



**TOTAL CARE.  
TOTAL CONFIDENCE.  
FOR YOUR ENTIRE  
WORKFLOW.**

Key Code Media Total Care provides proactive support and optimization for your technology infrastructure all year long. From monitoring on-premises and cloud systems to troubleshooting emergencies, our certified engineers keep your operation running smoothly so your team can focus on creating, communicating, and delivering.

**Beyond the Install.**

Our engineers provide 360° service- from initial consultation through installation, staff training, and long-term support. No other integrator combines certified engineering, cross-industry expertise, and personalized service at this level.

**Real Outcomes.**

- Reduce downtime and risk of catastrophic failure
- Extend the longevity of your technology
- Ensure staff adoption and workflow efficiency
- Eliminate surprise costs with predictable annual coverage

**THE PROGRAM INCLUDES:**

- 24/7 phone, email, and remote support
- Onsite & emergency break/fix response
- Annual site evaluation & documentation
- System installation & facility move support
- Software updates and optimization
- Access to loaner equipment
- Staff training programs
- Expert consulting & workflow analysis

**FRONTLINE SUPPORT**

- Adobe
- Avid
- Blackmagic
- Crestron
- EditShare
- Evertz
- EVS
- Extron
- Facilis Technology
- Grass Valley
- Imagine
- Iconik
- LiveU
- OpenDrives
- Pixitmedia
- Ross Video
- Shure
- Spectra Logic
- StorageDNA
- SNS
- Telestream
- Quantum
- Vizrt
- 500+ More!

# 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. Clients outside areas can have modified plans to include travel & expenses.

	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 <sup>1</sup>	Available <sup>1</sup>	BiWeekly 4 Hour	Weekly 4 Hour
<b>Emergency Onsite</b>	Available <sup>1</sup>	Limited Hours <sup>1</sup>	Limited Hours <sup>1</sup>	On Site
<b>Evaluation / Documentation</b>	X	Initial Eval. 8-Hr	Analysis & Documentation <sup>2</sup>	Full Facility Documentation <sup>3</sup>
<b>Installation</b>	X	X	Equipment Installation <sup>4</sup>	Equipment Installation <sup>4</sup>
<b>Key Code Education Course Discount</b>	X	10% Off Courses	15% Off Courses	20% Off Courses
<b>Vendor Training</b>	X	X	Virtual	Virtual & In-Person
<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

### 24/7 SUPPORT

Add-On 24/7 Support with  
Bronze+ and Silver+

### FULL-TIME ON-SITE SUPPORT

Add-On Full-Time Engineer  
with Platinum+

### ADDITIONAL HOURS

Add-On Additional Engineer  
Hours for Onsite, Install,  
and Support

### AUDIO VISUAL ONLY SUPPORT

Reduced Rates Available for AV-Only Systems.  
Eligible for EDU and Government Customers.

### CREATIVE TEAM SUPPORT WITH KCE+ HOPLINE

Creative technical support for editors, colorists,  
and mixers when projects are on the line.

For full breakdown of Terms & Conditions visit: [keycodemedia.com](http://keycodemedia.com)

<sup>1</sup>Available - Onsite Technician / Emergency Onsite available at additional cost. Limited Hours - Hours subject to facility size/complexity.

<sup>2</sup>Analysis & Documentation - Extensive Analysis & Documentation includes Pictures, IP, Serial Address.

<sup>3</sup>Full Facility documentation includes CAD, Visio, and Excel breakdown of facility.

<sup>4</sup>Equipment Installation - Installation must be of Key Code Media purchased equipment.



818-303-3900



sales@keycodemedia.com