

Care Services

Supporting the way forward...

Care Services



In addition to providing world-leading products, SAM offers outstanding customer support which, with a combination of advance and preventive planning, together with fast efficient response help maintain the highest system performance and availability.

SAM offers comprehensive support packages to suit your needs.

Built on a foundation of over 30 years' experience in supporting broadcast and post-production systems, SAM Care provides a highly skilled 24x7 technical help desk, committed response times and software maintenance support. In addition, a comprehensive spare parts service is operated from over 20 warehouse locations across the globe.

Meeting the Challenge

To secure the best possible return on your hardware and software investments, it is important for both broadcasters and service providers to have access to efficient and flexible support models.

Growing networks and increased complexity puts pressure on you and other customers to build up competence and skills that can quickly identify faults and enable fast recovery. This is a major challenge for most companies and demands considerable time and resources.

As the competitive landscape grows, securing overall performance is essential to maintaining end-user satisfaction, which results in sustaining and growing revenue. It is important to take steps to limit the risk of incidents taking place through fault prevention and planning and, if incidents do occur, to ensure that any downtime is as short as possible.

Overall, a reliable support agreement is an investment towards minimizing risks of unexpected incidents as well as taking control of capital and operational expenditure in a comprehensive way.

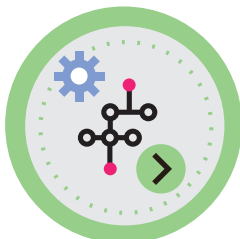
Customer Benefits

Whichever product our customers invest in, SAM offers a Care service package that satisfies our customers' operational needs, business requirements and budget. The key benefits of SAM's Care services are:

- Dedicated in-house global support team
- 24x7 technical support service center with the most experienced support engineers in the industry
- Committed key performance indicators
- Flexible offerings to meet both needs and budget
- Minimize risk and network downtime
- Predictable OpEx costs
- Maximize system utility and perform



24/7 Worldwide Support



High System Availability



Best in Class

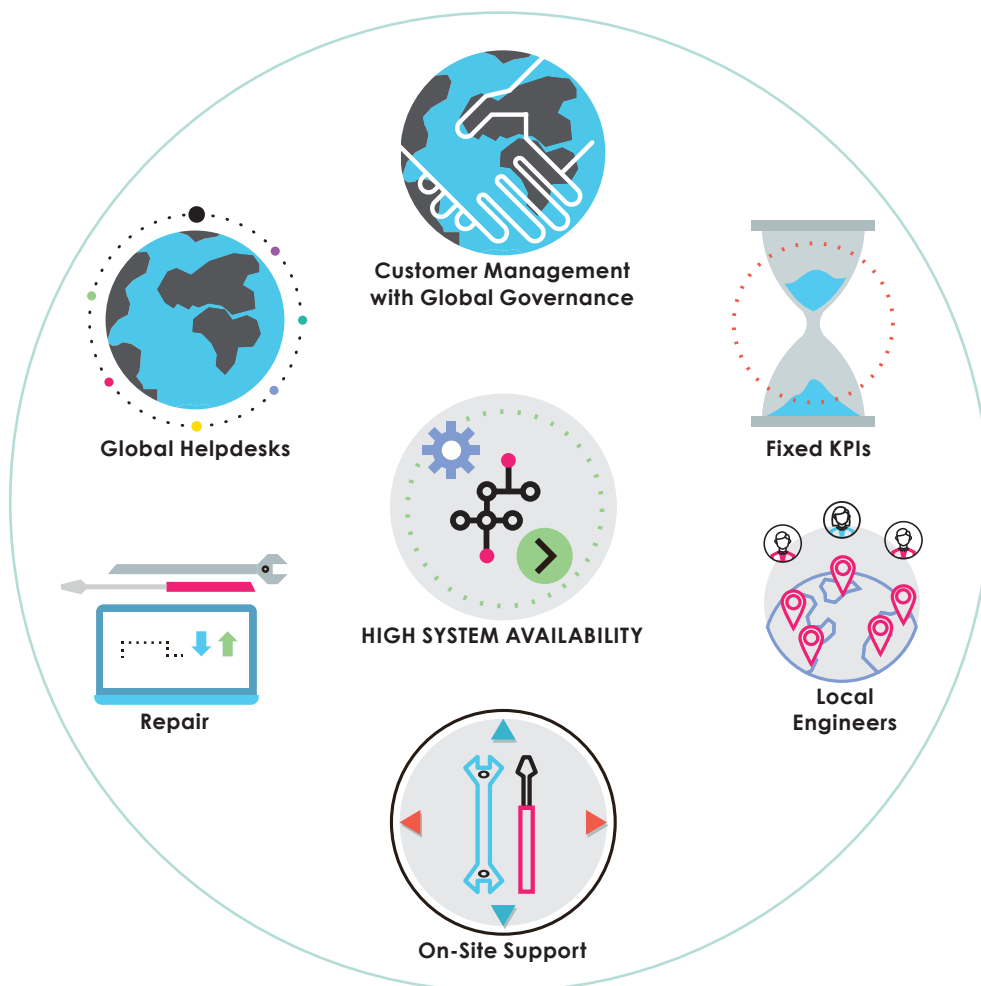


Industry Expertise



Revenue Protection

SAM offers flexible packages for support with varying scope and lead-times. The three levels (Base, Essential, Complete) provide you with the opportunity to choose a service level that meets your specific needs. The higher the level of support, the greater the service value and the lower the exposure to risk.



