

# Volicon Media Intelligence Support & Maintenance

## Professional Services

Volicon Media Intelligence's Professional Services Group offers a full suite of services for each customer's deployment and training needs. With services from consulting to strategy development to design and planning, our team of highly trained, knowledgeable and experienced professionals are committed to each customer's success. For more information, please contact us at [info@volicon.com](mailto:info@volicon.com).

## Premium service

Maximize your coverage by selecting the Premium service plan. You get unlimited 24 x 7 x 365 support, including nights, weekends and holidays. This plan covers the warranty, support, repair and maintenance of our services and our support centers.

## Contact us

If you ever require support, repair, maintenance or have a question about the warranty, please don't hesitate to contact us.

United States  
**+1.781.221.7400** (Please select option 5)

### 8am – 6pm EST

Monday – Friday for our U.S.-based customers

### 8am – 5pm CET (GMT +1)

Monday – Friday for our EMEA-based customers

To check the status of an existing case via email:  
[support@volicon.com](mailto:support@volicon.com)

To open a new case:  
[cases@volicon.com](mailto:cases@volicon.com)

To get support via our website:  
[verizondigitalmedia.com/platform/volicon-media-intelligence](https://verizondigitalmedia.com/platform/volicon-media-intelligence)

**verizon**<sup>✓</sup>  
digital media services



## Volicon Media Intelligence Support & Maintenance

Our mission is to provide every customer with dependable, world-class, professional support.

We offer unparalleled global support solutions, when you need it, and with a true focus on your success. Each component of our support services has been built to ensure that your organization quickly benefits from the full value of your investment in our service.

We encourage you to experience all the functionality of our service offering to save time, reduce management complexity with a single point of service accountability, and guarantee operational uptime and data availability.

## Service packages

To meet your support requirements, we offer a comprehensive collection of support and service packages:

### Premium

- Unlimited 24 x 7 support, 365 days a year, including all global holidays
- Major and minor product updates: includes essential patches, bug fixes, feature enhancements and new releases while under support coverage
- Remote Technical Consulting/Training (4 hours included per annual contract)
- Proactive communications and alerts on major and minor releases
- System monitoring as needed
- Phone, email and web-based support channels

### Standard

- Service available 8am-6pm EST, Monday-Friday for U.S.-based customers, and 8am-5pm CET (GMT +1) for our EMEA-based customers, excluding global holidays
- Major and minor product updates: includes essential patches, bug fixes, feature enhancements, and new releases while under support coverage
- Proactive communications and alerts on major and minor releases
- Phone, email and web-based support channels

## Software updates

The Volicon Media Intelligence support plan provides software updates and upgrades released by Volicon during the plan's term, including bug-fix releases, point releases and general releases.

Key features	Standard	Premium
24 x 7 x 365 support + holidays		✓
Unlimited support cases	✓	✓
Major and minor product updates and maintenance	✓	✓
Phone, email and web-based support channels	✓	✓
Remote technical consulting/training		✓
System monitoring as needed		✓
M-F 8am - 6pm EST support	✓	

Support offerings	Standard	Premium 24 x 7
Assist users and administrators with system functionality questions	✓	✓
Restart services and/or encoders as necessary to keep system functional	✓	✓
Perform RCA on all reported issues, and provide information to customers as requested	✓	✓
Identify any bugs in SW, and make sure that solution is provided to customers with either a patch or system upgrade	✓	✓
Provide system upgrades (both major and minor – where HW will allow) for Volicon Media Intelligence-sourced hardware	✓	✓
Pull in Volicon Media Intelligence's product as well development team, to understand requested enhancements, and work with customers to incorporate these requests in future release	✓	✓
Advanced HW replacement for any faulty HW components	✓	✓
Understanding and troubleshooting any OS issues, and working with customers to resolve	✓	✓
Provide system overviews following upgrades, so that administrators understand new system features/user interface changes	✓	✓
1-hour training session following upgrades to be broken up as the customer prefers to go over new UI, as well as any new feature purchases	✓	✓
Work with users to understand any customer limitations and advise on best way to move towards resolution	✓	✓
Quicker response time for critical/major issues		✓
Remote Technical Consulting/Training (4 hours included per annual contract)		✓