



WHY CARE?

Key Code Media Total Care (KTC) enables customers to optimize their media infrastructure, effectively allocate resources, while reducing cost of deploying and managing broadcast video technology. The package includes a 12-month engineering service contract ensuring media facilities are protected from catastrophic events while maintaining and scaling their infrastructure.

THE PROGRAM INCLUDES:

- Phone / Email / Remote Support
- Onsite Technicians
- Emergency Break/Fix Technicians
- Consulting
- Site Evaluation
- Installation
- Documentation
- Training Programs
- Spare Equipment Loaners
- Software Upgrades

LEARN MORE:

Phone: 818-303-3900

Email: sales@keycodemedia.com

MEET THE ENGINEERS

Key Code Media offers a suite of media technology service programs providing a range of professional & technical services, including: full system customizations & configuration; delivery & deployment; onsite product training; and expert technical support.

The Key Code Media difference is our ability to combine 360° of resources from initial consultations and system design, to installation, onsite support, and faculty training. No other reseller/integrator can offer you all these combined services at a quality level that is beyond manufacturers abilities.

FRONTLINE SUPPORT

- Adobe Systems
- Avid Technology
- Blackmagic Design
- CatDV
- EditShare
- Facilis Technology
- Grass Valley
- IPV
- LiveU
- NewTek
- Root 6
- Ross Video
- Scale Logic
- Spectra Logic
- StorageDNA
- Studio Network Solutions (SNS)
- Telestream
- Quantum
- +500 Additional Competencies

PICK YOUR PLAN

Yearly support offerings, customers should be within a 100 mile radius of a brick and mortar office to qualify for Silver, Gold, and Platinum unless client is willing to modify program with T&E.

	BRONZE	BRONZE +	SILVER	SILVER +	GOLD	PLATINUM
Base Price	\$5,000	\$15,000	\$10,000	\$20,000	\$40,000	\$90,000
Phone / Email / Remote Support	M-F, 9am (EST) - 6PM (PST)	24/7	M-F, 9am (EST) - 6PM (PST)	24/7	24/7	24/7
Onsite Technician	Reduced Rate*	Reduced Rate*	40hrs + Reduced Rate*	50hrs + Reduced Rate*	Custom*	Custom*
Emergency Onsite	Limited Hours*	Limited Hours*	Limited Hours*	Limited Hours*	Custom*	Custom*
Evaluation / Documentation	Inc. Basic Remote/ Onsite Survey	Inc. Basic Remote/ Onsite Survey	Inc. Basic Remote/ Onsite Survey	Inc. Basic Remote/ Onsite Survey	Analysis & Documentation*	Full Facility Documentation*
Installation	X	X	X	X	Equipment Installation*	Equipment Installation*
Industry Certification	X	X	X	X	20% Off Certification For Staff	50% Off Certification For Staff
Training	X	X	X	X	X	4 Training Visits Per Year
Loaner Equipment	X	X	X	X	X	KCM Loaner Inventory Available
Software Upgrades	X	X	X	X	X	Annual Vendor Supported Software Upgrades
Consulting	X	X	X	X	X	Annual Technology Consulting Visits

**Available - Onsite Technician / Emergency Onsite available at additional cost. Limited Hours - Hours subject to facility size/complexity. *Reduce Rate - Onsite Technician rate drops to \$150/hr for Plus Program Members *Analysis & Documentation - Extensive Analysis & Documentation includes Pictures, IP, Serial Address. *Full Facility documentation includes CAD, Visio, and Excel breakdown of facility. *Equipment Installation - Installation must be of Key Code Media purchased equipment. *Custom- a custom agreement will be created to cater to customer needs.*

Limitation of Liability

Loss of Data – Key Code Media does not guarantee that data and/or media cannot or will not be lost in the process of troubleshooting or repairing products. Key Code Media recommends that its customers implement effective data management and protection strategies such as RAID disk arrays, tape backup, off-site data replication, and virus / spy-ware protection. Key Code Media, Inc. is not liable for data loss. Key Code Media at no time will delete, duplicate, or move client's media without written or verbal consent while onsite. The sole responsibility of hardware functionality and preventive maintenance belongs to the client. Any equipment misuse or download of third-party application may void prior work performed.

Troubleshooting Process – Computers and computer-based equipment are frequently hard to troubleshoot because problems can be intermittent. Problems may not recur for several days after a problem is initially investigated and treated. Support calls may require more than one visit due to the intermittency of a particular problem, or the need to obtain additional parts. Key Code Media warrants for 30 days that its hardware and software repairs or installations are done to manufacturer specifications. During this warranty period, at no charge, Key Code will reinstall software that Key Code failed to install correctly, and if Key Code sold you the hardware components, Key Code will replace those components if they fail. Key Code does not cover the costs of copying or recovering media or other types of data, and Key Code does not warrant against data corruption due to viruses, worms, or other forms of outside attack. Problems caused by adding new hardware or software after Key Code's install will be troubleshooted at normal rates. Key Code Media does not warranty the performance of software or hardware – those warranties are provided through the products respective manufacturers.