Base Care

The Base level of care is largely aimed at box level support. With this service level SAM provides access to the global web portal to log and trace incident tickets.

You will also have access to 24x7 telephone and remote support along with hardware repairs. Base Care also provides software maintenance releases to fix any software issues and keep you up to date.

Essential Care

Essential Care is aimed at more critical deployments where a higher prioritization and a more comprehensive set of services are needed.

In addition to the elements included within the Base Care level, Essential provides you with enhanced response times, advance part replacements and software update releases, which include new features.

Complete Care

SAM's Complete Care is for the most complex or critical deployments where the highest prioritization and the most comprehensive set of support services are required.

Complete Care includes all of the services provided in the previous care packages but enhances these with on-site assistance for resolving critical issues, software upgrades for all the latest features and functionality, support for third party products purchased as part of an overall system from SAM and periodic service reviews.

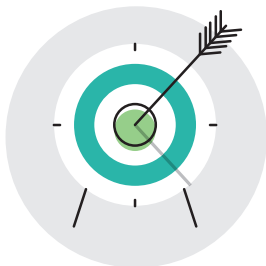
Service Activity	Service Description	SAM CARE		
		Base	Essential	Complete
KPI Handling Priority	Prioritization of issues to ensure KPI commitments are achieved	Standard	High	Highest
8x5 Technical Phone Support	Office hours telephone support by technical SAM staff who will respond to inquiries and issues	•	•	•
Repair Service	Repairs to equipment due to HW failure	•	N/A	N/A
Maintenance SW Releases	Access to bug fixes and maintenance releases	•	•	•
24x7 Emergency Support	Around the clock telephone support by SAM staff who will track and resolve critical issues	•	•	•
Remote Support	Troubleshooting and resolution via a secure link	•	•	•
Web Access	Online access to SAM's ticketing system to log, track and amend ticket status	•	•	•
Reporting	Access to pre-configured statistical reports related to support services	•	•	•
Minor Software Releases	Access to software updates which include new features		•	•
Advance Replacement Parts *	Advance dispatch of swappable HW parts to replace faulty items		• **	• **
Major Software Releases	Access to software upgrades which include new features and functionality		^	•
On-Site Support	Providing on-site support to progress critical faults that can't be resolved remotely			• ^^
3rd Party Management	Coordination and management of support for all 3rd party components supplied by SAM			•
Quarterly Service Reviews	Periodic meetings to review performance against KPIs, software versions and future plans			•

* Not applicable to IQ Modular
 ** Not applicable to software only products
 ^ Included with Quantel Rio and Kahuna
 ^^ Limited to 6 visits per year

Service Activity	Service Description	Optional Add-On's		
		Base	Essential	Complete
On-Site Critical Spares	Complete management of either dedicated or pooled critical spare equipment		•	•
Consultancy	Consultation on optimization, performance tuning, best practices etc...	•	•	•
Dedicated On-Site Engineer	Working at customers locations for fixed durations	•	•	•

Key Performance Commitments

SAM understands the importance and value of having support in place. To ensure that the support being delivered is meaningful and measureable, SAM provides committed times for key performance elements across all service levels.



		Critical	High	Medium	Low
Complete	Acknowledge	15 Mins	15 Mins	4 Hours	12 Hours
	Respond	30 Mins	60 Mins	8 Hours	24 Hours
	Restore (SW)	4 Hours	8 Hours	N/A	N/A
	Workaround (SW)	24 Hours	48 Hours	N/A	N/A
	Advance Parts Replacement	4 Hour Dispatch			
		Critical	High	Medium	Low
Essential	Acknowledge	15 Mins	15 Mins	8 Hours	24 Hours
	Respond	60 Mins	2 Hours	12 Hours	48 Hours
	Restore (SW)	8 Hours	12 Hours	N/A	N/A
	Workaround (SW)	48 Hours	96 Hours	N/A	N/A
	Advance Parts Replacement	Next Business Day Dispatch			
		Critical	High	Medium	Low
Base	Acknowledge	30 Mins	30 Mins	8 Hours	24 Hours
	Respond	60 Mins	4 Hours	12 Hours	NBD
	Hardware Repair	Priority			