



Professional Services

Define and Deploy Solutions for Your Broadcast and Production Systems

Grass Valley experts bring the depth of knowledge, industry experience, and technical expertise to help you define and deploy broadcast and production systems and solutions.

Grass Valley brings over 50 years of world-wide experience rooted in delivering products and solutions for news, live sports, entertainment, and playout. A rare combination of industry insight and functional expertise gives Grass Valley Professional Services the ability to help customers plan, design and manage their operational environments. With a complete set of services ranging from system architecture and workflow design, to performance optimization and educational services, we utilize a consistent methodology to put plans into action.

The broadcast industry has been in a state of transition for more than a decade. Adoption of tapeless workflows, HD as the norm rather than the exception, and an increasing number of consumption channels have all created new challenges for broadcasters. Identifying relevant solutions to move forward requires understanding your needs, collaborating with your teams, paying attention to the details and aligning system architectures.

Whatever the need — sports, news or multiple channel operations — Grass Valley is here to help you get the most out of your people and technologies. We've worked side-by-side with customers around the world to understand their goals, their needs and their technologies. The knowledge gained allows us to define solutions to address today's challenges and prepare for tomorrow's opportunities.

Your Goals — Our Priority

Grass Valley offers a full suite of professional services — all designed to allow you to capitalize on your existing technology investments while facilitating your roadmap for future opportunities. Not only are effective operations critical to success in the day-to-day delivery of media to consumers, they are the foundation for enabling new business models. Grass Valley can provide you with:

Expertise: Insight borne from real-life experience facilitating system architecture and implementation to fulfill customer requirements. We have in-depth knowledge of a wide variety of operational environments from stable, fixed locations to special events requiring flexibility in place and time.

Predictability: Our focus is your success. Our proven methodologies allow us to plan and deliver the systems and/or solutions required to help you achieve your goals in a cost-effective and timely manner.

Operability: Ease of use and overall manageability can make or break the effectiveness of broadcast operations. We work with you to understand your needs; providing the design, technologies and training to optimize your environment.

Planning: Whether preparing for a quadrennial sporting event, a daily news program or resolving system performance issues, planning is critical to success. We are ready to share our knowledge to help you succeed, whatever the challenge...whatever the goal.

Define Your Optimum System Solution

Grass Valley provides the expertise to establish, streamline and maximize solutions that meet your specific requirements:

System Architecture: Designing a solution that meets customer needs is the focus of our experienced Grass Valley designers and engineers. They capture business and technology needs while applying their industry knowledge and technical experience to design systems and workflows to meet these goals.

Workflow Analysis & Design: An integrated, streamlined workflow that provides flexibility and reliability is your path to achieving operational efficiency. Grass Valley designers and engineers work with your team to define your functional needs, user roles and responsibilities, interaction between users and systems, and business objectives. The result is an optimized workflow designed to enhance your processes to ingest, manage, store, manipulate and distribute your content.

Multichannel Distribution & Planning: The increasing need for content distribution to mobile and web-connected devices presents new challenges for content owners. Grass Valley's team of experts works with you to identify options for efficiently managing, transcoding, repurposing and distributing content. We will also help you to exploit business opportunities, create business cases, as well as implementation plans.

KEY FEATURES

- Unequalled depth of industry knowledge and technical expertise
- Over 50 years of worldwide experience
- Consistent global methodologies
- Strategic partnerships
- Complete set of services:
 - Strategic advice
 - System architecture
 - Workflow analysis & design
 - Project management
 - Integration & implementation
 - Performance optimization
 - Technical & operational training
 - Educational services
- Address today's challenges and prepare for tomorrow's opportunities
- Best practices for news, live production and playout

Optimization Services: Maximizing the performance of your systems is a constant challenge. Many factors can impact performance, productivity, and budget. Grass Valley provides a suite of services and solutions to optimize technology and processes to deliver high-performance workflows. This includes archive solutions that ensure your assets are secure from unwanted intrusion, while being accessible to those people who need them.

Operational Assessment: Your operations need to be fine-tuned to allow you to work effectively in a fast-paced, time-sensitive environment. Grass Valley brings the insight to audit and validate the functionality and security of your systems, streamline software updates or upgrades and prepare for integration of new products or solutions.

Live Event Preparation: Planning for live events requires meticulous attention to detail. Grass Valley's goal is to help you to plan, design and implement solutions that allow you to capture the action — on the field or on the stage — as it happens. Whether it's a full technical design for an on-site broadcast facility, remote operation across the street or across the globe, camera positioning and setup, high-speed and reliable content handling, or streamlined workflows, Grass Valley taps into its vast experience in covering sports and entertainment events around the world to get the job done.

Grass Valley project managers and engineers are available to address your needs across the entire media lifecycle, to help you simplify, streamline and maximize your assets.

Deploy Reliable System Solutions

Grass Valley is your partner to implement, integrate and educate:

Project Management: Grass Valley project managers and engineers adhere to consistent methodologies to capture and plan project specifications, resources, schedules and budgets. Our team works alongside your team to manage end-to-end projects ranging from hardware and software configuration, on-site implementation, testing and training. Whether installing a single camera or building an international broadcast center, our role is to ensure the success of your deployment from start to finish.

System Integration: Our project managers and systems engineers leverage their knowledge of Grass Valley products with extensive field experience to deploy your systems. Whether installing a single product into an existing environment, or a complex integration of an end-to-end workflow, including third-party products, Grass Valley engineers follow tried and tested methodologies. Through collaboration with other product vendors and the knowledge and experience of our global team of engineers, Grass Valley can ensure a robust and stable integration.

Technical Commissioning: Grass Valley helps you protect your investment by providing the initial setup of products and systems. Our engineers provide the experience, product knowledge and skills necessary to validate technical solutions. Our goal is to help you optimize and ensure product and system performance.

Training: Grass Valley University is your destination for accessing online and training center schedules as well as learning more about scheduling on-site training at your facility. From product specific courses to industry best practices or workflow design, Grass Valley provides a broad curriculum of online and classroom courses, documentation and other educational resources.

Grass Valley provides a full range of services to address your needs at any point in the strategy, planning, design or deployment process. These services are aligned with your needs across the full media lifecycle. From designing customized workflows and planning for live events, to developing effective archive solutions, Grass Valley brings the breadth and depth of experience to help you maximize your investment.

For More Information

Please contact your Grass Valley representative at:
www.grassvalley.com/support/contact

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