Service Centre, direct access to a best in class incident management system, and commitments against KPIs, MK Premium Support also offers 3rd Party Product (3PP) support and unlimited on-site support for the Priority 1 & 2 support issues.

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 Priority (P1) Emergency and Priority 2 (P2) 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.

On-Site Support

Unlimited on-site visits to assist with issue resolution*

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 on supported software versions throughout the term of the support contract.

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 Reviews

Performance reviews to evaluate solution and support activity and KPI performance as well as discuss ongoing plans relating to system evolution.

SLA Reporting

SLA 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

- **Major Software releases:** Access to all of MediaKind's Major software releases as soon as they become available for all covered products.
- **Portability Subscription:** Ability to port software between hardware units
- **Custom Support:** such as Dedicated Onsite Support Engineer, 24x7 Service Centre Monitoring, or Remote Software Deployment

*Travel & Expenses chargeable