

NevCare



NevCare Global Support Program

At Nevia we, aim at providing the best support possible to our customers, independently from the circumstances or location, as we know that they rely on our products and solutions for their mission critical operations.

To deliver on this, Nevia provide NevCare services, a global support service provided by a geographically distributed team of engineers and experts.

NevCare operates a 24x7 SLA service staffed by trained Nevia technical support engineers who provide multi-level technical support, case management and issue resolution.

Our engineers can provide advice on technical matters and solutions to issues arising in mission-critical operations.

We are the point of contact for all support cases and case escalations and we are committed to provide quick responses and fast resolution of technical issues.

To supplement Nevia's standard warranty offering, Nevia offers the following NevCare Items:

- *Premium Support*
- *Technical Helpdesk*
- *Software Maintenance and Support*
- *Extended Hardware Warranty*
- *Advance Replacement of Hardware*

Support and SLA offering

<p>Basic Support services (Included in Purchase price)</p> <ul style="list-style-type: none"> ✓ Includes Technical helpdesk support during office hours for all Nevia products. Includes remote assistance for troubleshooting. Larger configuration/upgrade work may be ordered separately 	<p>Premium Support services (Item No 24322)</p> <ul style="list-style-type: none"> ✓ Technical helpdesk: access 24/7-365 ✓ Access to new firmware releases for all Nevia products, except VideoPath and Virtuoso ✓ Remote assistance for upgrading and verification of new software and firmware releases on purchased products ✓ Online portal: web-access for logging and tracking status on issues ✓ Service Account Management for Nevia Systems: single point of contact for larger installs ✓ Reporting: case tracking, incident and progress reports, root-cause analysis ✓ Prioritized support: issues are prioritized over issues submitted by non-premium support customers; engineering resource are fast tracked for issues resolution ✓ Preventive maintenance: notification service of new available software and firmware releases ✓ KPI management: key performance reports with statistics of open / closed cases, resolution times ✓ On-site visit: technical reviews on systems, available upon request from service manager.
<p>Extended Warranty (Item No 21086)</p> <ul style="list-style-type: none"> ✓ Repair and return of hardware on Nevia standard repair terms <p>Ref. Nevia Standard Terms and Conditions (https://nevia.com/support)</p>	<p>Advance replacement (Item No 24068)</p> <ul style="list-style-type: none"> ✓ Next business day shipment of replacement products during warranty or extended warranty period <p><i>NB! Faulty hardware must be returned to avoid invoice for replacement product</i></p>

Maintenance offering

<p>Software Maintenance & Support for VideoPath (Item No 24067)</p> <ul style="list-style-type: none"> ✓ Includes access to new software releases and office hours' support. ✓ Software releases with detailed release notes available for download from the Nevia FTP site. <p>Larger configuration/upgrade work may be ordered separately</p>	<p>Software Maintenance & Support for Virtuoso (Item No 24198)</p> <ul style="list-style-type: none"> ✓ Includes access to new software releases and office hours' support. ✓ Software releases with detailed release notes available for download from the Nevia FTP site.
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neviON supports you

Your media network is mission critical, so only the best will do. Nevion's global professional services and support staff have years of experience, working with some of the largest and most innovative broadcasters and service providers in the world.

For more information on services and pricing, please feel free to contact us

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