

VantageCare

Our focus is to support you

The global service team at Vitec Videocom has extensive experience providing product support for leading broadcasters. We understand that uptime is crucial for your business and are committed to ensuring your success.

The VantageCare Service Agreement has been designed to keep your system performing at a high level and to allow for rapid recovery when an unexpected failure occurs.

VantageCare allows you to choose the support for the licenses and product that you are operating as part of your μ VRC System.

When you are covered by a VantageCare Service agreement, you can rest easy that when you need service, your issue will receive priority attention whether it's via our technical support line, remote connection or advanced replacement.

Key Features

- + Extended hours remote support
- + Software Updates included
- + Minimal downtime with advance replacement of items covered under the agreement
- + Discounts for adding support to additional licenses purchased during plan year
- + Remote training sessions by arrangement



VantageCare

Support Agreement

Vinten

Out-of-Warranty,
no Support Agreement

In Warranty,
no Support Agreement

VantageCare

Technical Support

Telephone response line 24/7	✓	✓	✓
Telephone support - out of hours call back	-	-	✓
Formal tracking of your issues	✓	✓	✓
Escalation of technical issues	✓	✓	✓
Remote diagnostic tools	-	✓	✓

Repairs/Upgrades

Software upgrades to the latest version	-	-	✓
Hardware repairs - costs included?	-	✓	-
Hardware repairs by advance replacement of modules	-	-	✓
Advance replacement	-	-	✓

Spare parts

Spare parts included	-	✓	✓
Spare parts supply	Order shipped from the nearest of our international warehouses		
Placing spare parts orders	Via phone & email or Vitec Videocom online parts store		
On-site spares / modules	-	-	Negotiable

Pricing

Approach	n/a	n/a	Fixed price per site
Discount for multi-year commitment	n/a	n/a	Yes, Negotiable
Discount for larger groups/multiple sites	n/a	n/a	Yes, Negotiable

Americas

Vitec Videocom Inc
14 Progress Drive
Shelton, CT 06484
USA

Vitec Videocom Inc
20600 Plummer Street
Chatsworth, CA 91311
USA

800 541 1667
+1 203 925 4991
servicesupport@vitecgroup.com

Europe, Middle East & Africa

Vitec Videocom Ltd +44 1284 757 918
Western Way support@vitecgroup.com
Bury St Edmunds
Suffolk, IP33 3TB
UK