

GV Care

Prime Plus Support



GV Care Prime Plus for those with complex or critical products and/or solutions, and where the requirement is for the most comprehensive level of service with the very highest priority and responsiveness to support and protect your business goals.

With more than 50 years of experience and service excellence, Global Services from Grass Valley is your partner for maximizing system uptime, reducing total cost of ownership and planning your long-term maintenance needs.

GV Care provides access to the worldwide technical and operational support that you need to help keep your products running smoothly so that you can focus on business.

Prime Plus Support is targeted for those with complex or critical products and/or solutions, and where the requirement is for the most comprehensive level of service with the very highest priority and responsiveness to support and protect your business needs.

Prime Plus Support includes the following services:

Helpdesk Services

Our international contact center is available 365 days a year, 24 hours a day to log your call and begin the support process. Our contact center ensures that your issues are tracked and handled with the attention you deserve.

24x7 Emergency Telephone Support

Access to Grass Valley's worldwide technical support staff 24x7 for any critical issues.

Email and Web Support

Create support cases using our dedicated support email and web access forms. All cases created are monitored and responded to 24x7.

Portal Access

With direct access to the Grass Valley support portal, you will have the ability to raise and track cases as well as get access to any updates from the Technical Support teams.

Knowledge Base

With access to our knowledge base, you will be able to find information and self-help on a wide range of articles written by Technical Support teams and Product Experts. Find the most popular articles to increase productivity and learning for your staff.

Software Updates

Access to the latest software updates for your products, including maintenance releases, feature enhancements and improvements.

Advance Exchange Hardware

When availability and timely delivery of parts are critical, Grass Valley meets the need for immediate access to replacement parts. Leveraging on our best-in-class logistics service and worldwide warehouse locations, we'll get you the parts you need when you need them.

Third-Party Management

Should your Grass Valley solution include elements of third-party products, we will manage all interactions with those third parties to deliver the support you need.

Remote Dial-In Support

Using secure connections, our Technical Support staff will be able to remotely dial-in to your system to expedite any troubleshooting should it be needed.

On-site Support

Providing up to six site visits per year to help resolve any critical issues.

Quarterly Service Reviews

Customers receive quarterly service reviews to discuss the latest software versions, target KPI achievement and the progress on any ongoing technical issues.

Options

Customers may add the following options for an additional fee:

- Site spares management service
- Consulting services and/or dedicated on-site engineers

Support Features	GV Care		
	Foundation	Prime	Prime Plus
24x7 Technical Telephone Support	●	●	●
Maintenance SW Releases	●	●	●
Web & Portal Access	●	●	●
Knowledge Base Access	●	●	●
Repair Service*		●	●
Software Updates		●	●
Advance Exchange HW		●	●
Third-party Management		●	●
Software Upgrades**		●	●
On-site Support***			●
Quarterly Service Reviews			●
	Optional Add-Ons		
On-site Critical Spares		●	●
Consultancy		●	●
Dedicated On-site Engineer		●	●

* Repair Service is limited to certain products

** Excludes EDIUS

*** Up to 6 visits per annum

ORDERING

Please contact your Grass Valley representative at: www.grassvalley.com/support/contact for further details and pricing.



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www.grassvalley.com/blog

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