



Avid Support





At Avid, we know what you've got invested. It's more than just a collection of hardware and software – it's content that's as unique as you are. It's sounds and images that are worth far more than their individual bits and bytes. It's time, creative juices, and inspiration that knows no price tag.

As an Avid customer, you're part of a highly dedicated and wide-ranging global support network. Whether you're part of a global enterprise or a casual home enthusiast, Avid Support has a plan to keep you moving smoothly along the cutting edge of creative technology.

Avid Standard Support

A support plan for low-complexity environments, Avid® Standard Support is designed for customers for whom system availability is not mission critical, yet providing business hours support and access to software updates is key.

Avid Priority Support

Avid Priority Support is ideal for our customers for whom system availability is not mission critical, but who require software investment protection and predictable access to materials exchange.

Avid Uptime Support

Avid Uptime Support is designed for small to mid-sized broadcasters, post-production and other recording facilities requiring system support beyond normal business hours. Uptime provides round-the-clock access to assisted support and rapid access to onsite and materials.

Avid Enterprise Support

Avid Enterprise Support provides the highest level of coverage for the most complex environments, including high-end broadcast companies and networked post production facilities whose critical operations rely on Avid. In environments where even minutes of system downtime can have major impact on operations and loss of revenue, Enterprise Support delivers unprecedented personal service with proactive technology support.



“The support I have on my Avid system provides tremendous value, but its really the people that stand behind it, with their deep product knowledge and whatever it takes attitude that has kept me an Avid customer for over 15 years.”

– Jamie Beedy,
Post Production Manager, Karl Productions

Standard

- 5 x 9 assisted support
- 7 x 24 access to online knowledge base and product forums
- Software updates and patches
- Optional: Access to scheduled onsite support – 7 business days (fees apply)¹

Priority

- Includes everything in Standard, plus:*
- Same day initial response objective for issues
 - Advanced Exchange for materials within 2 business days
 - Optional: Access to onsite support – 3 business days (fees apply)¹

Uptime

- Includes everything in Priority, plus:*
- 7 x 24 assisted support
 - 1 hour response time for Critical On Air issues
 - Priority queuing
 - Advanced Exchange for materials within 1 business day
 - Optional: Access to onsite support – 2 business days (fees apply)¹

Enterprise

- Includes everything in Uptime, plus:*
- 15 minute response time for Critical On Air issues
 - Designated team
 - Advance Exchange for materials same day²
 - Periodic Support Review
 - Custom Support Alerts
 - Virtual Annual Health Checks³
 - Workflow and 3rd party integration support
 - Quarterly Report Card
 - Customer Champion
 - Optional: Next business day onsite support (fees apply)¹

¹ Available for limited geographies.
² Available for limited products in some geographies. Otherwise next business day.
³ Available for limited products.

Avid Support At-A-Glance

Global Access and Response	Standard	Priority	Uptime	Enterprise
Access to assisted support: telephone, email, chat	5 x 9	5 x 9	7 x 24	7 x 24
Minimum response targets – Critical			1 hour	15 minutes
Minimum response targets – Non critical	Next Bus Day	8 hours	4 hour	1 hour
Priority queuing			▪	▪
Unlimited number of service requests	▪	▪	▪	▪
Customer-defined severity level	▪	▪	▪	▪
Remote diagnostics	▪	▪	▪	▪
Onsite support (optional/fees): response time ¹	7 Bus Days	3 Bus Days	2 Bus Days	Next Bus Day
Escalation management		▪	▪	▪
Designated Team				▪
24x7 Online Support				
Knowledge base	▪	▪	▪	▪
Product forums	▪	▪	▪	▪
Log, track and update cases	▪	▪	▪	▪
Product and patch downloads	▪	▪	▪	▪
Updates, Releases and Materials Exchange				
Software updates, new releases, patches	▪	▪	▪	▪
Advanced Exchange - materials		2 Bus Days	Next Bus Day	Same Day ³
Proactive Support Services				
Periodic Support Review				▪
Custom Support Alerts				▪
Virtual Annual Health Checks ²				▪
Workflow and 3rd party integration support				▪
Quarterly Report Card				▪
Customer Champion				▪

¹ Available for limited geographies.

² Available for limited products.

³ Available for limited products in some geographies. Otherwise next business day.

In addition to the above plans, Avid Support is available by the minute or fixed fee per incident for specific products purchased by hobbyists and casual users.

Find the plan that's right for you at www.avid.com/supportoffering



We're Avid. Helping people create the most listened to, most watched, and most loved media in the world.

To find your local Avid office, visit www.avid.com/contact

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About Avid Technology, Inc.

Avid is a worldwide leader in tools for film, video, audio, and broadcast professionals – as well as for home audio and video enthusiasts. Avid professional and consumer brands include Avid, Digidesign®, M-Audio®, Pinnacle Systems®, Sibelius®, and Sundance Digital®. Whether used by seasoned professionals or beginning students, Avid's award-winning products and services enable customers to work more efficiently, productively and creatively.

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