



**Our Commitment** involves thorough analysis, optimization, and continuous improvement of your technology environments throughout the year. Whether it's monitoring your spaces and media infrastructure, overseeing your on-prem or cloud-based solutions, or enhancing the overall user experience, our expert team is adept at swiftly pinpointing and resolving issues within your environment. With our yearly support contract, you can trust in ongoing, proactive assistance that ensures the sustained efficiency and reliability of your technology infrastructure.

## 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

## 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



818-303-3900



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# 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	SILVER	GOLD	PLATINUM
<b>Base Price (Yearly)</b>	US\$5,000	US\$10,000	US\$40,000	US\$90,000
<b>Phone / Email / Remote Support</b>	M-F, 9-6	M-F, 9-6	24/7	24/7
<b>Onsite Technician</b>	Available*	Available*	BiWeekly 4 Hour	Weekly 4 Hour
<b>Emergency Onsite</b>	Available*	Limited Hours*	Limited Hours*	On Site
<b>Evaluation / Documentation</b>	X	Initial Eval. 8-Hr	Analysis & Documentation**	Full Facility Documentation**
<b>Installation</b>	X	X	Equipment Installation****	Equipment Installation****
<b>Industry Certification</b>	X	X	20% Off Certification For Staff	20% Off Certification For Staff
<b>Training</b>	X	X	X	4 Training Visits Per Year
<b>Loaner Equipment</b>	X	X	X	KCM Loaner Inventory Available
<b>Software Upgrades</b>	X	X	X	Annual Vendor Supported Software Upgrades
<b>Consulting</b>	X	X	X	Annual Technology Consulting Visits

## KTC+ ADD-ON OPTIONS

Bronze	Silver	Platinum
<b>24/7 Support</b>	<b>24/7 Support</b>	<b>Full Time On-Site Support</b>

\*Available - Onsite Technician / Emergency Onsite available at additional cost. Limited Hours - Hours subject to facility size/complexity.

\*\*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.

### 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.



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