

VSN SUPPORT

We care about your business
as much as you do

Make the most of your system with a maintenance program that guarantees reliability and constant updates. **VSN Support** offers you incidents resolution, updates and technical consulting regarding your system.

VSN**PRO** SUPPORT PLAN

24h x 7 days (365 days)



1. EXTENDED SUPPORT HOURS

- Support 365 days x 24 hours
- Answer in 1 hour
- Priority service in assistance and reparations

2. SOFTWARE UPDATES

- Free updates
- 50% discount in new versions (upgrades)
- Total access to documentation

3. TECHNICAL SUPPORT

- Support via phone, e-mail and chat
- Access to customer support portal
- 365 days remote access in different international timetables
- Total access to FAQs

4. ON SITE SUPPORT

(via authorized provider)

- On-site support depending on local provider availability
- Optional support given by a **VSN** engineer (optional and under budget)

5. PREVENTIVE MAINTENANCE

- Security and prevention of incidents
- Improvement and research of methodologies and workflows
- Annual system status verification (optional)
- Permanent monitoring from the error control center (optional)

6. WARRANTY & RMA SERVICES

(optional module)

- Repair priority. Replacement of defective parts of the material in warranty
- Spare parts shipment in advance. Hardware loans while it's been repaired, if required
- Special discounts for system renovation

VSNBASIC SUPPORT PLAN

8h x 5 days



For clients that do not need a total coverage program, we have also available a basic support plan:

- 5 days a week, from 09.00 to 17.00h
- From Monday to Friday service
- Same day response
- Free software updates

* EMEA (Europa, Middle East y Africa) y AMERICA

TRAINING SERVICES FOR DEALERS AND CLIENTS

The training of your human team is the best asset for the future of your company. Take advantage of your solutions with the **VSN** training programs.

- 100% Customizable trainings, according to your company needs
- Custom timetable and dates
- In-company training or in our offices

HARDWARE WARRANTY EXTENSION

Guarantee the perfect operation of your **VSN** system extending the warranty in 2 additional year periods (periods to be added to the manufacturer warranty).

- Enjoy 36 months of warranty (24 additional months to the manufacturer warranty)
- Total repair and substitution of damaged parts
- Avoid unexpected additional costs
- International validity

* The warranty extension should be acquired during the initial manufacturer warranty period of your VSN system (manufacturer's warranty).

AUDIT SERVICES

In **VSN** we want to make sure that our clients' systems are working perfectly all the time. That's why we offer our advanced consultancy services: After more than 25 years of successes in the broadcast sector, we are very close to you to prevent any incident.

COMPARATIVE TABLE BETWEEN VSN SUPPORT PLANS

	VSNBASIC	VSNPRO
TIMETABLE		
Support 7 days / week x 24 hours (365 days)	✗	✓
Answer in 1 hour	✗	✓
Priority attention	✗	✓
SOFTWARE UPDATES		
Free updates	✓	✓
50% discount in new versions (upgrades)	✓	✓
Total access to documentation	✓	✓
TECHNICAL SUPPORT		
Support via phone, e-mail and chat	✓	✓
Remote access	✓	✓
Different international timetables	✓	✓
Total access to troubleshooting and FAQs	✓	✓
ON SITE MAINTENANCE (via authorized provider)		
On-site support depending on local provider availability	✗	✓
Optional support given by a VSN engineer (optional and under budget)	✓	✓
PREVENTIVE MAINTENANCE		
Security and prevention of incidents	✓	✓
Improvement and research of methodologies and workflows	✓	✓
Permanent monitoring in the error control center (optional)	✓	✓
WARRANTY & RMA SERVICES (optional module)		
Priority in reparations	✗	✓
Replacement of defective parts and material in warranty	✓	✓
Parts shipment in advance	✗	✓
Equipment loans while they're being repaired (if required). Only VSN hardware	✓	✓
Special discounts for system renewal	✓	✓

For further information about **VSN's** support contracts, e-mail us on info.support@vsn-tv.com or visit our website



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