

VantageCare

Our focus is to support you

The global service team at Vitec Production Solutions 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

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Out-of-Warranty,
no Support Agreement

In Warranty,
no Support Agreement

VantageCare

Technical Support

	Out-of-Warranty, no Support Agreement	In Warranty, no Support Agreement	VantageCare
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

	Out-of-Warranty, no Support Agreement	In Warranty, no Support Agreement	VantageCare
Software upgrades to the latest version	-	-	✓
Hardware repairs - costs included?	-	✓	-
Hardware repairs by advance replacement of modules	-	-	✓
Advance replacement	-	-	✓

Spare parts

	Out-of-Warranty, no Support Agreement	In Warranty, no Support Agreement	VantageCare
Spare parts included	-	✓	✓
Spare parts supply	Order shipped from the nearest of our international warehouses		
Placing spare parts orders	Via phone & email or Vitec Production Solutions online parts store		
On-site spares / modules	-	-	Negotiable

Pricing

	Out-of-Warranty, no Support Agreement	In Warranty, no Support Agreement	VantageCare
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

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